

SMS TERMS & CONDITIONS

Last Updated: July 6, 2026

CoveShield Legal Support ("CoveShield," "we," "our," or "us") uses SMS (Short Message Service) communications to facilitate expert witness coordination, litigation support, scheduling, administrative communications, and customer service.

These SMS Terms & Conditions govern your participation in CoveShield's mobile messaging program. By voluntarily providing your mobile telephone number and consenting to receive text messages, you agree to these Terms & Conditions.

1. Purpose of SMS Communications

CoveShield utilizes SMS messaging as a convenient method of communicating with attorneys, law firms, insurance carriers, corporations, government agencies, expert witnesses, healthcare professionals, and other authorized parties involved in litigation support services.

SMS communications may include, but are not limited to:

- Independent Medical Examination (IME) scheduling
- Medical Record Review (MRR) coordination
- Expert witness availability and scheduling
- Deposition and trial scheduling updates
- Case administration and logistical coordination
- Appointment confirmations and reminders
- Document or records notifications
- Budget approval requests
- Invoice and payment notifications
- General customer service communications
- Follow-up regarding inquiries submitted through our website
- Educational event and MCLE notifications (where separately authorized)

SMS communications are intended solely to facilitate services requested by our clients or prospective clients and are not intended to replace formal legal correspondence.

2. Consent to Receive SMS Communications

By submitting your mobile telephone number through our website, client intake forms, expert registration forms, scheduling requests, or by providing verbal or written authorization, you expressly consent to receive text messages from CoveShield.

Consent is entirely voluntary and is **not required as a condition of purchasing services or engaging our company.**

You represent that:

- You are the authorized user of the mobile number provided.
 - The information you submit is accurate and current.
 - You have authority to provide consent for the telephone number submitted.
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3. Types of Messages

Depending upon your relationship with CoveShield, you may receive SMS messages relating to:

Attorneys & Law Firms

- Expert witness recommendations
- Scheduling confirmations
- Appointment reminders
- Case coordination
- Administrative updates
- Records status notifications

Expert Witnesses

- New case opportunities
- Scheduling requests
- Record availability
- Deposition confirmations
- Court appearance coordination
- Billing reminders
- Administrative communications

Clients & Other Parties

- Service updates
- Follow-up communications
- Billing notifications
- General customer support

4. Message Frequency

The number of SMS messages you receive depends upon your interaction with CoveShield and the services requested.

Message frequency may increase during periods of active litigation, scheduling coordination, or ongoing case administration.

We strive to limit communications to those reasonably necessary to provide efficient service.

5. Message & Data Rates

Standard message and data rates may apply based upon your wireless carrier's pricing plan.

CoveShield does not charge additional fees for sending SMS messages; however, your mobile carrier may assess applicable charges.

You are solely responsible for all carrier-imposed fees.

6. Opt-Out Instructions

You may discontinue receiving SMS messages at any time by replying:

STOP

Upon receipt of your opt-out request, you will receive one confirmation message, after which you will no longer receive SMS communications unless you subsequently provide new consent. Please note that opting out of SMS messaging may delay our ability to efficiently coordinate scheduling, appointments, or case-related communications. Alternative communication methods, including email and telephone, will remain available.

7. Help & Customer Support

For assistance regarding SMS communications, reply:

HELP

or contact:

Email: info@coveshield.com

Telephone: (310) 730-8022

Business Hours:

Monday – Friday

8:00 AM – 5:00 PM Pacific Time

8. Privacy & Confidentiality

CoveShield is committed to protecting the confidentiality of client, expert witness, and case-related information.

Because SMS is not considered a fully secure method of communication, CoveShield generally limits the amount of confidential or protected information transmitted by text message.

Sensitive litigation documents, medical records, and other confidential materials are typically transmitted through secure file-sharing platforms, encrypted email, or other approved communication channels.

Our collection, use, and protection of personal information are governed by our Privacy Policy.

9. Information We Maintain

For operational, quality assurance, and legal compliance purposes, we may retain:

- Mobile telephone numbers
- Date and time of SMS consent
- Method of consent
- Message delivery information
- Communication history
- Opt-in and opt-out records

These records are maintained in accordance with applicable legal and regulatory requirements.

10. Third-Party Service Providers

CoveShield may utilize reputable third-party messaging providers to facilitate SMS communications.

These providers process limited information solely for the purpose of message delivery and system administration and are contractually obligated to implement appropriate security safeguards.

We do not sell, rent, or disclose SMS consent information to third parties for their independent marketing purposes.

11. Service Availability

SMS delivery depends upon factors beyond CoveShield's control, including:

- Mobile carrier availability
- Network congestion
- Device compatibility
- Geographic coverage
- Technical outages

Accordingly, CoveShield cannot guarantee that every SMS message will be delivered or received without delay.

12. Disclaimer of Liability

SMS messaging is provided as a convenience service to facilitate timely communication.

CoveShield shall not be responsible for delays, failures, interruptions, or inaccuracies in SMS communications resulting from wireless carriers, third-party providers, internet outages, technical failures, or other circumstances beyond our reasonable control.

Users should not rely exclusively on SMS communications for time-sensitive legal deadlines or emergency matters.

13. Modifications to These Terms

CoveShield reserves the right to modify these SMS Terms & Conditions at any time.

Any revisions will become effective upon posting to this website. Continued participation in our SMS messaging program following such revisions constitutes acceptance of the updated Terms.

14. Contact Information

CoveShield Legal Support

6080 Center Drive, Suite 600

Los Angeles, CA 90045

General Inquiries: info@coveshield.com

Expert Witness Services: experts@coveshield.com

MCLE Programs: mcle@coveshield.com

Telephone: (310) 730-8022