



Terms of Service

GenFed Financial Credit Union may send you SMS or text messages for the reasons listed in your Membership and Account Agreement, to verify your identity, in connection with an online membership or loan application, or upon your request.

DISCLOSURE OF PERSONAL INFORMATION:

Personal information obtained through short code, toll free, or other SMS will not be shared with any third parties for their reasons/purposes except for the reasons disclosed in our Privacy Policy. We may use third-party service providers (e.g., Twilio, etc.) to assist us with providing and marketing our products and services to you and your information may be processed by such third parties on our behalf for our purposes. We may also share your personal information if necessary to comply with applicable laws and regulations, to respond to a subpoena, search warrant or other lawful request for information we receive, or to otherwise protect our rights.

User Opt-Out: You may opt-out of SMS or text messages at any time. If you wish to stop receiving mobile messages from us, or you no longer agree to these SMS Terms, reply STOP, QUIT, CANCEL, OPT-OUT, and/or UNSUBSCRIBE to the mobile number the message is sent from. You may receive a one-time opt-out confirmation message.

These opt-out commands apply only to messages sent directly by GenFed. Messages you may receive from other service providers or vendors we partner with may have separate opt-in and opt-out requirements.

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, contact your wireless provider.

For all questions about the services provided, you can send an email to info@genfed.com, contact your local branch, or call 330.849.3704.

If you have any questions regarding privacy, please read our privacy policy, which can be found on our website, <https://www.genfed.com/>.