



Branch SMS Terms and Conditions

In order to discuss your Navy Federal branch appointments, you must provide us with a phone number or an email address. If you want to stay informed about your scheduled appointment, please make sure Navy Federal has up-to-date contact information for you. Visit [navyfederal.org](https://www.navyfederal.org) for more information.

Contacting You Via Phone Number

By providing a phone number and opting in, Navy Federal has your permission to contact you at that number about upcoming Navy Federal branch appointments. You are granting Navy Federal permission to place automated, prerecorded, or artificial-voice non-marketing calls and text messages (if opted in) to that number. Messaging and data rates may apply. Message frequency may vary.

If you have questions about text messages related to Navy Federal branch appointments, **you may send a text message with the word "HELP" to 36428 or call us toll-free at 1-888-842-6328**. To stop receiving text messages on your phone for any of the above appointment updates, **text "STOP" to 36428**. Wireless service providers and wireless carriers are not liable for delayed or undelivered messages.

Contacting You Via Your Email Address

If you provide an email address, Navy Federal has your permission to send you email messages using an automatic emailing system to provide updates on Navy Federal branch appointments.