

## SymQuest Group Portal SMS Terms & Conditions

1. **Program description:** When opted-in, you agree to receive text messages (SMS/MMS) to your mobile number. These messages are used to authenticate your account when logging in on new or unrecognized browsers. Optionally you may sign up for account notifications such as failed login alerts and new message notifications. The type of alerts you receive will depend on the settings you chose under your notification profile.

2. **Program frequency:** Message frequency will vary depending on how often you need to verify your identity and how often new account alerts occur.

3. **Marketing:** We do NOT use your number for marketing. Period. We will never send you offers, links to offers, or any other form of marketing via SMS.

4. **Opt out:** You can opt-out of this service at any time. For authentication alerts, simply log into your account and remove your phone number by clicking 'remove' under the MFA section of your account settings. For users that have opted into account notifications, you may opt out of this by visiting the notifications section of your account settings and selecting 'remove' or by replying STOP to the message.

5. **Help:** If you are experiencing any issues, you can get help directly from us through the portal by opening a new ticket or by calling us at 1800-374-9900.

6. **Interruption:** Carriers, such as AT&T, Verizon, etc are not liable for delayed or undelivered messages.

7. **Costs:** Message and data rates may apply for any messages sent to you from us and to us from you. If you have any questions about your text plan or data plan, please contact your wireless provider.

8. **Privacy:** When you provide a phone number for authentication or account notifications, that number is solely used for those purposes. We do not share that number with any 3<sup>rd</sup> party ever. Your number is your number and you may remove it at any time through your account settings.