

SMS Consent Flow

1. Portal users will login using below link:
<https://onlinebenefits.nebf.com/Home/Login>

Contact Us · Help/FAQs

National Electrical Benefit Funds Login

Log in

Welcome to Benefits Center

Fields with an * are required.

Email Address *

Password *

Log In

Using our Online Benefits portal, you can:

- Generate your NEBF benefit estimate
- Change your address
- Access your current NEAP account balance
- Print an NEBF Income verification letter
- View plan documents online
- Opt in to receive plan communications electronically
- Download an NEBF Pension Benefit application

Our Online Benefits portal is secured with the same encryption methods used to protect sensitive military data to ensure that your information is safe.

New User?

[Forgot Email Address?](#)

[Forgot Password?](#)

[Frequently Asked Questions](#)

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2. After successful login, they will be redirected to SMS Consent page [If not consent for text messages]. Here Mobile number and consent checkbox are required fields.

SMS Consent

Mobile Number *

Display SMS consent messages *

☐ I consent to being sent SMS messages for notifications related to Account Security and Multi-Factor Authentication (MFA) verification codes.

ⓘ SMS Types

Account Security notification messages are messages sent that contain information related to security events involving your account such as password changes, log-in attempts, account lock alerts, and other related occurrences.

Multi-Factor Authentication (MFA) verification codes are messages sent with the purpose to allow a user to finalize their log-in attempt via a provided code that is required to be entered during their login attempt.

SMS terms and conditions *

By providing your mobile phone number and expressly opting in to receive text messages from NEBF, you consent to receive SMS messages sent through our messaging platform, powered by Twilio. These messages may include account notifications and/or verification codes.

How You Provide Consent

You may opt in to receive text messages and phone calls from NEBF for the purpose of providing account security related notifications and/or Multi-Factor Authentication (MFA) verification codes by:

- Completing our web form and selecting the SMS consent checkbox.
- Providing your mobile number during registration or account setup and selecting the SMS consent checkbox.

Your consent to receive SMS messages and phone calls (linked to MFA authentication) is required to complete and/or continue access to your online benefits account. The intent of this requirement is to ensure all participant accounts are secure and are accessible only to the account owner or intended parties designated by the owner.

Types of Messages

- Account notifications related to account security
- Multi-Factor Authentication (MFA) codes

Message Frequency

Message frequency varies based on account activity and sign-in frequency.

Message and Data Rates

Message and data rates may apply according to your wireless carrier's plan. Please contact your mobile carrier for details.

Opting Out

Multi-Factor Authentication is required for all participant accounts, and opting out is not allowed.

Privacy

Your mobile phone number and SMS consent information are used solely for providing the messaging services you have requested.

SMS consent is not shared with third parties or affiliates for marketing purposes.

We may share your information only with trusted service providers who help us deliver SMS messages (such as Twilio), process communications on our behalf, or as otherwise required by law. These service providers are contractually obligated to protect your information and may only use it to provide services for us.

For the entirety of the NEBF privacy policy, please visit: [NEBF Privacy Policy](#)

Consent Records

We maintain records of SMS consent, including the date, time, source of consent, and the mobile number provided, where required by applicable law or industry standards.

Eligibility

By opting in, you represent that you are the authorized user of the mobile phone number provided or have the account holder's permission to receive SMS messages.

Changes to This Policy

We may update this SMS Consent Policy from time to time. Any changes will be posted on this page with an updated effective date.

Contact Us

If you have questions regarding this SMS Consent Policy, please contact us:

Email: online_benefits@NEBF.com

Phone: 301-556-4300 X 557

Continue

3. If Mobile number is not entered and consent checkbox is not checked, then portal users will see the below screen upon clicking continue button.

NEBFNEAP

Contact UsHelp/FAQs

National Electrical Benefit Funds

Welcome

Log out

SMS Consent

Mobile Number *

Please enter a mobile phone number.

Display SMS consent messages *

☐ I consent to being sent SMS messages for notifications related to Account Security and Multi-Factor Authentication (MFA) verification codes.

Please select the SMS consent checkbox.

⊖ SMS Types

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