

Text Messaging Privacy Policy

First Federal Community Bank offers text messaging (SMS) services to provide customers with important account-related information, alerts, customer service communications, operational messages, and marketing or promotional messages. Participation in this service is voluntary and requires prior customer consent.

Consent to Receive Text Messages

By providing your mobile number and opting in, you provide prior express written consent to receive text messages from First Federal Community Bank, including account notifications, customer service communications, operational or informational messages, and marketing or promotional communications. Consent to receive text messages is not a condition of purchasing any product or service from First Federal Community Bank. Messages, including marketing communications, may be sent using an automatic telephone dialing system or other automated technology.

Use of Information

Customer phone numbers and any information obtained through text messaging will be used solely for delivering requested services, alerts, and communications. First Federal Community Bank does not sell or share customer information with third parties for marketing purposes.

Message Frequency

Message frequency may vary based on account activity and customer preferences.

Security and Confidentiality

While First Federal Community Bank maintains safeguards to protect customer information, text messaging is not a secure communication channel. Customers are advised not to send sensitive or confidential information (such as account numbers, passwords, or Social Security numbers) via text message.

Opt-In / Opt-Out

Customers must opt in to receive text messages. Customers may opt out at any time by replying STOP to any message. For assistance, reply HELP. Customers may also contact First Federal Community Bank at 330-364-7777 or visit any of our financial centers. Opt-out requests will be processed promptly in accordance with applicable regulations. After opting out, customers will no longer receive text communications unless they re-enroll.

Fees and Carrier Disclaimer

Message and data rates may apply depending on the customer's mobile carrier and plan. Carriers are not liable for delayed or undelivered messages.

Support

For additional assistance, customers may contact First Federal Community Bank at 330-364-7777 or visit any of our financial centers.