

United Way SMS Case Manager Script

United Way: "As part of our services we send out automated messages and reminders regarding your referrals and from the United Way Smart Referral Network program. Messages could be sent to receive consent to share personal information and/or notify you of a referral status.

Message frequency varies and data rates may apply depending on your mobile plan. You can reply STOP to unsubscribe at any time and find our privacy policy within our website at [United Way Privacy Policy](#). Do you accept receiving automated reminders for your referrals via SMS?"

Customer: "Yes, I do"

United Way Smart Referral Network Case Manager RMS: "Perfect, then starting from now you, we will send you a text message to confirm your opt-in message enrollment here shortly"