



2440 E Rand Rd
 Arlington Heights, IL 60004
 847.670.0456 Fax 847.670.0401
 www.mcu.org

TCPA CONSENT FORM

Dear METRO Federal Credit Union Member,

Technology is always changing the world we live in. These days many credit union members no longer have a landline telephone, instead solely relying on a mobile phone as their primary means of contact. This change has complicated our ability to communicate with you. Federal law has placed some restrictions on contacting consumers on their mobile phones.

Due to the Telephone Consumer Protection Act (TCPA) that was passed by Congress, all financial institutions are required to obtain consent before contacting a member on their mobile phone. To ensure that you don't miss any important communications, including possible fraud or suspicious activity on your account, we are requesting your permission to contact you on your mobile phone.

You may choose to grant permission to contact you by phone call and text message, or phone call only (no texts). You also may choose to opt-out of contacts to your cell phone. If you are a debit card holder and choose to opt out of mobile contact, an immediate block may be placed on your debit card in the event of suspected fraud or suspicious activity. You will be required to contact the credit union directly to verify suspicious activity and re-activate your card.

By stating your consent preferences on this form, the credit union and related affiliates have your permission to contact you on any mobile number on file. Some examples of reasons we may contact you include: suspected fraud or suspicious activity, data security breaches, suspected identity theft, communications about existing accounts and loans, money transfers, notification of late payments, and/or collection efforts. METRO Federal Credit Union DOES NOT engage in telemarketing. Please note that contacts may be made as a direct dial call or through the use of text messages, pre-recorded or artificial voice messages, and/or the use of an "automated telephone dialing system: or "autodialer".

By signing this form, you represent that you are the wireless subscriber or customary user with respect to the wireless number(s) provided and that you have the authority to provide consent. (Message and data rates may apply for your mobile service plan.) You may withdraw the consent to be contacted on your wireless telephone number(s) or opt-out at any time by written notice to METRO Federal Credit Union, 2440 E Rand Road, Arlington Heights, IL 60004, or through secured email.

PRIMARY MEMBER

Please allow calls and text messages

Please allow phone calls only (no texts)

Please allow text messages only

Do NOT allow automatically dialed calls or text messages, but the Credit Union may still call me directly
(Debit card will be blocked immediately for suspicious activity – you will be required to contact the credit union to verify activity and re-activate your card.)

JOINT OWNER

Please allow calls and text messages

Please allow phone calls only (no texts)

Please allow text messages only

Do NOT allow automatically dialed calls or text messages, but the Credit Union may still call me directly
(Debit card will be blocked immediately for suspicious activity – you will be required to contact the credit union to verify activity and re-activate your card.)

ACCOUNT(S) # _____

 PRIMARY MEMBER CELL PHONE #

 JOINT OWNER CELL PHONE #

X _____
 PRIMARY MEMBER SIGNATURE

X _____
 JOINT OWNER SIGNATURE

 PRIMARY MEMBER NAME

 JOINT OWNER NAME

 LAST 6 DIGITS OF DEBIT CARD #

 LAST 6 DIGITS OF DEBIT CARD #

 DATE

 DATE

PLEASE SEND COMPLETED FORM TO:
FAX #847-670-0401 / EMAIL accountservices@mcu.org / MAIL: 2440 E Rand Road, Arlington Heights, IL 60004