

Rock Valley Credit Union SMS Text Message Policy

By providing your cell phone number, you have provided us with consent to send you text messages in conjunction with the services you have requested. Your cellular provider's "**Msg & Data Rates May Apply**" may apply to our confirmation message and all subsequent messages.

You understand the text messages we send may be seen by anyone with access to your phone. Accordingly, you should take steps to safeguard your phone and your text messages if you want them to remain private. [NO CONFIDENTIAL INFORMATION SHOULD BE SENT VIA TEXT MESSAGE.]

Please notify us immediately if you change mobile numbers, carrier, or plan to provide your phone to another person.

If you have any questions about this policy, would like us to mail you a paper copy of this policy, or are having problems receiving or stopping our text messages, please contact us using the following information:

Rock Valley Credit Union
1201 Clifford Ave
Loves Park, IL 61111
rvcu@rockvalleycu.org
815-282-0300

You agree and consent to be contacted by Rock Valley Credit Union, our agents, employees, attorneys, affiliates, subsequent creditors, loan servicing companies, and third-party collectors through the use of email, and/or telephone calls and/or SMS text messages to your cellular, home or work phone numbers, as well as any other phone number you have provided in conjunction with this account, including the use of automatic telephone dialing systems, auto dialers, or an artificial or prerecorded voice.

Opt-out or STOP

This policy applies to the text messages sent by Rock Valley Credit Union to our members while and after they use our product. If you wish to stop receiving marketing text messages from Rock Valley Credit Union, reply to any text message we have sent you and in the reply text, simply type **STOP**. Your stop request will become effective within one business day. You may also stop text messages by calling us or emailing us using the contact information listed above.

Help or Support

If at any time you need our contact information or information on how to stop text messages, please contact us at the information provided above. In general, the messages we send provide information about your account. Some of the text message we send may include links to websites. To access these websites, you will need a web browser and Internet access.

We may modify this policy or terminate our SMS text message program at any time.