



## **SMS Privacy Notice**

Mendota Insurance Company values your privacy and is committed to protecting your personal information.

### **SMS Consent Communication:**

Information (Phone Numbers) obtained as part of the SMS consent process will not be shared with third parties for marketing purposes.

### **Types of SMS Communications:**

If consent has been given to receive text messages from Mendota Insurance, messages may be received related to the following:

- Appointment reminders
- Follow-up messages
- Billing inquiries

Example: "Hello, this is a notice that payment has been issued on your claim and you should receive the check via USPS in 3 to 5 business days. Reply STOP to opt out of SMS messaging at any time."

### **Message Frequency:**

Message frequency may vary depending on the type of communication. For example, up to 2 SMS messages per week may be received related to claim specific transactions and actions.

Example:

"Message frequency may vary. You may receive up to 2 SMS messages per week regarding your appointments or account status."

### **Potential Fees for SMS Messaging:**

Standard message and data rates may apply, depending on the carrier's pricing plan. These fees may vary if the message is sent domestically or internationally.

**Opt-In Method:**

Opt-in to receive SMS messages from Mendota Insurance can be done in the following ways:

Verbally, during a conversation

By filling out a paper form

**Opt-Out Method:**

Opting out of receiving SMS messages can be done at any time by replying "STOP" to any SMS message received. Alternatively, direct contact can be made to request removal from the messaging list.

**Help:**

For any issues, reply with the keyword HELP. Alternatively, help can be obtained directly from us at [www.mendota-insurance.com](http://www.mendota-insurance.com).

Additional Options:

If SMS messages are not desired, the SMS consent box on forms can be left unchecked.

**Standard Messaging Disclosures:**

Message and data rates may apply.

Opt out at any time by texting "STOP."

For assistance, text "HELP" or visit our SMS Privacy Policy and Terms and Conditions pages at [www.mendota-insurance.com](http://www.mendota-insurance.com).

Message frequency may vary

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