



MTN FX — SMS Verbal Consent Process

1. Verbal consent script (read by dispatcher on every inbound call before sending):

"This is [agent name] with MTN FX Dispatch. To locate you, I'd like to send a one-time text message to this number with a link you can tap to share your GPS location with us. Is that okay? — [caller confirms] — You'll receive one text message. Message and data rates may apply. Reply STOP to opt out or HELP for help."

2. Sample conversation:

Caller: "I'm with MTN FX and I'm lost — I called for help finding my way back."

Dispatcher: "I can help locate you. To do that, I'd like to send a one-time text to the number you're calling from, with a link you tap to share your GPS location. Is that okay?"

Caller: "Yes, go ahead."

Dispatcher: "Thank you. You'll get one text message. Message and data rates may apply, and you can reply STOP to opt out or HELP for help. Sending it now."

[SMS sent: "MTN FX Dispatch: Tap to share your location with us so we can assist: <https://mtnfx.com/loc/abc123> Reply STOP to opt out, HELP for help."]

3. How consent is recorded and stored:

Each verbal consent is logged at the time of the call with: caller phone number, date/timestamp, dispatcher name, and the associated inbound call record. Logs are retained for audit and made available to carriers on request. No SMS is sent to any number that has not called in and consented on that call.

4. Opt-out after consent:

Recipients may reply STOP to any message to opt out, or HELP for assistance, at any time. STOP and HELP are honored automatically on every number.