# Growth Group Solutions - Verbal Opt-In Process

## Overview

This document outlines the verbal opt-in process used by Growth Group Solutions to obtain express written consent from end-users before sending SMS communications. Our opt-in process complies with TCPA (Telephone Consumer Protection Act) guidelines and Twilio's messaging policies.

## Verbal Opt-In Process

The following script is used in our verbal opt-in process:

* IVR System:

"As part of our service, we can send you automated monthly text alerts regarding your account. We will send two messages per month. Message and data rates may apply, depending on your mobile phone service plan. At any time, you can get more help by replying HELP to these texts, or you can opt out completely by replying STOP. Our Terms of Service are available at https://growthgroupsolutions.com/terms and our Privacy Policy can be found at https://growthgroupsolutions.com/privacy. Please reply with ‘yes’ or ‘no’ to indicate if you would like this service."

* Customer Response:

"Yes please"

* IVR System:

"Great! We will send you a text message to confirm your enrollment shortly."

## Consent Collection Details

The verbal opt-in is collected during a phone call where the end-user explicitly provides consent by affirming 'yes' when prompted. This ensures that the user understands:

* • The messaging frequency (two messages per month)
* • Any applicable message and data rates
* • How to opt out (by replying STOP) or obtain help (by replying HELP)
* • Where to review our Terms of Service and Privacy Policy

## Record Keeping

For each opt-in, Growth Group Solutions logs the following details:

* • The timestamp of the call
* • The user's phone number
* • An audio recording of the verbal consent (subject to retention policies)
* • Confirmation of the opt-in response

## Compliance Measures

Growth Group Solutions maintains strict compliance with TCPA and Twilio messaging policies. We ensure that express written consent is obtained and that records of consent are securely stored.

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Growth Group Solutions

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