

# allen

INSURANCE GROUP

• Home • Auto • Business • Life •

## TEXT MESSAGING AUTHORIZATION AND PRIVACY POLICY

Welcome to our agency, where we are committed to premier service levels. As a customer of our agency, you have the convenience of contacting our office by either calling, SMS text, or emailing. Communication preferences with Allen Insurance Group can be changed at any time by contacting us at [info@alleninsurancegroup.net](mailto:info@alleninsurancegroup.net) or responding to an SMS message with the reply of STOP. You can send START at any time to rejoin. You may text HELP if you need assistance with anything. Your SMS messages are received by a live agent, not a robot. SMS messages will originate from our office number, 618-655-5380.

Examples of when Allen Insurance Group might text you include:

- 1.) Please call us at the office regarding your auto insurance payment, at your convenience.
- 2.) Your insurance provider has been trying to reach you regarding the completion of tree trimming. We'd be happy to pass on a status update on your behalf, if you have an update.

Reasons you might text us:

- 1.) To ask us how to initiate the claims process.
- 2.) To ask us what we need to add a new vehicle to your policy.

### **Terms and Conditions**

We will not disclose personal information via text at Allen Insurance

Group. Any requests for changes to your policy via text are not an assumption of receipt. Verification of requests received can be found on your insurance company's site, via mail, or an email from us. Please don't send any confidential information to our text line. Allen Insurance Group is CTA compliant.

Be advised that when texting with Allen Insurance Group, message and data rates may apply. The nature of messages sent will not be for solicitation purposes by Allen Insurance Group, but for servicing of accounts. Messages will only be sent as needed, as requests for information from Allen Insurance Group and not on a routine basis and is provided as a convenience to our customers to reach us for the same purpose. For HELP or further information, please contact us email [info@alleninsurancegroup.net](mailto:info@alleninsurancegroup.net), phone (618)655-5380, or in person at 25A Professional Park Dr Maryville IL 62062.

**Privacy Policy:**

The information collected will not be shared with third parties or for promotional purposes.

\_\_\_\_\_ I do not wish to receive text messaging initiated by your office.

\_\_\_\_\_ I wish to receive text messaging initiated by your office. I understand that messages may incur charges with my mobile provider, and rates may vary. By initiating the text process with Allen Insurance Group, I understand that if I send a text to Allen Insurance, I automatically opt-in to texting correspondence, which authorizes Allen Insurance Group to respond to my request. I understand that neither my mobile carrier nor Allen Insurance Group are responsible for delayed or undelivered messages.

Signature \_\_\_\_\_ Date \_\_\_\_\_

This form can be printed, signed, and dropped off in person, by mail, or e-mailed to [info@alleninsurancegroup.net](mailto:info@alleninsurancegroup.net)

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