

FactorPoint Planning, LLC Mobile Terms of Service

1. Program Description

By opting into mobile messaging from FactorPoint Planning, you agree to receive text messages regarding your accounts, appointment reminders and other service related items. Messages will not be sent using automated technology.

2. Message Frequency Disclosure

Message frequency varies depending on your interactions with us and desire method of communication. If you text us instead of emailing us, the frequency of texting will be greater. Generally speaking, we will only text you in response to a message you send us, unless we sent an appointment reminder or other service related reminder.

3. Cost, Message, and Data Rates

There is no fee from FactorPoint Planning for this service. However, message and data rates may apply for any messages sent to you from us and to us from you. Please check with your mobile wireless provider for details on your text plan or data plan.

4. Opt-Out Instructions

You can cancel the SMS service at any time. **To stop receiving messages, reply STOP to any text message you receive from us.** After you send the SMS message **STOP**, we will send you a final text message to confirm that you have been unsubscribed. Following this, you will no longer receive SMS messages from this program unless you choose to opt back in.

5. Help Instructions

If you are experiencing issues with the messaging program or need assistance, **reply HELP for support**. You can also get help directly by reaching out via the contact information below.

6. Carrier Liability

Wireless carriers (such as AT&T, T-Mobile, Verizon, and others) are not liable for delayed or undelivered messages.

7. Contact Information

For questions regarding this SMS program, please contact us at:

- **Email:** info@factorpoint.com
- **Phone:** 585-895-7506
- **Mailing Address:** 20 Office Park Way, Unit 120, Pittsford, NY 14534

8. Privacy Policy

We respect your right to privacy. Please review our full [Privacy Policy](#) to understand how we collect, use, and protect your personal data and mobile phone number.