

Trumark Credit Union Text Messaging Terms of Service

Program Name: Trumark Credit Union Alerts & Updates

1. Program Description

When opted in, you may receive SMS/text messages from Trumark Credit Union, including but not limited to:

Transactional messages from 267-653-6090

- Account alerts/information (i.e., alerts for micro deposits, mobile wallet token, account related information like rewards on existing account, certificate maturity notices) balance or transaction alerts)
- Service updates and important notifications
- Appointment reminders or follow-ups

Promotional messages from 267-653-6080

- Promotional offers, product updates, and marketing messages (if consented separately)

Survey messages from 267-653-6078

- You may receive invitations to participate in surveys related to your experience with Trumark Credit Union or your accounts.

Message content will vary based on your relationship with Trumark Credit Union and your communication preferences.

2. Cancellation / Opt-Out

You can cancel the SMS service at any time. Just text **STOP** to the short code or number from which you received the message.

After you send the SMS message **STOP** to us, we will send you a confirmation message that you have been unsubscribed. After this, you will no longer receive SMS messages from us.

You also can opt out by emailing us at memberservices@trumark.org or calling 877-TRUMARK (878-6275).

If you want to opt in again, simply sign up as you did the first time, and we will resume sending messages.

3. Help / Support

If you are experiencing issues with the messaging program, you can reply with the keyword **HELP** for more assistance.

You can also get help directly at:

- Email: **memberservices@trumark.org**
- Phone: **877-TRUMARK (878-6275)**

4. Carrier Disclaimer

Carriers are not liable for delayed or undelivered messages.

5. Message Frequency & Rates

Message and data rates may apply for any messages sent to you from us and to us from you.

Message frequency may vary depending on your account activity and preferences, but you can expect recurring messages as needed for alerts and occasional promotional messages.

If you have any questions about your text or data plan, please contact your wireless provider.

6. Privacy Policy

If you have any questions regarding privacy, please review our Privacy Potice:

<https://www.trumark.com/privacy-policy>