

MARLEN RODRIGUEZ INC

SMS TERMS AND CONDITIONS

Effective Date: October 19, 2026

By opting in to receive SMS messages from Marlen Rodriguez Inc ("Company," "we," "us," or "our"), you agree to these SMS Terms and Conditions.

SMS Program Disclosure

By opting in to receive SMS messages from **Marlen Rodriguez Inc**, you agree to receive only **conversational messages**.

Message frequency: Message frequency may vary. On average, 1-2 messages per month.

Message and data rates: Message and data rates may apply.

You can opt out at any time by replying STOP.

For help, reply HELP.

Consent to receive SMS messages is voluntary and is not a condition of purchasing any goods or services.

1. SMS Messaging Service

Marlen Rodriguez Inc is a health insurance agency that provides health insurance assistance, enrollment support, and customer service.

By providing your mobile number and opting in, you agree to receive only conversational messages from Marlen Rodriguez Inc related to your interactions with us.

Our SMS program is limited to conversational messages. Messages respond to your inquiries and continue conversations about health insurance assistance or customer service you request.

These conversations may involve your authorized use of HealthCare.gov, HealthSherpa, or insurance carrier systems.

2. Message Frequency

Message frequency: Message frequency may vary. On average, 1-2 messages per month.

You may receive additional conversational messages as needed to respond to your inquiries and continue your conversations about services you request.

Mobile carriers and messaging providers are not responsible for delayed or undelivered messages.

3. Message and Data Rates

Message and data rates may apply.

Please contact your mobile carrier for information about your text messaging plan and any applicable charges.

4. Privacy Policy and Data Sharing

Our Privacy Policy governs how we collect, use, protect, retain, and disclose your information.

Privacy Policy: <https://marlenrodriguez.novehs.com>

Consumer data, including mobile information and SMS consent records, will not be transferred, sold, shared, or disclosed to external organizations or affiliates for their own use, even with consumer consent.

Messaging service providers may process information only as necessary to deliver and administer our messaging services, subject to applicable privacy requirements. They may not use it for their own purposes, including marketing or promotions. We maintain protections against unauthorized disclosure.

For privacy or SMS questions, see the phone, email, and mailing address in Section 12.

5. Cancellation and Opt-Out Instructions

You may opt out of receiving SMS messages at any time by replying **STOP** to any text message we send you.

After you opt out, you will receive one message confirming that your request has been processed. Afterward, you will no longer receive SMS messages from us unless you provide consent again.

Opting out of SMS messages does not affect your health insurance policy or your ability to request our services through other available communication channels.

6. Help and Customer Support

For assistance, reply **HELP** to any message you receive from us.

You may also contact us directly:

Business Name: Marlen Rodriguez Inc

Phone: (786) 846-0850 or (786) 435-2239

Email: leyssy.millan@gmail.com

Website: <https://marlenrodriguez.novehs.com>

7. Consent and Authorization

By opting in to receive SMS messages, you confirm that you are authorized to provide the mobile phone number submitted and that you consent to receive the types of messages described in the applicable opt-in disclosure.

We maintain records of SMS consent and opt-out requests as necessary to administer our messaging program and comply with applicable requirements.

Consent to receive SMS messages is separate from any consent or authorization required for health insurance assistance, access to Marketplace applications, or enrollment activities.

Marlen Rodriguez Inc will obtain the applicable consumer consent and authorization required before assisting with Marketplace applications, accessing information, or completing enrollment-related activities.

8. Supported Carriers and Message Delivery

SMS delivery depends on your mobile carrier, network availability, device compatibility, and other factors outside our control.

Wireless carriers are not liable for delayed or undelivered messages. We cannot guarantee that every message will be delivered successfully or within a specific timeframe.

9. Confidentiality and Sensitive Information

We take reasonable measures to protect personal information in accordance with our Privacy Policy and applicable requirements.

Because ordinary SMS text messages may not be encrypted end-to-end, please avoid sending sensitive personal information, passwords, or identity verification codes through text messages.

When identity verification or agent authorization is required, follow the instructions provided through the official Health Insurance Marketplace or an authorized platform.

10. Limitation of Responsibility

To the extent permitted by applicable law, Marlen Rodriguez Inc is not responsible for messaging charges, delivery errors, interruptions, delays, or undelivered messages caused by mobile carriers, network failures, or third-party messaging providers.

Nothing in these Terms and Conditions excludes liability that cannot lawfully be excluded.

11. Changes to These Terms

We may update these Terms and Conditions to reflect changes in our messaging services, business practices, technology, or legal requirements.

Updated versions will be published on our website with a revised effective date. We encourage you to review these Terms periodically.

Where required, we will provide notice or obtain additional consent.

12. Contact Information for Privacy and SMS

For questions about our Privacy Policy, SMS program, or these Terms, contact:

Marlen Rodriguez Inc

Phone: (786) 846-0850 or (786) 435-2239

Email: leyssy.millan@gmail.com

Website: <https://marlenrodriguez.novehs.com>

Mailing Address:

7620 SW 46th Ave

Miami, FL 33183

United States

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- **Message and data rates may apply.**

- **Opt out:** Reply STOP at any time to unsubscribe.
- **Help:** Reply HELP for assistance or contact us using the information above.
- **Privacy Policy:** <https://marlenrodriguez.novehs.com>

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