



SOUTHERN GAS FEDERAL CREDIT UNION

P O Box 2600 Little Rock, AR 72203 Phone: 501-374-2031 Fax: 501-374-2041 Email: info@southerngasfcu.com

Telephone Contact Consent Form

Due to the Telephone Consumer Protection Act (TCPA) that was passed by Congress, all Financial Institutions are required to obtain consent before contacting member/customer on their mobile phones. As part of our security system that helps to protect your Southern Gas Federal Credit Union Accounts, calls are placed to you when there is potentially fraudulent or suspicious activity on your account.

By acknowledging and signing this consent, we have your permission to contact you on any mobile number on file in regards to any Southern Gas Federal Credit Union Account.

You agree we and/or third-party debt collectors may contact you by telephone or text message at any telephone number associated with your account(s), including wireless telephone numbers (i.e. cell phone numbers) which could result in charges to you, in order to service your account(s) or collect any amounts owed to us, excluding any contacts for advertising and telemarketing purposes as prescribed by law. That you further agree methods of contact may include use of pre-recorded or artificial voice messages, and/or use of an automatic dialing device.

Also, in order to help mitigate harm to you and your account, we may contact you on any telephone number associated with your account(s), including a wireless telephone number (i.e. cell phone number), to deliver to you any messages related to suspected or actual fraudulent activity on your account(s), data security breaches or identity theft following a data breach, money transfers, or any other messages requiring your immediate attention, permitted by applicable law. These emergency contacts will not contain any telemarketing, cross-marketing, solicitation, advertising, or debt collection message of any kind. The contacts will be concise and limited in frequency as required by law. You will have an opportunity to opt-out of such communication at the time of delivery.

You may withdraw the consent to be contacted on your wireless telephone number(s) or opt-out at any time by written notice to Southern Gas FCU PO Box 2600 Little Rock, AR 72203, by email to info@southerngasfcu.com., via phone at 501-374-2031 or by any other reasonable means. If you have provided a wireless telephone number(s) on or in connection with this account(s), you represent and agree you are the wireless subscriber or customary user with respect to the wireless telephone number(s) provided and have the authority to give this consent. Furthermore, you agree to notify us of any change to the wireless telephone number(s) for which you are providing your consent to be contacted.

- Your consent allows us to use text messaging, artificial or pre-recorded voice message and automatic dialing technology for informational and account service calls but not for telemarketing or sales calls
- It may include contact from companies working on our behalf to service your accounts
- Message and data rates may apply

You may contact us at any time to change these preferences. If your account is a joint account, we ask that both joint parties' sign where designated on this consent form.

- Allow phone calls and text messages
- Allow phone calls only
- Don't allow automatically dialed phone calls or text messages (We may still call you directly if we need to speak with you)

Member Signature

Joint Member Signature

Cell Phone Number You Are Authorizing Us to Contact

Cell Phone Number You Are Authorizing Us to Contact

Date

Member Number

Internal Use Only:		
Accepted by: _____	Date: _____	Updated System: _____
Copy given to member: _____		