



SMS Communications

By providing us with a telephone number (including a wireless/cellular, mobile telephone number and/or email address), you consent to receiving calls and/or SMS text messages from us at that number, including those made by use of an automatic telephone dialing system ("ATDS"), and/or emails from us for Account servicing and collection purposes, including identify verification.

SMS opt-in and telephone numbers collected for SMS communication purposes will not be shared with any third party or affiliates for marketing purposes.

If you have consented to receiving text messages from us, you may receive messages related to the following:

- Business-related matters
- Appointment scheduling
- Security notifications
- Application and request status updates

Message frequency may vary depending on the type of communication.

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. The Credit Union and supported carriers are not liable for delayed or undelivered messages.

You may opt in to receive messages from the Credit Union in the following ways:

- Providing verbal authorization to any Ignite employee
- Texting "START" to (888) 860-6928

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 opt out with a Credit Union representative by calling (888) 860-6928, or by visiting any Credit Union branch office. Please note that opting out of SMS messages may result in your access to Online Banking, including your debit card, being terminated.

If you are experiencing any issues, you can reply with the keyword "HELP," or you can get help directly from us by calling us at (888) 860-6928; writing to us at 115 Riverside Drive, Battle Creek, MI 49015; or by visiting any Credit Union branch office.

For any questions regarding privacy, please read our privacy policy: ignitecreditunion.com/privacy