

UCR Properties – Twilio SMS Opt-In Policy for 2-Factor Authentication (2FA)

Effective Date: 8/1/2025

Last Updated: 8/4/2025

Applies To: Users of UCR Properties' online platforms requiring secure login access.

1. Purpose

This policy explains how UCR Properties obtains and documents consent for sending 2FA SMS messages through a Twilio toll-free number. These messages are used strictly to verify user identities during login or secure account actions.

2. Opt-In Method

Opt-In Type: PAPER_FORM

Accounting dept completes form authorizing them to receive 2FA messages automatically as part of the account creation or secure login process on UCR Properties' web platform.

3. Use Case Summary

This toll-free number is used exclusively to send one-time passcodes (OTPs) via SMS for multi-factor authentication. These are system-generated messages that help secure user accounts during:

- Account login
- Password resets
- Critical account updates
- High-risk actions (e.g., changes to contact info or payment methods)

Example Message:

“Your UCR Properties verification code is 428739. Do not share this code with anyone. Reply STOP to opt out.”

There are no marketing or promotional messages sent from this number.

4. Message Frequency & Content

- Frequency: One message per login or verification event.
- Content: Only authentication codes and identity verification instructions.
- Example: “UCR Properties Login Code: 983104”

5. Opt-Out Process

Users may opt out of receiving 2FA messages by requesting removal from the MFA group by contacting the primary contact (listed below)

6. Privacy & Security

Phone numbers are stored securely and used solely for authentication purposes.

No third-party sharing or marketing use is permitted.

Refer to: <https://ucrproperties.com/privacy-policy/>

6. Privacy & Security

For questions about SMS 2FA:

- Contact Name: Jon W. Perkins
- Email: jon@ucrproperties.com
- Phone: 601-981-6800 x 312
- Business Address: 660 Katherine Drive, Suite 402, Flowood, MS 39232
- Website: <https://ucrproperties.com>