

## **SMS Terms of Service – United Way of Pierce County.**

*By opting into SMS from a web form or other medium, you are agreeing to receive SMS messages from United Way of Pierce County. This includes SMS messages for customer care, polling and voting. Message frequency varies. Message and data rates may apply. See privacy policy at <https://www.uwpc.org/privacy-policy>. Message HELP for help. Reply STOP to any message to opt out.*

### **Types of Messages You May Receive**

- Appointment reminders and confirmations
- Follow-ups and check-ins from your assigned navigator
- Alerts about new community resources, events, or opportunities
- Requests for feedback or satisfaction surveys
- Reminders about documents or action steps relevant to your case
- Notifications about changes to services or availability
- Motivational messages or helpful tips aligned with your goals

### **Privacy & Consent**

Your contact information and messaging history are kept confidential and used solely to support your engagement with our services. By opting in, you confirm your consent to receive SMS communications. You may opt out at any time by replying “STOP.”

Visit <https://www.uwpc.org/privacy-policy> to see our Privacy Policy and terms and conditions.

### **Message Frequency & Costs**

Message frequency may vary based on your level of engagement and resource needs. Standard message and data rates may apply depending on your mobile plan.

### **Opt-Out Instructions**

To stop receiving SMS messages, reply “STOP” at any time to opt-out. You may rejoin by contacting your navigator or texting “START.”

### **Need Help?**

For questions about messages or support, reply “HELP” or contact our program directly at 253-272-4263.