Nebraska Energy Federal Credit Union
SMS Terms of Service

Nebraska Energy Federal Credit Union (NEFCU) SMS Program

Regarding NEFCU's SMS Program: We offer text messaging for account notifications, two-factor authentication (2FA), and member care. By providing your phone number and opting in, you agree we may contact you by text to deliver security alerts, account updates, and support information.

Opt-Out Instructions

You can cancel the SMS service at any time. Just text **"STOP"** to the 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. If you want to join again, contact the credit union to opt back in. You may also withdraw your consent by contacting us using any reasonable means.

Help and Support

If you are experiencing issues with the messaging program, you can reply with the keyword **"HELP"** for more assistance, or you can get help directly at info@ne-fcu.org or 1-800-453-3913.

Message Rates and Delivery

As always, **message and date rates may apply** for any messages sent to you from us and to us from you. Message frequencies may vary based on your account activity and security log-in attempts. If you have any questions about your text plan or data plan, it is best to contact your wireless provider. **Carriers are not liable for delayed or undelivered messages**.

Privacy

Your SMS consent and phone number will never be shared with third parties. If you have questions regarding privacy, please read our **Privacy Policy** (https://www.ne-fcu.org/privacy-policy).