DHS SMS Mobile Terms of Service

Program Name: SUN Bucks Program SMS

Introduction

The Hawaii State Department of Human Services (DHS) and its authorized agent may use text messages to advise customers about Summer Electronic Benefits Transfer (SEBT) benefits and to convey important notices. Text messages to your mobile phone is one of the primary methods that may be used to contact you regarding benefits.

The DHS SEBT SMS service will allow DHS and its authorized agents to communicate with customers about program participation and critical updates about the process via text message.

The phone number you provide at the time of signing up for the service is the number that will be used to send text messages regarding benefits. If the phone number you provide is not valid, your phone number will be marked as invalid and we will cease all communications using text messaging.

By opting in to receive DHS SEBT SMS services, you expressly consent to all such methods of communications regarding this service.

Canceling the Service

You can cancel the DHS SEBT SMS service at any time by calling the SUN Bucks Customer Service toll-free at 1-888-975-SEBT(7328) or utilizing the "Contact Us" button at https://sunbucks.dhs.hawaii.gov. We will send you a confirmation that you have been unsubscribed. After this, you will no longer receive SMS messages from DHS.

If you want to join again, just call the SUN Bucks Customer Service toll-free at 1-888-975-SEBT(7328) or utilize the "Contact Us" button at https://sunbucks.dhs.hawaii.gov and we will start sending SMS messages to you again.

Receiving Help

If you are experiencing issues with the messaging program you can reply with the keyword HELP for more assistance, or you can get help directly by calling the SUN Bucks Customer Service toll-free at 1-888-975-SEBT(7328).

Messaging / Data Rates

Messaging and data rates may apply for any SMS messages received from or sent to DHS. The number of messages you will receive will vary. Carriers are not liable for

delayed or undelivered messages. If you have any questions about your text plan or data plan, it is best to contact your wireless provider.

Further Information

If you have any questions regarding privacy, please read the DHS SEBT SMS Privacy Policy.