



**panic button**



## **THE PANIC BUTTON APP PRODUCT BROCHURE**

The Panic Button App turns your phone into a panic button, giving you access to emergency and support services 24/7.



# WELCOME

Your mobile phone has evolved into a phone, a camera, a computer and much more. Now you can use it to protect your family.

The Panic Button App turns your phone into a panic button, giving you access to emergency and support services 24/7. The Panic Button App is available on Android and IOS.

Our 5 services are aimed at catering for any kind of emergency thinkable, from serious incidents like missing persons, accidents and medical problems, to more common emergencies like getting lost or locking your keys in your car. Our overall aim is to provide you with a “Big Brother” to support you to the end, whatever your emergency.

When will you use these services? On a daily basis.

The consumer’s critical reliance on our services is underscored by the experience of the founder of The Panic Button App Deon Venter:

“After being stuck next to the road for 4 hours, the idea of a user friendly, GPS driven Panic Button came to me. Although I knew I had been subscribed to “roadside assistance” through either my insurance or a credit card or other account, my experience turned out to be a nightmare.

Firstly, I didn’t have an idea of whom to call. I Google’d my insurance company’s number and after about seven calls, I got through to the emergency call centre.

Although they were efficient and immediately dispatched roadside assistance services, my ordeal was far from over.

I was unable to provide an exact address and it took the assist guys another 2 hours to find me.

I tried to determine our own GPS location from my mobile phone – more than a challenge I would say! The format of the GPS co-ordinates was strange to the assist people and we ended up trying to find a GPS converter on the internet.

What a mess! Luckily we weren’t in imminent danger and didn’t experience some form of medical or other emergency – that would have been the end of us. Why couldn’t we just push a button on our phone that would do all the work for us?”



**“IS YOUR FAMILY PROTECTED..?”**



- **PANIC BUTTON**
- **EMS ASSISTANCE**
- **LEGAL ASSISTANCE**
- **ROADSIDE ASSISTANCE**
- **HELP24**



# PANIC BUTTON

At the core of The Panic Button App is the "Panic Button". All services are accessed through The Panic Button.

Once you press the Panic Button, The Panic Button App determines your exact location via your phone's internal GPS. These GPS co-ordinates are sent to our emergency call centre together with a distress signal. Our highly trained and proficient call centre staff will then attend to your every need.

The call centre will contact you within 30 seconds of a Panic. If you do not answer, our emergency protocol is activated. This includes contacting your next of kin in cases where we get no response from you.

Wherever you are and whatever has happened to you, at least someone is now looking for you. We have your last location and if your phone is not switched off, we can continue to trace your whereabouts.



# ROADSIDE ASSISTANCE

All you have to do when using your Panic Button App or panic number, is to press the Panic Button and we will locate you and deploy our roadside services and get you on your way as soon as possible. No need to look for telephone numbers, just press your Panic Button.

Roadside assistance will only be provided to the main member and the main member's spouse. Members have access to the following services in the event of a roadside emergency.

- Flat battery - jump start (replacement of battery for your own account)
- Flat tyre (help with change of tyre)
- Keys locked in vehicle (unlocking only)
- Fuel assistance (limited to five litres per incident)
- Minor roadside-running repairs (electrical, coil, immobilizer etc.)
- Transmission of urgent messages

Tow-in service to the nearest approved repair centre or panel beater in the event of:

- Accident damage – cost covered to the nearest approved panel beater up to a limit of R2250
- Mechanical breakdown – covered up to R750
- Electrical breakdown – covered up to R750

For breakdowns more than 100km from home (on the condition that towing is arranged via the assistance call centre)

- Overnight accommodation for the main member and four passengers – covered up to R500

or

- 24-hour, Group-B car rental – covered up to R500 (subject to availability and the driver being in possession of a valid credit card and driver's license)
- In the event of the member's vehicle being left for repairs, The Panic Button App will pay up to R500 for a 24-hour, Group-B car rental (subject to availability and the driver being in possession of a valid credit card and driver's license) or a flight ticket to collect the vehicle after repairs. Alternatively, should the vehicle have been towed to a dealership closer to the member's place of residence, Panic Button will supplement the additional tow costs with the costs of car rental.

\*Please note: This cover excludes all vehicles over 3 500kg, trailers, caravans and boats. Members will not be entitled to service where the vehicle is not in a roadworthy condition. Any costs incurred through arrangements made by the member without prior authorisation shall not be reimbursed. Assistance is only available in South Africa Lesotho and Swaziland.

Roadside assistance will only be provided vehicles registered to the main member and one dependent.

There is a limit of a total of R3000 per annum, per member.



# HELP24

The Panic Button App members also have access to Help24 - your personal assistance in any emergency. How does it work?

- In the event of any emergency, the member can either request a service that they
- specifically subscribe to from The Panic Button App – or they could request Help24 – which will provide support in any emergency.
- For example, you may have a home assistance service attached to your home insurance (geyser trouble as example) – in which case Panic Button will help you access it by engaging your insurer to deliver the services to you.
- Where required, The Panic Button App, for example, could access the nearest South African Police Services on your behalf, or liaise with your existing Armed Response company, guiding them to where you are.
- In some cases, The Panic Button App reverts to calling a friend or family member and provides the location details to the friend or family to assist the member.

In each case, The Panic Button App remains involved until the member's emergency is sorted, almost like a "Big Brother".

By using the Panic Button App you acknowledge that you have read and subscribed to our terms and conditions. Also ensure that you have read and subscribed to the end-user license that can be found on the app or the website.



### EMS ASSISTANCE

In the event of any medical emergency, once contact is made with the The Panic Button App Call Centre, an on-duty crisis manager will immediately dispatch an appropriate road or air ambulance which is staffed by appropriately qualified emergency medical care practitioners. Once at the scene of the incident, life-saving support will be provided to the patient, and where relevant, the patient will be stabilised before transfer is provided to the closest, most appropriate medical facility, as per client customized requirements.

Emergency Medical Services will be available to the main member and in the event that registered dependents are with the main member, and require Emergency Medical Services themselves, these services will be delivered as part of the benefits of the program.

This service also includes the following:

- Inter-hospital transfer
- Medical repatriation
- Escorted return of minors
- Compassionate visits
- Medical advice and information
- Emergency telephonic advice and information, 24/7
- Referrals to crisis lines
- Referrals to medical practitioners and facilities
- Trauma Counselling

### LEGAL ASSISTANCE

How often have you thought – if only I had a lawyer I could speak to? The Panic Button App members simply panic into the call centre and request a lawyer. The Panic Button App Call Centre will put you through to a lawyer who will be available 24/7 to telephonically deal with any legal issue.

LegalAlert services is a broad-based legal assistance service provided to the public. Qualified lawyers will provide the service. The service comprises of, 24-hours telephonic legal advice line, a legal document service, Letter of Demand, Find a Lawyer if required for main member and spouse and four dependents



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**visit our website at  
[www.panicbutton.co.za](http://www.panicbutton.co.za)**

Web: [www.panicbutton.co.za](http://www.panicbutton.co.za)

Email: [info@panicbutton.co.za](mailto:info@panicbutton.co.za)

Office Number: 0861 444 111



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