



GLOBAL SMS TERMS & CONDITIONS

Effective Date: July 28, 2026

The following Global SMS Terms & Conditions apply to [Castlight Health, Inc.](#), (and its affiliates and subsidiaries, collectively “**Castlight**”) and [Vera Whole Health, Inc.](#) (and its affiliates, subsidiaries, and Vera-friendly PCs, collectively, “**Vera**”). To the extent applicable, this policy also applies to employer plan sponsor and health plan customers of Castlight and/or Vera, unless a separate white-labeled policy exists. Collectively, these entities are referred to throughout this policy as “it,” “our,” “us,” or “we”.

Capitalized terms used and not otherwise defined in this SMS Terms & Conditions have the meanings given to those terms in our [Privacy Statement](#) or [Terms of Use](#).

Please read these Global SMS Terms & Conditions carefully as they supplement the provisions discussed in our [Privacy Statement](#) and [Terms of Use](#), or your employer plan sponsor and/or health plan-branded Privacy Statement and Terms of Use.

1. Text Message Purpose & Types of Messages

To communicate with our Members and as described in our [Privacy Statement](#), we send SMS (“**text message**”) communications designed to promote Service engagement and provide relevant reminders. The specific types of text messages you receive depends on your opt-in preferences and may include:

- **Promotional Messages**: Health and wellness notifications such as special offers, product updates, news, and promotional campaigns related to our Services, in which we will prompt you to review the full details of these offers in-app.
- **Transactional & Operational Messages**: Reminders, account updates, customer support follow-ups, and security alerts (e.g., multi-factor authentication).

2. Text Message Opt-In

You may opt-in to receive text messages from us by texting “**SIGNUP**” to the applicable 5-digit shortcode based on your service offering listed below. Additionally, you acknowledge that by submitting your mobile phone number at registration or opting in through the Communication Preferences section of our Services, you expressly consent to receive recurring promotional and/or transactional text messages to the mobile phone number you provide to us. By providing this number, you represent that you are either the owner or an authorized user of the mobile phone number. Please note, we may not be able to deliver messages to all mobile carriers. Consent to receive text messages is not a condition of using our Services.

The 5-digit shortcode varies based on your service offering:



- a. **Blue Care Advisor:** To opt-in, text "SIGNUP" to **30428**
- b. **Engage:** To opt-in, text "SIGNUP" to **27978**
- c. **Castlight:** To opt-in, text "SIGNUP" to **35925**
- d. **Credence:** To opt-in, text "SIGNUP" to **90454**
- e. **Vera:** To opt-in, text "SIGNUP" to **25492**
- f. **Wellbeacon:** To opt-in, text "SIGNUP" to **24162**

3. Text Message Opt-Out

You may opt out of text messages from us at any time. You may text "**STOP**", call, or email us by the designated method as listed below. If you send "**STOP**", we will send you a reply message to confirm that you have been unsubscribed. After this, you will no longer receive text messages from us. If you want to opt-in or join again, you must follow the opt-in instructions described in [Section 2: Text Message Opt-In](#).

Opt-out instructions vary based on your service offering:

- a. **Blue Care Advisor:** To opt-in, text "**STOP**" to **30428**;
email: privacy@bluecareadvisormn.com; or
call: 1-800-382-2000
- b. **Engage:** To opt-out, text "**STOP**" to **27978**;
email: privacy@engage-wellbeing.com; or
call: 1-888-722-0483
- c. **Castlight:** To opt-in, text "**STOP**" to **35925**;
email: privacy@castlighthealth.com; or
call: 1-888-722-0483
- d. **Credence:** To opt-in, text "**STOP**" to **90454**;
email: support@credencewell-being.com; or
call: 1-800-332-7390
- e. **Vera:** To opt-in, text "**STOP**" to **25492**;
email: privacy@castlighthealth.com; or
call: 1-888-241-1407
- f. **Wellbeacon:** To opt-in, text "**STOP**" to **24162**;
email: privacy@mywellbeacon.com; or
call: 1-800-332-7390

4. Mobile Phone Number Collection and Use

- a. **Collection.** In general, we may collect your mobile phone number when we receive it from your employer and/or health plan if they provide it as part of your eligibility file to establish your account. We may also collect it directly from you when you interact with our Services. The ways in which we may collect your mobile phone number includes, but is not limited to:
 - i. Signing up and registering for an account via our Services' mobile application or web platform.
 - ii. Submitting your information through online web forms, contact requests, or portal registration.
 - iii. Voluntarily opting in during interactions with a member of our Care Team, such as our Care Guides or customer support.
- b. **Use.** Your mobile number will strictly be used to provide, maintain, and improve your experience with us. Messages may include:
 - i. Transactional & Operational Alerts: Two-factor authentication (2FA) codes, security alerts, account updates, and customer support follow-ups prompting you to interact within the app.
 - ii. Healthcare Navigation & Care Insights: Appointment reminders, benefit offerings, personalized healthcare navigation tips, and outreach from Castlight's licensed Care Guides or AI navigation guides to reconnect you with available health resources.
 - iii. Health & Wellness Engagement: Reminders about missed screenings, overdue checkups, or wellness program updates specific to your health plan.

5. Data Sharing with Vendors & Service Providers

To the extent necessary and to provide our Services to you, we will only share your mobile phone number with our trusted third-party vendor, Salesforce Marketing Cloud — responsible for our cloud communications and SMS gateway in delivering text messages to you. Our vendor is bound by strict contractual obligations, including confidentiality agreements, in which they are authorized to use your personal information only as necessary to provide the SMS delivery service to us, and they are prohibited from using your information for any other purpose. No other mobile information such as text message originator opt-in and consent details will be shared with our third parties / affiliates / business partners for marketing/promotional purposes.

While using our Services, you may choose to share additional Personal Information with us, such as your home address and phone number to enable optimal use of our services. We will only collect your Personal Information as is permitted in our [Privacy Statement](#) and as stated in our [Terms of Use](#), and if permitted, in compliance with our agreement with your employer and/or health plan.

6. No Sale or Sharing for Marketing Purposes



To ensure your privacy is protected, your mobile data, including opt-in details and consent history, will never be shared with third parties, affiliates, or business partners for marketing or promotional use and your opt-in status is non-transferable to any other member.

Furthermore, your mobile phone number and text message opt-in/consent data will never be sold, rented, leased, or shared with third parties or affiliates for their own marketing or promotional purposes. Your text messaging consent is completely isolated from third-party advertising tracking.

7. How Long Your Number is Kept

We retain your mobile phone number and text messaging data for as long as your account remains active, as needed to fulfill the purposes outlined in these terms, or as required to comply with our legal, regulatory, and financial reporting obligations (such as ensuring compliance with regulatory guidelines such as the Telephone Consumer Protection Act).

If you opt-out by texting STOP, we will immediately mark your number as unsubscribed in our system to cease messaging. However, your number may remain in our database archives as part of your broader member profile or medical/benefits record in accordance with our standard corporate retention policies and HIPAA guidelines, after which it is securely deleted or anonymized.

8. Security Disclaimers & Transmission Limitations

When opting in to our SMS program, you understand and agree that:

- a. We will not send or request you to share any sensitive Personal Information, in the form of a text message.
- b. Text messages are not secured, retained nor encrypted by us and we are not responsible for safeguarding any unsolicited Personal Information, including health information shared by you in an environment unsecured by us.
- c. Any delays or failures in your receipt of any text message is subject to effective transmission from your network operator and processing by your mobile device.

9. Message Frequency, Cost, Support/Help

- a. **Message Frequency:** Message frequency varies based on your account settings, healthcare navigation needs, and interactions with our platform. Message frequency varies based on your relationship and interactions with us. All messages will be sent during designated times (generally business hours in your time zone).
 - i. Marketing program subscribers can expect to receive up to 4 messages per month.
 - ii. Transactional alert frequencies will vary based on user activity.

- b. **Cost:** Message and data rates may apply. We do not charge you a fee to receive text messages; however, any charges incurred are billed by and payable to your mobile service provider according to your specific wireless plan.
- c. **Support/Help.** If you need assistance, you may text "HELP" to any text message you have received from us, or you contact our privacy and support team in one of the ways listed in [Section 3. Text Message Opt-Out](#).

10. Participating Carriers

AT&T, Verizon Wireless, Sprint, T-Mobile, U.S. Cellular, Boost Mobile, MetroPCS, Virgin Mobile, Alaska Communications Systems (ACS), Appalachian Wireless (EKN), Bluegrass Cellular, Cellular One of East Central, IL (ECIT), Cellular One of Northeast Pennsylvania, Cricket, Coral Wireless (Mobi PCS), COX, Cross, Element Mobile (Flat Wireless), Epic Touch (Elkhart Telephone), GCI, Golden State, Hawkeye (Chat Mobility), Hawkeye (NW Missouri), Illinois Valley Cellular, Inland Cellular, iWireless (Iowa Wireless), Keystone Wireless (Immix Wireless/PC Man), Mosaic (Consolidated or CTC Telecom), Nex-Tech Wireless, NTelos, Panhandle Communications, Pioneer, Plateau (Texas RSA 3 Ltd), Revol, RINA, Simmetry (TMP Corporation), Thumb Cellular, Union Wireless, United Wireless, Viaero Wireless, and West Central (WCC or 5 Star Wireless). T-Mobile is not liable for delayed or undelivered messages.

11. How To Contact Us

If you have questions or concerns regarding the specific sections of this statement, please contact us via email at legal@castlighthealth.com. Otherwise, for any member support-related requests, you may contact us in one of the ways listed in [Section 3. Text Message Opt-Out](#).

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