

# TOTAL BENEFIT SOLUTIONS, INC.

*We Work for Your Benefit*

## **SMS Privacy Policy, Security & HIPAA Compliance Statement**

Effective Date: June 1, 2026

### **Overview**

Total Benefit Solutions, Inc. is committed to protecting your privacy and safeguarding your information when you opt in to SMS communications.

### **Information We Collect**

We may collect your phone number, name, communication history, and interaction data. Some communications may include Protected Health Information (PHI).

### **Opt-In Methods**

You may opt in via website forms, written or verbal consent, or by initiating communication and requesting SMS responses. All opt-ins are recorded.

### **Use of Information**

We use SMS to respond to inquiries, provide benefit information, send reminders, and maintain communication records.

### **HIPAA Compliance**

We follow HIPAA Privacy and Security Rules and apply administrative, technical, and physical safeguards to protect PHI.

### **SMS Risk Disclosure**

Text messaging is not always secure. We limit sensitive information and use secure methods when appropriate.

### **Medicare Compliance**

We do not send unsolicited Medicare marketing messages. SMS does not constitute enrollment.

## **Opt-Out & Help**

Reply STOP to opt out. Reply HELP for assistance or call (215) 355-2121.

## **Message Rates**

Message and data rates may apply. Carriers are not responsible for delivery delays.

## **Contact Information**

Total Benefit Solutions, Inc. | (215) 355-2121 | [www.totalbenefits.net](http://www.totalbenefits.net)

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