

POLICY ON DISCONTINUING CONTACT UPON REQUEST

1. Policy: It is the policy of Matter to discontinue contacting any person upon that person's oral or written request directed to the organization, its professional fundraiser (if applicable), or other agent.

Matter shall maintain a record of all requests by persons who indicate to Matter, its professional fundraiser, and other agents, that they do not wish to be contacted by or on behalf of Matter.

2. Limitation: This policy does not prohibit contact by Matter that is solicited by a person or a person's representative, even if the person or his/her representative have requested to be placed on the "do not contact list." Contact by Matter that is solicited by a person whose name appears on "do not contact" list shall be limited to providing a direct response to the person's inquiry and shall not cause the person's name to be removed from the "do not contact" list.

3. Procedure: Upon a person's (or a person's authorized representative's) request that Matter discontinue further contacts, the person's name and address will be promptly removed from Matter database or modified to insure that no further contact is made with the person.

4. Permanent Record: Matter will maintain a record of all requests for discontinuance of contacts, effective with the adoption of this policy by Matter's board of directors. Oral requests will be recorded in writing by the staff of Matter and maintained with the written requests. The records of persons who have made such a request will be maintained by Matter to the extent necessary for legal or liability purposes.