

SMS Terms and Conditions of Use

BIG BROTHERS BIG SISTERS OF PALM BEACH AND MARTIN COUNTIES MARKETING SMS PROGRAM

By opting-in, you consent to receive and authorize Big Brothers Big Sisters of America (and its service providers) to send you recurring automated promotional and personalized marketing text messages (e.g. enrollment updates, donations) at the mobile number you text us from or used when signing up [using an automated telephone dialing system]. Your consent is not a condition of purchasing any products or services. You may revoke this consent at any time by replying STOP. Messaging frequency varies. Standard message and data rates may apply. You will receive a reply text message to confirm your signup. Your opt-in signifies your agreement to these terms.

Terms and Conditions

This is a standard rate SMS program and message frequency will vary by user. We reserve the right to alter the frequency of messages sent at any time. To participate, you must have a text messaging enabled mobile device with a text messaging plan. Not all mobile devices may be supported, and text messaging may not be available in all areas. We and our service providers and the supported mobile carriers are not liable for delayed or undelivered messages.

For Help. If you need assistance, text the keyword HELP to the five-digit short code for the program (i.e., the five-digit number from which text messages are being sent) at any time to receive customer care contact information.

Cancellation. Reply to a message or text the keyword **STOP, QUIT, END, CANCEL,** or **UNSUBSCRIBE** to the five-digit short code for the program at any time to no longer receive marketing text messages. After replying or texting the keyword, you will receive one additional text message confirming that your request has been processed. If you cancel from one of our text message programs, you may continue to receive text messages from Big Brothers Big Sisters of Palm Beach and Martin Counties through any other program you have joined separately until you separately cancel from those programs. You may also continue to receive messages via text message related to orders or transactions placed online, as well as messages selected through our message preference center.

Active Keywords. STOP, QUIT, END, CANCEL, or UNSUBSCRIBE

Duty to Notify and Indemnify: You represent that you are the account holder for the mobile telephone number(s) that you used to subscribe to the program. You are responsible for completing the opt-out process for notifying us immediately if you change, transfer, or intend to stop using the mobile telephone number used to subscribe to the program. You may notify us of a number change by contacting Big Brothers Big Sisters of Palm Beach and Martin Counties as provided under Contact Us below. Your agreement to do so is a material part of these terms and conditions. You agree to indemnify Big Brothers Big Sisters of America in full for all claims, expenses, and damages related to or caused in whole or in part by your failure to complete the opt-out process or notify us if you change, transfer, or

intend to stop using your telephone number including, but not limited to, all claims, expenses, and damages related to or arising under the Telephone Consumer Protection Act.

Contact Us

If you have questions or comments, please contact us at info@bbbsa.org. If you have any questions about your text or data plan it is best to contact your wireless provider.

Privacy & Security

Your privacy is very important to us. Please refer to our Privacy Policy at <https://www.mentorbig.org/transparency/> for more details on how we protect and manage your personal data.

Date: November 2025