



Text Messaging procedures

Below outlines the procedures for our office engagement with our customers via text messaging:

1.) Allen Insurance Group sends an authorization form once an individual becomes a customer. We do not engage in text messaging with the general public. This authorization is sent to the customer prior to text engagement. The authorization includes:

A. Selection or rejection option to engage with Allen Insurance Group via text

B. Notification that the customer can change their election of text communication with Allen Insurance Group at any time. That change can happen by (1) emailing Allen Insurance Group at info@alleninsurancegroup.net, (2) responding to a text message to Allen Insurance Group with the word STOP, START, or HELP, or (3) visiting the Allen Insurance Group website at

https://www.alleninsurancegroup.net/site_documents/69993_Text_authorization.pdf.

C. Examples of when Allen Insurance Group might interface with the customer via text.

D. Notification that text messages from Allen Insurance Group are not used for sales purposes.

E. Notification that requests made via text are not a confirmation that request has been fulfilled by Allen Insurance Group.

F. Notification that confidential information should not be sent via text message to Allen Insurance Group.

G. Notification that when our customer initiates the texting process, they automatically opt-in the texting correspondence with Allen Insurance Group, which authorizes Allen Insurance Group to respond to your request.

2.) CTA information is compliant and accurate for Allen Insurance Group. Verification of which can be provided upon request.

3.) HELP instructions explain to the customer that their number has been authorized to receive text messages from Allen Insurance Group. That messages frequently vary. That message/data rates may apply. It also instructs individuals to

reach out to Allen Insurance Group via voice phone at (618)655-5380 for further support.

- 4.) STOP instructions explain to the customer they are now unsubscribed from SMS communication with Allen Insurance Group.
- 5.) START instructions explain to the customer that Allen Insurance Group welcomes them back. And that STOP cancels and HELP provides more answers.
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