

# SMS Text Messaging

Another way  
to contact FIFS



Now you can send and receive SMS text messages with FIFS staff to easily communicate about your insurance.

Billing • Auto ID Cards • Certificates of Insurance  
Policy Changes • Claims • Alerts

## FIFS use of SMS Texting

The use of SMS Texting with clients of FIFS is intended to enhance the client experience. Texts are an additional avenue of communication between clients and FIFS Staff primarily for service requests, alerts, billing inquiries, billing notifications, and claims communication.

## Message Frequency

FIFS rarely sends messages for any purpose other than reasons mentioned above.

## Message and Data Rates

If your mobile device plan includes charges for message and data, you may receive charges for messages to/from FIFS. Be aware of your plan and choose whether or not to participate in texting with FIFS based on your needs.

## FIFS Privacy Practices

[www.fifsinc.com/privacy](http://www.fifsinc.com/privacy)

To protect your information from cyber hackers, do not send personal identifiable information to FIFS via text message.

## Terms & Conditions

- Verbal and/or written consent is required in order to participate in the FIFS texting feature
- FIFS will send texts:
  - In reply to a text from a client
  - To confirm a claim has been submitted to the insurance company
  - To confirm an auto id card has been sent to a garage or dealership
  - To provide billing alerts
  - To confirm appointments
  - Other similar situations
- Inbound texts received at FIFS outside normal business hours will be responded to on the next business day
- Outbound texts from FIFS will be sent between 7:00 a.m. – 8:00 p.m. EST
- To discontinue participation in the FIFS texting feature, send or reply "STOP" to 717.500.3437
- To reengage in the FIFS texting feature, send "START" to 717.500.3437

Text your **FULL NAME** to

**717.500.3437 (FIFS)**

**to begin using text messaging with FIFS, LLC**

Our goal is to give you peace of mind knowing that the things that are important to you are protected at every stage in your life. We are here to assist you with your insurance policies. Contact us today at info@fifs.com or 267.384.5300.