



VA Aztlan Agency Solutions LLC

COMMUNICATIONS CONSENT

This Communications Consent ("**Consent**") explains how **VA Aztlan Agency Solutions LLC** ("**Company**," "**we**," "**our**," or "**us**") may communicate with you after you voluntarily provide your contact information through www.expertoinsurance.com (the "**Website**"), request information, submit a quote request, or otherwise interact with the Company.

By providing your contact information, you acknowledge that you have read and understand this Consent.

This Consent should be read together with the Company's **Privacy Policy** and **Terms and Conditions**.

1. Your Consent

By voluntarily providing your telephone number, email address, or other contact information, you authorize the Company to communicate with you regarding your requests, insurance-related services, customer support, and other legitimate business purposes.

Providing your contact information does not obligate you to purchase any insurance product or service.

Likewise, the Company is under no obligation to provide any specific insurance product, quote, or coverage solely because you contacted us.



2. Methods of Communication

The Company may contact you using one or more of the following methods:

- email;
- telephone calls;
- SMS or text messages;
- WhatsApp messages;
- voicemail messages;
- other electronic communication methods that you voluntarily authorize.

Communications may be sent directly by Company personnel or through authorized service providers acting on the Company's behalf.

3. Purpose of Communications

The Company may communicate with you for purposes including, but not limited to:

- responding to your questions or inquiries;
- discussing insurance products or services you requested;
- providing insurance quotes;
- requesting additional information necessary to prepare a quote;
- confirming appointments;
- providing customer support;



- sending policy-related information;
- renewal reminders;
- requests for documentation;
- updates regarding your inquiry;
- educational information about insurance;
- customer satisfaction follow-ups;
- important operational or administrative notices.

Marketing communications may also be provided where permitted by applicable law.

4. Automated Communications

The Company may use automated technologies to improve customer service and communication efficiency.

These technologies may include:

- automated email systems;
- SMS platforms;
- customer relationship management (CRM) systems;
- artificial intelligence tools;
- automated scheduling systems;
- chat services;
- workflow automation platforms.



Some communications may be generated or assisted by automated systems while others may be sent directly by Company personnel.

Automated communications are intended to improve response times and customer service and do not replace professional advice from a licensed insurance representative.

5. Message Frequency

The frequency of communications depends on your interaction with the Company.

Some users may receive only a single response to an inquiry, while others may receive multiple communications relating to quote requests, policy servicing, renewals, customer support, or ongoing business relationships.

The Company does not guarantee any minimum or maximum number of communications.

6. Message and Data Rates

Standard message and data rates may apply depending on your wireless carrier or communication service provider.

The Company is not responsible for charges imposed by your carrier.



7. Marketing Communications

Where permitted by applicable law, the Company may send marketing or promotional communications regarding insurance products, educational resources, special offers, or other business information.

Receiving marketing communications is voluntary.

You may opt out of marketing communications at any time without affecting your ability to receive communications necessary to respond to your requests or administer an existing customer relationship.

8. Opting Out

You may withdraw your consent to receive marketing communications at any time.

Depending on the communication method, you may:

- click the unsubscribe link contained in an email;
- reply **STOP** to applicable SMS communications;
- request removal by contacting the Company;
- notify a Company representative during any communication.

Please allow a reasonable period of time for your request to be processed.

Even after opting out of marketing communications, the Company may continue sending communications that are necessary to:

- respond to your requests;
- provide customer service;



- administer an existing policy or business relationship;
- comply with legal or regulatory obligations.

9. Accuracy of Contact Information

You are responsible for providing accurate and current contact information.

If your telephone number, email address, or other contact information changes, you should notify the Company promptly to help ensure that important communications reach you.

The Company is not responsible for missed communications resulting from outdated or incorrect contact information provided by you.

10. Privacy

Personal information collected in connection with communications is handled in accordance with the Company's Privacy Policy.

This Consent does not change or replace the Privacy Policy.

11. Changes to this Consent

The Company may update this Communications Consent from time to time to reflect changes in applicable law, technology, business practices, or communication methods.

The most current version will be made available on the Website and will include the "Last Updated" date.



Your continued interaction with the Company after changes become effective constitutes your acknowledgment of the updated Consent.

12. Contact Information

If you have questions regarding this Communications Consent, please contact:

VA Aztlan Agency Solutions LLC

525 Woodland Square Blvd, Suite 250
Conroe, Texas 77384

Email: **mhernandez@expertoinsurance.com**

Phone: **(346) 553-2941**

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