

Verbal SMS Opt-In Consent Collection Document

Business Name: Milestone Properties

Website: www.rentmilestone.com

Opt-In Type: VERBAL

Toll-Free Number: +1 866 548 1066

Business Address: PO Box 18379,
Seattle, WA 98118

Overview

This document outlines the verbal consent process used by Milestone Properties to collect permission from individuals to receive text message communications via SMS to their mobile phone numbers.

When Verbal Consent Is Collected

Milestone Properties collects verbal opt-in for SMS during:

- Leasing inquiries by phone
- Maintenance request calls
- In-person conversations during property tours or lease signings
- Customer service conversations regarding unit availability or account issues

Verbal Opt-In Script

"Before we continue, I'd like to let you know that we can send you text message updates about your apartment, maintenance issues, or leasing information. Standard message and data rates may apply. Do I have your permission to send you text messages at this phone number?"

(If yes:)

"Great! I've recorded your consent. You can reply STOP at any time to opt out of text messages."

Alternate phrasing (commonly used in-person):

"Would it be okay if we text you updates about available units, lease information, or service requests? You can always opt out later by replying STOP."

Logging and Documentation

Staff members log the date, time, and method of consent in the resident or prospect's AppFolio profile notes with the following format:

"Verbal SMS consent provided on [MM/DD/YYYY] via [phone/in-person], phone number: (XXX) XXX-XXXX."

Opt-Out Instructions Communicated

All recipients are informed they may opt out at any time by replying "STOP" to any message.