SMS Terms and Conditions

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Program description

The Overseer's Touch, a service of The Overseer LLC, sends text messages to subscribers, their designated caregivers, and our staff. Messages include account notifications, responses and follow-ups to service requests, callback alerts when a request needs urgent attention, and important service updates. We do not send marketing messages through this program.

How you opt in

You agree to receive text messages when you enroll in The Overseer's Touch, or are added as a caregiver or staff member, and provide your mobile number with your consent to receive texts. Consent to receive text messages is not a condition of purchase.

Message frequency

Message frequency varies based on your account activity and service requests.

Costs

Message and data rates may apply. Check with your mobile carrier for details about your plan.

How to opt out

You can stop receiving text messages at any time by replying **STOP**. You will receive one final message confirming that you have been unsubscribed. To start receiving messages again, reply **START**.

Help

For help, reply **HELP** or email support@theoverseerstouch.com.

Carrier liability

Mobile carriers are not liable for delayed or undelivered messages.

Privacy

We do not sell or share mobile numbers or text messaging opt-in data with third parties for marketing purposes. See our Privacy Policy for details.

Sample messages

> The Overseer's Touch: We received your screenshot. A team member will call you shortly. Reply STOP to opt out.
>
> The Overseer's Touch: Your family member requested urgent help. Please call them now. Msg & data rates may apply. Reply HELP for help, STOP to opt out.

Contact

The Overseer LLC, doing business as The Overseer's Touch
Email: support@theoverseerstouch.com