



## **SMS Texting – Text AMEB – Frequently Asked Questions**

### **Do I Have to Register for this Service?**

You do not need to register for our one time query service. Simply text us your inquiry and we will call you back!

### **How Many Text Alerts Will I Receive?**

Query service is a one-time text.

### **Will These Text Alerts Cost Me Anything?**

Berkshire Bank does not have a separate charge for our query service; however, message and data rates may apply from your mobile carrier. By providing your consent to participate in this program, the account holder approves any such charges from their mobile carrier. Charges for text messages may appear on your mobile phone bill or be deducted from your prepaid balance.

### **Which Mobile Carriers does Berkshire Bank Support?**

AT&T, Sprint, T-Mobile, Verizon Wireless. Additional carriers may be added.

### **Will Berkshire Bank Texts Work on My Specific Mobile Device or Cellular Phone?**

Our mobile messaging service is intended to work provided that: (1) your phone has the ability to send and receive text messages and (2) your mobile device uses one of the carriers listed above. You may also want to contact your mobile provider or service plan to make sure your mobile device is text message enabled.

### **How do I Get HELP?**

Text HELP to 26321 (AMEB1) to receive help information or contact Berkshire Bank at 800-773-5601.

### **Will Using the Service Cause Me to be Contacted in the Future?**

No, this is a query service. Contact will only be initiated through text by you.

### **How do I Opt Out of the Service?**

To stop receiving text messages, Text STOP to 26321. If you have any questions, please contact 800-773-5601. Following your request to opt out, you will receive one (1) final message from Berkshire Bank confirming that you have been removed from the service.

### **Will My Privacy be Protected?**

Berkshire Bank is committed to building user trust and confidence by promoting and complying with the use of business practices that help protect the privacy of customers and their data. For more information you can view a copy of our [privacy policy](#) online.