



Text Messaging Terms and Conditions

Effective date: August 2026

These Text Messaging Terms and Conditions apply to text messages sent by or on behalf of Food Bank of Alaska, including messages related to Supplemental Nutrition Assistance Program outreach and Child Nutrition programs.

By opting in to receive text messages from Food Bank of Alaska, you agree to these terms.

Program Description

Food Bank of Alaska uses text messaging to provide information and assistance related to its programs and services.

Depending on the program you select, messages may include:

- Responses to questions
- Program information and eligibility screening
- Application or enrollment assistance
- Appointment and deadline reminders
- Requests for information needed to assist you
- Updates about services, benefits, meal programs, or deliveries
- Changes, cancellations, and other time-sensitive notices

Food Bank of Alaska may use automated technology to send some messages. Enrollment in a text messaging program is voluntary and is not required to receive services from Food Bank of Alaska.

Message Frequency

Message frequency varies depending on the program, your requests, and the type of assistance you receive.

Message and Data Rates

Message and data rates may apply according to the terms of your mobile phone plan. Food Bank of Alaska does not charge a separate fee for participating in its text messaging programs.



Opting Out

You may stop receiving text messages at any time by replying **STOP** to a message from Food Bank of Alaska.

After you **reply STOP**, you may receive one final message confirming that you have been unsubscribed. You will no longer receive text messages from that number unless you opt in again.

Opting out of text messages will not prevent you from accessing Food Bank of Alaska programs or services through other available methods.

Getting Help

Reply **HELP** to a Food Bank of Alaska text message for assistance.

You may also contact Food Bank of Alaska at:

General assistance

Phone: 907-272-3663

Email: info@foodbankofalaska.org

SNAP assistance

Phone: 907-222-3119

Email: snap@foodbankofalaska.org

Child Nutrition program assistance

Phone: 907-272-3663

Email: programs@foodbankofalaska.org

Consent and Eligibility

By providing your mobile phone number and opting in, you confirm that:

- You are the owner or authorized user of the mobile number provided.
- You consent to receive text messages related to the program you selected.
- You understand that your consent is voluntary.
- You will notify Food Bank of Alaska if your mobile number changes or is reassigned.

If you are under 18, you should participate with the permission of a parent or legal guardian.



Privacy

Food Bank of Alaska respects your privacy. Mobile phone numbers, text messaging opt-in records, and consent information will not be sold or shared with third parties or affiliates for marketing or promotional purposes.

Food Bank of Alaska may use service providers to operate and support its text messaging programs. Information is provided to those service providers only as necessary to deliver messages, maintain the service, and provide requested assistance.

Please review the Food Bank of Alaska Privacy Policy for more information about how personal information is collected, used, and protected.

Delivery and Availability

Text message delivery is subject to the availability and operation of wireless networks. Messages may be delayed or undelivered because of circumstances outside Food Bank of Alaska's control.

Food Bank of Alaska and participating mobile carriers are not responsible for delayed or undelivered messages.

Text messaging services may not be available through every carrier or in every location.

Emergencies and Official Benefit Decisions

Food Bank of Alaska text messaging services are not intended for emergencies.

Food Bank of Alaska provides SNAP outreach and application assistance but does not determine eligibility for SNAP benefits. Official eligibility decisions and notices are issued by the appropriate government agency.

Do not rely solely on text messages for official deadlines, eligibility decisions, or emergency assistance.

Protecting Your Information

Food Bank of Alaska will never ask you by text message to provide your Alaska Quest Card PIN.

Do not send sensitive information by text unless a Food Bank of Alaska representative has specifically instructed you to use an approved method. Sensitive information may include Social Security numbers, banking information, account passwords, or benefit card PINs.



If you receive a suspicious message claiming to represent Food Bank of Alaska, contact us directly before responding.

Changes to These Terms

Food Bank of Alaska may update these Text Messaging Terms and Conditions as its programs, technology, or legal obligations change. Updated terms will be posted on this page with a revised effective date.

Your continued participation in a Food Bank of Alaska text messaging program after an update takes effect constitutes acceptance of the revised terms.

Contact Us

Questions about these terms or Food Bank of Alaska's text messaging practices may be directed to:

Food Bank of Alaska
2192 Viking Drive
Anchorage, Alaska 99501

Phone: 907-272-3663

Email: info@foodbankofalaska.org