



## **Alinsco Short Code Terms of Service**

### **1. Program Description**

Alinsco Insurance ("Alinsco") operates an SMS notification program under short code 33627 (EDOCS). This program is used to deliver electronic insurance documents and notifications to policyholders and claimants who have opted in to receive communications via SMS. Messages may include premium payment notices, cancellation notices, renewal documents, claim-related communications, and other policy-related notifications.

### **2. Opt-In Confirmation**

When you opt in to the service, we will send you an SMS message to confirm your enrollment.

### **3. How to Opt Out (STOP)**

You can cancel the SMS service at any time. Just text **STOP** to **33627**. After you send the SMS message **STOP** to us, we will send you an SMS message to confirm that you have been unsubscribed. After this, you will no longer receive SMS messages from us.

If you want to join again, just sign up as you did the first time and we will start sending SMS messages to you again.

### **4. How to Get Help (HELP)**

If at any time you forget what keywords are supported, just text **HELP** to **33627**. After you send the SMS message **HELP** to us, we will respond with instructions on how to use our service as well as how to unsubscribe.

### **5. Supported Carriers**

We are able to deliver messages to the following mobile phone carriers:

**Major carriers:** AT&T, Verizon Wireless, Sprint, T-Mobile, U.S. Cellular, Alltel, Boost Mobile, Nextel, and Virgin Mobile.

**Minor carriers:** Alaska Communications Systems (ACS), Appalachian Wireless (EKN), Bluegrass Cellular, Cellular One of East Central IL (ECIT), Cellular One of Northeast Pennsylvania, Cincinnati Bell Wireless, Cricket, Coral Wireless (Mobi PCS), COX, Cross, Element Mobile (Flat Wireless), Epic Touch (Elkhart Telephone), GCI, Golden State, Hawkeye (Chat Mobility), Hawkeye (NW Missouri), Illinois Valley Cellular, Inland Cellular, iWireless (Iowa Wireless), Keystone Wireless (Immix Wireless/PC Man), Mosaic (Consolidated or CTC Telecom), Nex-Tech Wireless, NTelos, Panhandle

Communications, Pioneer, Plateau (Texas RSA 3 Ltd), Revol, RINA, Simmetry (TMP Corporation), Thumb Cellular, Union Wireless, United Wireless, Viaero Wireless, and West Central (WCC or 5 Star Wireless).

## **6. Carrier Liability Disclaimer**

Carriers are not liable for delayed or undelivered messages.

## **7. Rates Disclosure**

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

## **8. Message Frequency**

You will receive **up to 5 messages a month**. Message frequency may vary based on your policy activity and account status.

## **9. Contact Us**

For all questions about the services provided by this short code, you can send an email to **[smshelp@alinsco.com](mailto:smshelp@alinsco.com)**.

## **10. Privacy Policy**

If you have any questions regarding privacy, please read our privacy policy:  
**<https://www.alinsco.com/pdf/ShortCodePrivacyPolicy.pdf>**