

# SMS Terms and Conditions

iGUIDE - Services Communications Policy - Last updated: May 1st, 2025

iGUIDE conducts business as iGUIDE – Services, iGUIDE – Financial and as iGUIDE – Real Estate.

iGUIDE is committed to protecting and respecting your privacy, and we'll only use your personal information to administer your account and to provide the products and services you requested from us.

**How will we communicate with you?**

## 1) SMS Terms & Conditions

### a- SMS Consent Communication:

**"SMS opt-in or phone numbers for the purpose of SMS are not being sold or shared with any third party or affiliate companies for marketing purposes."**

### b- Types of SMS Communications:

If you have consented to receive text messages from iGUIDE - Services you may receive messages related to the following:

- Direct 1:1 Communication - Conversational Text Messages

**Example:** *"Hello Ben, sounds good, I will see you shortly! Reply STOP to opt out of SMS messaging at any time."*

- **3- Message Frequency:**

The frequency of messages may vary. For example, you may receive up to [15] SMS messages per week related to conversational text messages.

- **Example:**

*"Hi Jean, here is the information for Cathy you asked for:*

*Cathy Jones 480-555-1215*

*Her Website: [www.Cathyswebsite.com](http://www.Cathyswebsite.com)*

*Let me know if you need her email address.*

*Reply STOP to opt out of SMS messaging at any time." from - iGUIDE - Services Reply STOP to opt out of SMS messaging at any time."*

## 4- Potential Fees for SMS Messaging:

Please note that standard message and data rates may apply, depending on your carrier's pricing plan. These fees may vary if the message is sent domestically or internationally.

## **5- Opt-In Method:**

You may opt-in to receive SMS messages from iGUIDE - Services in the following ways:

- Verbally, during a conversation
- By submitting an online form

## **6- Opt-Out Method:**

You can opt out of receiving SMS messages at any time. To do so, simply reply "STOP" to any SMS message you receive. Alternatively, you can contact us directly to request removal from our messaging list. Contact us @ [Admin@iGUIDEServices.com](mailto:Admin@iGUIDEServices.com)

## **7- Help:**

If you are experiencing any issues, you can reply with the keyword HELP. Or, you can get help directly from us at [Admin@iGUIDEServices.com](mailto:Admin@iGUIDEServices.com)

## **Additional Options:**

- If you do not wish to receive SMS messages, you can choose not to check the SMS consent box on our forms.

## **8- Standard Messaging Disclosures:**

- Message and data rates may apply.
- You can opt-out at any time by texting "STOP."
- For assistance, text "HELP" to 480-805-8020 or send an email to [Admin@iGUIDEServices.com](mailto:Admin@iGUIDEServices.com).
- Message frequency may vary

## **2) Emails-**

If you have consented to receive email messages from iGUIDE - Services you may receive messages related to the following:

- Appointment reminders
- Follow-up messages
- Current Real Estate and Mortgage Market Information
- Direct 1:1 Communication

## **3) Phone Calls-**

We will periodically call through telecommunication devices and dialers to update you on the status of your transaction;

If you have consented to receive phone calls from iGUIDE - Services you may receive calls related to the following:

- Appointment reminders
- Follow-up messages
- Current Real Estate and Mortgage Market Information
- Direct 1:1 Communication