

Child Support Text Messaging Terms, Conditions and Consent

Who can participate?

Child support participants who have cases with any Minnesota county child support agency can participate in text messaging.

If you participate, we, the child support program, may send you text messages about all of your child support cases, current and future. If you have multiple cases, signing up in one county will sign you up in all counties. If you do not want text messages for any of your cases, please do not sign up to participate. You must also have a cell phone capable of receiving text messages to sign up.

How will you benefit by participating?

We hope texting will improve communications between you and the child support program. Text messages are faster than U.S. mail and can be more efficient than phone calls. However, you will not be penalized or have your relationship with the child support program harmed by not signing up for text messages, or for informing the child support program you no longer wish to receive text messages.

Text messaging from the child support program may include one-time or reoccurring texts related to your child support case or the child support program in general. We are offering this to provide you with information or resources on topics including but not limited to: appointment reminders, payment options and reminders, program information, enforcement remedies, electronic tools and communication materials. We will only text you about these issues if they apply to your case(s). Text messaging will not replace communication that must be sent as a paper document, i.e. Notices, Affidavits, Court documents, payment agreements, locate requests, etc. You will still be required to review and respond to any documents that are sent via the US Postal Service.

You may receive multiple text messages for each issue depending on the status of your case(s). If none of the issues we plan to text you about are relevant to your case, you may not receive text messages.

Explanation of risks and protecting your privacy

The child support program will keep secure any information we collect about you. Your name, telephone number, 10-digit Minnesota child support participant number (also called your Master Client Index (MCI) number) and message contents will only be viewed by child support and texting provider staff. The

information you provide through text messages may affect your child support case, but the child support program will not share it except as needed to administer your child support case and as allowed to or required to by law. A complete notice of our privacy practices is available at <https://edocs.dhs.state.mn.us/lfserver/Public/DHS-3979-ENG>.

Text messages the child support program sends may contain private information. You are responsible for protecting your privacy and information on your cell phone. Other people with access to your phone may see the messages between you and the child support program. The child support program will use care in determining what information to send by text message, as messages will be sent using standard text messaging that is not encrypted. Unencrypted messages are at an increased risk of being read by people other than the intended recipients. Use care in deciding what information to send by text message, as well.

Disclaimer of liability

You are responsible for any message or data charges from your service provider associated with text messaging.

The child support program is not liable for delays in the receipt of text messages or the failure to receive any text messages. This includes, but is not limited to, failures due to user error, malfunction of a cell phone, or malfunction or lack of service through a cell phone service provider.

The child support program will not be liable for any loss or damages suffered by you as a result of your use of text messaging with the child support program, including any disclosure of your private information.

Text messaging is provided strictly as a convenience and using it does not absolve you of any responsibilities under any state and federal child support laws.

If text messaging with the child support program becomes unavailable, you must continue to comply with all applicable laws through other processes. The child support program will not be liable if you fail to do so.

The child support program reserves the right to discontinue or end your participation in text messaging at any time, and will notify you if you will no longer receive text messages.

Consent to text

You can choose to participate and receive communications with the child support program by text message.

By signing my name below and providing the required information, I am agreeing to the terms and conditions above and consent to the bulleted items below.

- I am a participant in a child support case(s) with a Minnesota county child support agency.
- I give my permission for the child support program to communicate with me by text message using the cell phone number I am providing below.
- I am the owner or authorized user of the cell phone number provided below.
- I understand if I deactivate or change my cell phone number, it is my responsibility to provide an update to the child support program.
- I understand this permission will transfer to my new cell phone number if I change numbers and provide my new phone number to the child support agency.
- I understand I am responsible for any message or data charges from my service provider associated with text messaging.
- I understand text messages will be sent using unencrypted standard text messaging. I understand standard unencrypted messages are at an increased risk of being read by people other than the intended recipient.
- I understand the child support program may also need to call me or communicate with me by email or in writing.
- My consent applies to all of my case(s) and continues until I revoke it. I understand I am under no obligation to authorize the child support program to send me text messages, and understand I may opt-out of and stop receiving text messages from the child support program at any time by replying with STOP, CANCEL, END or UNSUBSCRIBE to a text message, or by contacting the child support program. I understand the child support program will confirm my opt-out by text and I will not receive additional messages from the child support program unless I opt-in again.

Required Information

Name (First, Middle Initial and Last)

MCI Number: _____

Child Support Case Number: _____

Phone Number (for use with texting): _____

Signature: _____ Date: _____