

Lifelong, Inc. SMS Text Messaging Terms and Conditions

Effective Date: 06/15/2026

By opting in to receive text messages from Lifelong, Inc. ("Lifelong," "we," "us," or "our"), you agree to these SMS Text Messaging Terms and Conditions ("SMS Terms"). These SMS Terms apply to the mobile text message services we provide and are a binding legal agreement between you and Lifelong, Inc., located at 750 W. Hampden Avenue, Suite 450, Englewood, CO 80110.

1. Enrollment and Consent

By providing your mobile phone number and opting in (e.g., via our website, digital forms, or by replying to an initial request for consent), you consent to receive recurring, conversational text messages (SMS and MMS) from Lifelong representatives.

Your consent is not required as a condition of purchasing any goods or services. You must be at least 18 years of age or have the express permission of the account holder to enroll.

2. Nature of Service

Our text message service is intended for conversational person-to-person communication between you and our professional staff regarding your inquiries, services, or account information. You should not use text messaging to communicate confidential information.

3. Message Frequency and Content

Message frequency will vary based on your interaction with us. You may receive messages regarding appointment reminders, service updates, account inquiries, or responses to your specific questions. You will not receive messages on a scheduled or recurring basis unless it is related to appointment reminders and with your consent.

4. Message and Data Rates

Lifelong does not charge fees for our text messaging service. However, **message and data rates may apply** based on your individual mobile plan with your wireless carrier. Please consult your mobile carrier for details regarding your specific text messaging plan.

5. Opt-Out Instructions

If you wish to stop receiving text messages, you may reply to any text message from us with the keyword: **STOP, QUIT, END, REVOKE, CANCEL, or UNSUBSCRIBE.**

- **Note:** Because this is a person-to-person communication service, your opt-out request will effectively stop messages from the specific representative or phone

number associated with that conversation. You may receive one final confirmation text message acknowledging your request to opt out.

6. Customer Care Support and HELP

For assistance, info, or support regarding our text messaging services, you may reply to any message with the keyword **HELP**. Alternatively, you may contact us through the following channels:

- **Email:** lifelong@lifelonginc.com
- **Phone:** (303) 573-0839

7. Privacy Policy

We value your privacy. Your information is used solely to facilitate the communication you have requested.

- **Data Sharing:** We may share information with companies that perform services on our behalf (e.g., messaging platform providers, customer relationship management software, and telecommunications carriers). These partners are contractually required to maintain the confidentiality of your information.
- **No Marketing Sale:** Mobile information will **NOT** be shared with third parties or affiliates for their own marketing or promotional purposes.
- **Opt-In Data:** All categories of data collection exclude text messaging originator opt-in data and consent; this information will **NOT** be shared with any third parties except as required by law.
- **Compliance:** We reserve the right to disclose any information, including personal information, as required by law, regulation, or government request, or to protect our rights, safety, property, or avoid liability.

For more information on how we handle personal data, please review our comprehensive Privacy Policy.

8. E-SIGN Disclosure

By agreeing to receive text messages, you consent to the use of electronic records to document your agreement to these terms. You may withdraw your consent to participate in this electronic communication by following the opt-out procedures outlined in Section 5.

9. Changes to Terms

We reserve the right to update these SMS Terms at any time. Any changes will be effective upon posting the updated version to this page. Continued use of the Text Message Service constitutes your agreement to such updated terms.