



**Credit Union
of New Jersey**

Administrative Offices
1301 Parkway Avenue
P.O. Box 7921
Ewing, NJ 08628
Phone: 609-538-4061
Fax: 609-538-4055
www.CUNJ.org

TELEPHONE CONTACT CONSENT FORM

Effective date: 09/01/2025

Due to the Telephone Consent Protection Act (TCPA) that was passed by Congress, all Financial Institutions are required to obtain consent before contacting members on their mobile phones. As part of our alerts system that helps to provide you with information about the credit union and to protect your Credit Union of New Jersey accounts. Calls and texts are placed to you for the reasons set forth below.

By acknowledging and signing this consent, we have your permission to contact you on any mobile number on file regarding any account held by you at Credit Union of New Jersey.

You agree we and/or third-party debt collectors may contact you by telephone or text message at any telephone number associated with your account(s), including wireless telephone numbers (i.e. cell phone numbers) which could result in charges to you, to service your account(s) or collect any amounts owed to us. The frequency of text message(s) may vary depending on factors that influence frequency such as the nature of service, specific events, etc. You will receive no more than 4 marketing texts per month.

When opted-in, you will receive text messages (SMS) to your mobile number from **800-538-4061** or **609-538-4062**. Credit Union of New Jersey provides customer support and service-related messaging to assist our members with inquiries, issue resolution, and general account support. Our messaging includes appointment reminders, troubleshooting assistance, service updates, and responses to member requests.

Also, in order to mitigate harm to you and your account, we may contact you on any telephone number associated with your account(s), including a wireless telephone number (i.e. cell phone number), to deliver to you any message related to suspected or actual fraudulent activity on your account(s), data security breaches or identity theft following a data breach, money transfers, or any other messages requiring your immediate attention, permitted by applicable law. These emergency contacts will not contain any telemarketing, cross-marketing, solicitation, advertising, or debt collection message of any kind. The contacts will be concise and limited in frequency as required by law. You will have an opportunity to opt-out of such communication at the time of delivery.

Interruption: Carriers are not liable for delayed or undelivered messages.

Cost: Credit Union of New Jersey does not charge or impose a fee of any kind for your access to or use of text messaging. As always, message and data rates may apply for any messages sent to you from us and to us from you. You are responsible for any and all charges associated with text messaging imposed by your wireless service provider. If you have any questions about your text plan or data plan, it is best to contact your wireless provider.

Privacy: If you have any questions regarding privacy, please read our privacy policy [here](#).

Opt-out: You may withdraw the consent to be contacted on your wireless telephone number(s) or opt-out at any time by written notice to Credit Union of New Jersey PO Box 7921, Ewing NJ 08628, by email to memberservices@cunj.org, via telephone at 609-538-4061 or: by replying **"STOP"** to the message received. 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 have provided wireless telephone number(s) on or in connection with this account(s), you represent and agree you are the wireless subscriber or customary user with respect to the wireless telephone number(s) provided and have the authority to give this consent. Furthermore, you agree to notify us of any change to the wireless telephone number(s) for which you are providing consent to be contacted.

- **Your consent allows us to use text messaging, artificial or pre-recorded voice message and automatic dialing technology for informational and account service calls.**
- **It may include contact from companies working on our behalf to service your accounts.**
- **Message and data rates may apply.**

Your use of this service is entirely voluntary and is not required as a condition of purchasing any property, goods, or services from the Credit Union.

You may contact us at any time to change these preferences. If your account is a joint account, we ask that both joint parties sign where designated on this consent form.

___ Allow telephone calls and text messages.

___ Allow telephone calls only.

___ Don't allow automatically dialed telephone calls or text messages (We may still call you directly if we need to speak to you).

Member Signature

Joint Member Signature

Cell Phone number you are authorizing to contact

Cell Phone number you are authorizing to contact

Date

Member Number

Internal Use Only:

Accepted by: _____ Date: _____ System Updated: _____

Copy given to member: _____