



## **MD Claims Group Text Message Consent Policy**

### Purpose

The MD Claims Group ("Company") Text Message Consent Policy outlines the terms and conditions under which the Company sends SMS text messages to its customers, claimants, and other individuals who have opted to receive such messages. This policy ensures compliance with TCR Registration, TCPA (Telephone Consumer Protection Act), and related regulations.

### Scope

This policy applies to any individual providing their mobile number for receiving text messages from MD Claims Group, including customers, claimants, and other relevant parties.

### Consent

By providing your mobile phone number and opting into text message communications from MD Claims Group, you consent to receive SMS messages regarding claims updates, policy notifications, service alerts, appointment reminders, and other information pertinent to services provided by the Company. Consent is not required as a condition of service. Standard message and data rates may apply as per your mobile carrier's agreement.

### Message Frequency

Message frequency may vary based on your claim activity and interactions with MD Claims Group. You may receive multiple messages per month depending on the nature and status of your claims and services.

### Opt-Out Process

To stop receiving text messages from MD Claims Group, you may reply "STOP" to any message. This will cancel future text message communications. You will receive one final message confirming your choice to opt out. Should you wish to re-enroll, you must contact MD Claims Group directly or follow the instructions provided in our confirmation message.

### Help Instructions

If you need assistance with MD Claims Group text messages, reply "HELP" for guidance. For further questions, please contact MD Claims Group support at MD Claims Group at (800) 498-2389.



## **MD Claims Group Text Message Consent Policy (continued)**

### Privacy and Security

MD Claims Group respects your privacy. The information provided for SMS text messaging will be used solely for the purpose of communicating with you regarding your claims, appointments, and other service-related information. MD Claims Group will not share or sell your information to third parties without explicit consent, except as required by law.

### Data Collection

For quality assurance, MD Claims Group may collect and store information related to SMS message delivery and response activity. This data collection is performed in compliance with applicable privacy laws and regulations.

### Changes to This Policy

MD Claims Group reserves the right to update or modify this SMS Consent Policy at any time. Changes will be effective immediately upon posting to our website, and continued use of our SMS services constitutes acceptance of these changes.

### Contact Information

For questions about this policy or to obtain further assistance, please contact MD Claims Group at (800) 498-2389.