

# SMS Terms & Conditions

**Last Updated:** 4/17/2026

By providing your phone number and opting in to receive text messages from **Anchondo's Insurance**, you agree to the following terms and conditions:

## 1. Program Description

Anchondo's Insurance provides independent insurance services to neighbors across Lea County, Carlsbad, Jal, Eunice, and Lovington. We use SMS primarily for **conversational purposes**. This includes:

- Responding to inquiries about Auto, Home, or Commercial coverage.
- Following up on quote requests.
- Sending policy renewal reminders or claim status updates.
- Answering general questions regarding your insurance needs.

## 2. Message Frequency

Message frequency varies based on your interaction with our agency. As this is a conversational service, you will typically only receive messages in response to your requests or regarding specific updates to your policies.

## 3. Messaging & Data Rates

**Message and data rates may apply** for any messages sent to you from us and to us from you. If you have any questions about your text plan or data plan, it is best to contact your wireless provider.

## 4. Opt-Out & Support

You can cancel the SMS service at any time.

- **To Stop:** Just text "**STOP**" to our 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.
- **To Get Help:** If you are experiencing issues with the messaging program, you can reply with the keyword "**HELP**" for more assistance, or reach us directly at **(575) 390-5105**.

## 5. Privacy Policy

We value your privacy. Anchondo's Insurance will not share, sell, or lease your mobile phone number or personal information to third parties for marketing purposes. Your data is used strictly for providing the insurance services you requested.