

# STATE NATIONAL

## TEXT MESSAGING

# SN

### State National now offers text messaging as part of your Portfolio Protection Notification cycle!

Borrowers will receive a text message informing them that insurance information is needed. They can quickly reply by attaching an image of their insurance or, with one click, be redirected to MyLoaninsurance.com.



**Reduce the # of Outbound Notices**

**Better Response Rates**

### Benefits of Borrower Texting:

81% of adults use text as their primary communication method

98% of text messages are read in under 3 minutes

*Faster Borrower Action*

How do you add text messaging to your program? Simply complete an Insurance Preference Acknowledgment authorizing account level consent to send text communications to borrowers who have provided a mobile telephone number. Those who have not provided a mobile number can opt in via MyLoanInsurance.com or by calling our Customer Contact Center.

Borrowers can choose to opt out of text messaging at any point. For your convenience, State National will generate an online opt-out report for your financial institution's records.

**Text is short, sweet, to the point — and effective.**

**Contact us to SIGN UP TODAY!**

Text service through Solutions by Text™

SN

TCPA Compliant

Since 1973, State National has offered proven portfolio protection solutions. As the nation's premier collateral protection specialist, we are the provider of choice for lenders nationwide. To learn more: [info@statenational.com](mailto:info@statenational.com)



### **No Insurance - 1st Text:**

Best Lending: Insurance Request - Pls reply with current declarations page or click {[www.mlioc.com/C9431f4w](http://www.mlioc.com/C9431f4w)} to learn more. For info reply HELP



### **No Insurance - Subsequent Text:**

Best Lending: Urgent Insurance Request - reply with current declarations page or click [www.mlidoc.com/C9431f4w](http://www.mlidoc.com/C9431f4w) to learn more. For info reply HELP

### **Canceled/Expired/Impaired etc. - 1st Text:**

Best Lending: Insurance Request - We need additional info about your policy. Click {[www.mlidoc.com/C9431f4w](http://www.mlidoc.com/C9431f4w)} to learn more. For info reply HELP



### **Canceled/Expired/Impaired etc. - Subsequent Text:**

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### **Response When Insurance Is Updated Based on Text:**

Best Lending: We completed your insurance request. Click {[www.mlidoc.com/C9431f4w](http://www.mlidoc.com/C9431f4w)} to see updated status. For info reply HELP

