

Single Messaging Service (SMS) Terms and Conditions

1. Message and data rates may apply.
2. Message frequency varies.
3. SMS text messages are intended to be a reasonable effort communication and represent just one component of the New Mexico Human Services Department's (HSD) communication system.
4. We may use your information to send SMS notifications such as appointment reminders, benefit status changes, and verification of documents you have sent us.
5. You may opt out of SMS text messaging even after you have given permission for us to text you.
6. We may offer you the opportunity to participate in surveys or events. We use survey results for various purposes, including to enhance our services and sites. If you provide your name, we may contact you to discuss your comments.
7. SMS text message notifications may be delayed or not received during regional emergencies or other periods of high messaging traffic or may fail for other reasons. SMS text message delivery is not always predictable.
8. Third parties can send SMS text messages disguised as alerts from the New Mexico Human Services Department (HSD). You are urged to verify the authenticity of any message that you receive.
9. SMS text message notification from the New Mexico Human Services Department (HSD) will be displayed on your mobile device in the same manner as any other SMS text messages.
10. To the maximum extent permitted by law, all information contained in SMS text messages is provided "as is" for convenience purposes only. It is still your responsibility to keep your contact and other information up to date with HSD, especially your mailing address, to ensure you receive official paper U.S. Postal Service notifications regarding your benefits.
11. To the maximum extent permitted by law, we expressly exclude any liability for any direct, indirect or consequential loss or damage incurred by any user in connection with the receipt, use, failure of, or inability to use, SMS text messages.