



Green Hills Companies

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Serving the area since 1952

Dear Customer,

In an effort to protect you from identity theft, the Federal Communications Commission (FCC)¹ and Federal Trade Commission (FTC)² have established rules to assist the Telecommunication industry. In accordance with these rules, it will be Green Hills' practice to verify the customer's identity by using passwords rather than birthdates and social security numbers.

If you do not provide us with a password, it's possible we will not be able to discuss some information with you on the phone. We would be required to mail the information to the address on the account or call the phone number on the account. If you were to visit our office in person, without a password, we would be required to see a valid photo ID matching the customer name and address listed on the account. This may seem extreme, but we want to protect you in every way possible from any form of identity theft. Your cooperation with this process will make the effort easier.

Please complete the form below, and return to our office.

--- ✂ --- **Cut along dotted line, and return the lower portion.** --- ✂ ---

Password and Back-up Authentication

Name on Account: _____

Phone number(s) _____

Password (at least 6 characters long): _____ Hint: _____

(The hint is used to help you remember your password.)

Back-up Security Question (Used in case you lose or forget your password.)

Choose ONE and provide the answer:

___ What city were you born in? _____

___ What high school did you graduate from? _____

___ What was the make of your first car? _____

___ What was your very first job? _____

___ What was the color of your first car? _____