

## Centric Passcode Verification

1. Passcode verification is used to verify you when calling in to Centric for inquiries or transactions. When opting in for this program, a text will be sent to the number on file with a secure code that you will share with the MyCentric Rep. This text should only be delivered via SMS when you are attempting to inquire or transact on your Centric account by phone. Providing the correct code will allow the MyCentric Representative to move forward with the reason for your call.
2. You can cancel the SMS service at any time. Just text "STOP" to the number. After you send the SMS message "STOP" to us, we will send you an SMS message to confirm that you have been unsubscribed. After this, you will no longer receive SMS messages from us. If you want to join again, just text "START" to the number and we will start sending SMS messages to you again.
3. If you are experiencing issues with the messaging program you can reply with the keyword HELP for more assistance, or you can get help directly at MyCentric@MyCentric.org.
4. Carriers are not liable for delayed or undelivered messages
5. As always, message and data rates may apply for any messages sent to you from us and to us from you. You will receive a confirmation text each time a Centric staff member uses passcode to verify you for transaction purposes. If you have any questions about your text plan or data plan, it is best to contact your wireless provider.
6. If you have any questions regarding privacy, please read our privacy policy: <https://www.mycentric.org/privacy-policy/>