



Dear Customer,

Green Hills has received a request to add or change the password on your account. In accordance with the Federal Communications Commission (FCC)¹ and Federal Trade Commission (FTC)² rules, Green Hills' is under the practice of verifying the customer's identity by using passwords rather than birthdates and social security numbers.

If you did not make the request to add or change your password, please contact our office immediately at 644-5411, otherwise please complete the form below, and return it in the enclosed envelope.

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's 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.

¹ FCC rule Title 47 CFR 64.2003 Customer Proprietary Network Information

² FTC rule Title 15 U.S.C. Section 1681 Red Flag Rules

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

Password and Back-up Authentication

Name on Account: _____

Phone number(s) _____

Password: _____ 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? _____

Existing customers add or change authorization form.

7926 NE State Route M
Breckenridge, MO 64625

greenhills.net
660.644.5411 or 800.846.3426

1905 Walnut
Higginsville, MO 64037