

ROBERT SANDERS AGENCY – FARMERS INSURANCE

Privacy Statement & TCPA Communication Consent

Effective Date: February 3, 2026

Agency Contact:

Robert Sanders Agency – Farmers Insurance

Phone: 817-769-9366

Email: rsanders5@farmersagent.com

1. Introduction

Robert Sanders Agency (“we,” “us,” or “our”) is committed to protecting your personal information. This Privacy Statement explains how we collect, use, and safeguard your data, and outlines your rights under the Telephone Consumer Protection Act (TCPA) regarding communications you may receive from us.

2. Information We Collect

We may collect personal information when you request an insurance quote, submit a form, or communicate with our agency. This may include:

- Name
- Phone number
- Email address
- Address
- Insurance-related details
- Any additional information you voluntarily provide

This information is used solely for insurance-related services and communication.

3. How We Use Your Information

Your information may be used for:

- Providing insurance quotes
- Delivering policy information
- Sending service updates or reminders
- Scheduling appointments
- Claims assistance
- Customer service follow-ups

We do not sell, rent, or share your personal information or SMS consent with third parties for marketing purposes. Information may be shared only with trusted service providers when necessary to deliver communications or comply with legal requirements. All service providers are required to maintain confidentiality.

4. TCPA-Compliant Consent for Phone Calls & SMS Messaging

By providing your telephone number and submitting your information, you expressly consent to receive communications from the Robert Sanders Agency – Farmers Insurance, including:

- Phone calls
- SMS/text messages
- Prerecorded or automated messages

These communications may include quotes, policy updates, reminders, appointment confirmations, and service-related notifications.

Your Rights

- Your consent is not a condition of purchase.
- Message and data rates may apply.
- Message frequency may vary.
- You may opt out of SMS at any time by replying STOP.
- You may request assistance by replying HELP.
- After opting out, a final confirmation message may be sent.

We advise against sending sensitive information (such as Social Security numbers or payment details) via SMS.

5. Data Security

We maintain reasonable administrative, technical, and physical safeguards to protect your information from unauthorized access, disclosure, or misuse. While no system is completely secure, we take appropriate measures to protect your data.

6. Your Privacy Choices

You may request to:

- Update or correct your information
- Limit certain communications
- Withdraw consent for SMS messaging or phone calls

Requests may be submitted via phone or email using the contact information listed above.

7. Acknowledgment

By submitting your information, you acknowledge that you have read and understand this Privacy Statement and consent to receive communications as described.