#### **SMS TERMS AND CONDITIONS**

**Stronghold Accessibility Solutions** offers SMS messaging to help coordinate services for veterans and their households. By choosing to receive SMS from us, you agree to the following terms:

### **Types of Messages**

You may receive SMS messages related to:

- Appointment reminders
- Scheduling or rescheduling visits
- Service coordination related to VA work orders

We do not send marketing or promotional text messages.

## **Message Frequency**

Message frequency may vary depending on the status of your service request.

#### **Fees**

Message and data rates may apply, depending on your mobile carrier plan.

### **Opt-Out**

You may opt out of SMS messages at any time by replying **STOP** to any message. After you send STOP, we will send a confirmation SMS and you will no longer receive text messages from us.

# <u>Help</u>

For assistance, reply **HELP** to any SMS message, call us at **(518) 362-5562** or visit our website at <a href="https://safewithstronghold.com">https://safewithstronghold.com</a>.

# **Privacy**

For details on how we collect, use, and protect your information, please see our Privacy Policy at <a href="https://safewithstronghold.com/privacy">https://safewithstronghold.com/privacy</a>