

Privacy Policy and Terms and Conditions– Franklin Financial Corporation

Before you continue using our website, we advise you to read our privacy policy below regarding our user data collection. It will help you better understand our practices.

Commitment To Privacy

Your privacy is important to us. To better protect your privacy, we provide this notice explaining our online information practices and the choices you can make about the way your information is collected and used. To make this notice easy to find, we make it available on our homepage and at every point where personally identifiable information may be requested.

The Information We Collect

This notice applies to all information collected or submitted on the www.franklinfinance.com website. On some pages, you can make requests and register to receive materials. The types of personal information collected at these pages are:

Full Name Address, Email address, Phone numbers, Birthdate

The Way We Use Information

We use the information you provide about yourself when accessing your loan account only to provide easy access and properly identify who you are. We do not share this information with outside parties except to the extent it is necessary to access relevant information about your loan account. We use return email addresses to answer the email we receive. Such addresses are not used for any other purpose and are not shared with outside parties. You can register with our website if you would like to access our secure online services or receive information about our products and services. The information you submit on our website will not be used for this purpose unless you fill out the registration form. Finally, we never use or share the personally identifiable information provided to us online in ways unrelated to the ones described above without also providing you with an opportunity to opt-out or otherwise prohibit such unrelated uses.

Information Sharing

We do not sell, trade, or otherwise transfer your personal information to third parties without your consent. *Mobile information will not be shared with third parties/affiliates for marketing/promotional purposes. All the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.*

About Cookies

Cookies are pieces of information that are stored on your computer when you visit or use various websites. Cookies are not harmful to your computer; they simply "remember" information. Our secure website does not use cookies to remember your account number, name, and user preferences.

Our Commitment to Data Security

To prevent unauthorized access, maintain data accuracy, and ensure the correct use of information, we have put in place appropriate physical, electronic, and managerial procedures to safeguard and secure the information we collect online.

Our Commitment to Children's Privacy

Protecting the privacy of the very young is especially important. For that reason, we never collect or maintain information at our website from those we actually know are under 13, and no part of our website is structured to attract anyone under 13.

How You Can Access or Correct Your Information

You can access all your personally identifiable information that we collect online and maintain by logging into the secure website. We use this procedure to better safeguard your information.

You can correct factual errors in your personally identifiable information by sending us a request that credibly shows error.

To protect your privacy and security, we will also take reasonable steps to verify your identity before granting access or making corrections.

How To Contact Us

Questions or concerns about these privacy policies, please call us at 414-447-5130 or send us an email at contactus@franklinfinance.com.

Franklin Financial Corporation – SMS Terms and Conditions

By enrolling in SMS communications with Franklin Financial Corporation (“Franklin Financial,” “we,” “us,” or “our”), you agree to the following terms and conditions. Please note that, subject to end-user opt in, Franklin Financial will periodically send SMS notifications.

1. Program Description

Franklin Financial offers SMS text messaging to communicate with customers for the following purposes:

- Account Notifications: Important alerts about your account, including payment reminders, due dates, account activity, and security notifications.
- Customer Care: Responses to inquiries, support interactions, and service-related updates.

2. Message Frequency

Message frequency varies by your interaction with us. You may receive multiple messages per month depending on your selected communication preferences and account(s) activity.

3. Cost

Franklin Financial does not charge for SMS messages, but message and data rates may apply from your mobile carrier. Charges are your responsibility.

4. Opt-In Consent

By providing your mobile number and opting in to SMS communication, you consent to receive automated texts from or on behalf of Franklin Financial at the number provided. Consent is not a condition of purchasing any goods or services.

5. How to Opt Out

You may opt out of SMS communications at any time by replying STOP to any message. You will receive a confirmation message, and no further messages will be sent unless you opt in again.

6. Help and Support

For help, text HELP to the message received or contact our Customer Care team at [Insert phone number] or via [Insert support email or web link].

7. Carrier Disclaimer

Carriers are not liable for delayed or undelivered messages. Service is available on most U.S. carriers but not guaranteed across all networks.

8. Privacy

Your information will be used in accordance with our Privacy Policy. We do not share your mobile number with third parties for their marketing purposes without your consent. *View our privacy policy at www.franklinfinance.com.*

9. Eligibility

You must be at least 18 years old or have the consent of a parent or guardian to enroll in our SMS services.

10. Changes to Terms

We reserve the right to modify these Terms and Conditions at any time. Updated terms will be posted on our website with the effective date.