

FACTS

WHAT DOES SOLACE INSURANCE, LLC DO WITH YOUR PERSONAL INFORMATION?

Rev.
7/2026

Why?

Insurance companies choose how they share your personal information. Federal law gives consumers the right to limit some, but not all, sharing. Federal law also requires us to tell you how we collect, share, and protect your personal information. Please read this notice carefully to understand what we do.

What?

The types of personal information we collect and share depend on the product or service you have with us. This information can include:

- Social Security number
- Credit-based insurance scores
- Payment history
- Insurance claim history
- Employment information
- Driver and property information

When you are no longer our customer, we continue to share your information as described in this notice.

How?

All insurance companies need to share customers' personal information to run their everyday business. In the section below, we list the reasons insurance companies can share their customers' personal information, the reasons **Solace Insurance, LLC** chooses to share, and whether you can limit this sharing.

Reasons we can share your personal information	Does Solace Insurance, LLC share?	Can you limit this sharing?
For our everyday business purposes - such as to process transactions, maintain policies, respond to court orders and legal investigations, or report to credit bureaus	YES	NO
For our marketing purposes - to offer our products and services to you	YES	NO
For joint marketing with other companies	YES	NO
For our affiliates' everyday business purposes - information about your transactions and experiences	NO	WE DO NOT SHARE
For our affiliates' everyday business purposes - information about your creditworthiness	NO	WE DO NOT SHARE
For affiliates to market to you	NO	WE DO NOT SHARE
For nonaffiliates to market to you	NO	WE DO NOT SHARE

Questions?

Call 727.585.1174 or visit www.restinsured.com

Who we are

Who is providing this notice?

Solace means Solace Insurance, LLC.

What we do

How does Solace protect my personal information?

To protect your personal information from unauthorized access and use, we use security measures designed to comply with applicable federal and state law. These measures include administrative, technical, and physical safeguards, including computer safeguards and secured files and systems.

How does Solace collect my personal information?

We collect your personal information, for example, when you:

- Apply for insurance
- Pay insurance premiums
- File an insurance claim
- Provide employment information
- Show your driver's license
- Request a quote or policy service

We also collect personal information from others, such as insurance carriers, credit bureaus, consumer reporting agencies, credit unions, and other companies, as permitted by law.

Why can't I limit all sharing?

Federal law gives you the right to limit only:

- Sharing for affiliates' everyday business purposes - information about your creditworthiness
- Affiliates from using your information to market to you
- Sharing for nonaffiliates to market to you

State laws and individual companies may give you additional rights to limit sharing.

Definitions

Affiliates

Companies related by common ownership or control. They can be insurance and non-insurance companies.

- Solace does not share personal information with affiliates for their marketing purposes.

Nonaffiliates

Companies not related by common ownership or control. They can be insurance and non-insurance companies.

- Solace does not share personal information with nonaffiliates so they can market to you.

Joint marketing

A formal agreement between nonaffiliated financial companies that together market financial products or services to you.

- Our joint-marketing partners may include credit unions and other financial institutions.

SUPPLEMENTAL ONLINE PRIVACY NOTICE

Additional privacy information	
Mobile information and SMS consent	Mobile telephone information, text-message opt-in data, and SMS consent will not be sold, rented, transferred, or shared with third parties or affiliates for their marketing or promotional purposes. Information may be shared with service providers that support our messaging program, solely to provide services on behalf of Solace.
Website and electronic information	Our website may collect information submitted through online forms and technical information such as browser type, device information, IP address, cookies, and website activity. We use this information to operate, secure, and improve our website and services.

SOLACE INSURANCE, LLC

SMS TERMS AND CONDITIONS

Effective Date: July 2026 | Last Updated: July 2026

IMPORTANT INFORMATION

These SMS Terms and Conditions govern text messages sent by or on behalf of Solace Insurance, LLC. By expressly opting in to receive text messages from Solace, you agree to these terms. Consent to receive text messages is not a condition of purchasing insurance, receiving a quote, or obtaining services.

1. Types of messages you may receive

Depending on your relationship and interactions with Solace, messages may include:

- Insurance quote requests and quote follow-ups
- Insurance applications and document requests
- Policy service and account notifications
- Payment, billing, and renewal reminders
- Claims information and claim-filing instructions
- Hurricane, severe-weather, catastrophe, and emergency-preparation information
- Appointment reminders and customer-care communications
- Responses to questions and service requests
- Promotional messages only when you have separately consented to receive them

2. Consent

You may opt in through an approved method, such as submitting an online form with an optional SMS consent checkbox, requesting text communication, or otherwise expressly agreeing to receive messages from Solace. The checkbox should not be preselected.

3. Message frequency

Messaging frequency may vary depending on your requests, insurance activity, policy status, and communication needs.

4. Message and data rates

Message and data rates may apply. Your wireless carrier's message and data rates, terms, and conditions apply. Solace is not responsible for charges imposed by your wireless carrier.

5. Opting out

To opt out at any time, text **STOP**. After opting out, you may receive one final confirmation message. You will no longer receive messages from that messaging program unless you provide new consent.

SMS TERMS AND CONDITIONS - CONTINUED

6. Help and customer assistance

For assistance, text **HELP**, call **727.585.1174**, or visit <https://www.restinsured.com>.

7. Delivery and supported carriers

Message delivery is subject to effective transmission by your wireless carrier and is not guaranteed. Carriers are not liable for delayed or undelivered messages.

8. Privacy

Mobile telephone information, text-message opt-in data, and SMS consent will not be sold, rented, transferred, or shared with third parties or affiliates for their marketing or promotional purposes. Information may be shared with telecommunications providers, messaging platforms, and other service providers solely to operate and support Solace's messaging program.

9. Changes to these terms

Solace may revise these SMS Terms and Conditions periodically. Updated terms will be posted online with a revised Last Updated date.

10. Contact information

Solace Insurance, LLC
Telephone: 727.585.1174
Website: <https://www.restinsured.com>

REQUIRED SMS DISCLOSURES

Messaging frequency may vary.
Message and data rates may apply.
To opt out at any time, text STOP.
For assistance, text HELP or visit <https://www.restinsured.com>.

Privacy Policy: <https://www.restinsured.com/privacy-policy>
SMS Terms: <https://www.restinsured.com/sms-terms>