



SAGA SOS PERSONAL ALARM
**REASSURANCE IN AND
AROUND YOUR HOME**

SAGA
Experience is everything



REASSURANCE AT A TOUCH OF A BUTTON

Enjoy the freedom of your home and garden

How Saga can help

The Saga SOS Personal Alarm service can be very reassuring for you and give peace of mind for your family. With a 24-hour response team at your fingertips, it gives you the freedom and independence to enjoy your home and garden.

Convenient and easy to use

By wearing the alarm as a wristband, a pendant round your neck or clipped on a belt, all you have to do is press the button and the alarm system will instantly connect you to our 24-hour response team. Our team will know exactly who you are, where you live and how to contact your family or friends.

We hope this brochure answers all your questions, but if you have any other queries, we're happy to help – please call **0800 068 5059** to speak to our team.

HOW SAGA SOS PERSONAL ALARMS COULD HELP YOU

There are lots of ways Saga SOS Personal Alarms could help you. The alarm and service can be used in any situation where you need help or support, and you're free to use it as much – or as little – as you want. Here are just three examples...

If you have a fall

People often use their Saga SOS Personal Alarm if they fall in the garden or around their home and are unable to get up straightaway. They are normally not in reach of a phone, so having the SOS alarm close to hand means they are able to get help when they need it.

In an emergency

Unfortunately one of our customers fractured their hip and needed help urgently. They pressed their SOS alarm button, spoke to us and we called an ambulance. We're also happy to assist with non-emergency medical issues to make sure you get the help you need.

For general support

Having a Saga SOS Personal Alarm can be helpful in other ways. Unwanted callers can be daunting, especially if they become persistent and won't leave. Simply press your button and we will check the situation and raise an alarm if required.

Whatever the emergency, Saga SOS Personal Alarm service is here to assist you – 24 hours a day, 365 days a year.

HERE'S HOW THE SAGA SOS PERSONAL ALARM WORKS



Step 1

Press the button on the pendant or wristband.

Step 2

Within seconds our operator will speak to you through the two-way loudspeaker on the alarm system.

Step 3

We will call one of your keyholders or call for medical assistance if you need it.



CHOOSING A KEYHOLDER

Keyholders are friends or family who live within 30 minutes of you and have permission to enter your home using their own key or one from your key safe (you can find out more about key safes on the page opposite). It's a good idea to have two people as your keyholders

because they will be our first point of call if you need help.

Don't worry if you can't find two keyholders – we can provide a keysafe that's installed outside your home for the emergency services to use if necessary. You'll find more details about key safes below.

THE APPLICATION PROCESS

The Saga SOS Personal Alarm application process is simple and there are just a few things that you will need to tell us:

- Users details
- Next of kin
- Emergency contacts
- Doctors details
- Direct debit bank details
- Accessories required
- Optional installation
- Information on pets

HOW TO USE A KEYSAFE

A keysafe is a small lockable box fitted to an external wall of your home, and is a great way of keeping a spare key secure and accessible. As it can only be opened by entering a unique code you have created, it's very secure – we will only share your code with the emergency services if they need to get into your house to help you.

We recommend using a keysafe if there isn't anyone to be a keyholder. Keysafes are available through us for you to install yourself, or by one of our engineers at the same time as your SOS personal alarm.

For more information on our key safes, please call **0800 068 5059** and speak to one of our friendly advisers.

WHAT'S INCLUDED WITH A SAGA SOS PERSONAL ALARM

- Alarm system, with adjustable volume control and automatic battery back-up.
- User guide and pre-programming of unit.
- Lifetime warranty.
- Splashproof press-button personal alarm with pendant, clip and wristband accessories. Fully waterproof pendants are available at an additional charge.

CONNECTED ACCESSORIES

Additional optional items – for extra peace of mind

Saga SOS Personal Alarms can provide the following items. They will all trigger a call to our response team and, apart from the fall detector, also sound an alarm within your home.

- **Fall detectors** – if you fall and don't press the button, a call is made to our team.
- **Smoke alarms** – as well as an alarm sounding in your home, a call is made to our team.
- **Heat detectors** – these sense high temperatures associated with fires.
- **Flood sensors** – these will detect an overflowing sink or bath.
- **Carbon monoxide detectors** – to sense dangerous levels of this odourless gas.
- **Extreme room temperature sensors** – these sensors can detect low and high temperatures.

If you would like to talk to us about any of these optional items, please call our team on **0800 068 5059**.

RENTING A SAGA SOS PERSONAL ALARM

We aim to make the Saga SOS Personal Alarm service as affordable as possible and unlike some other providers, there is no upfront cost to pay.

	Monthly cost VAT Exempt*	Monthly cost including VAT*
Personal alarm rental	£15.95	£19.14

Optional installation

Saga SOS Personal Alarm is easy to install – it simply plugs into your telephone and power socket. However, if needed, an installation service is available for an additional fee.

*VAT exemption

If you are chronically sick or disabled, and can declare yourself as such, you will qualify for the service without a VAT charge.

Chronically sick means that you have an illness that is likely to last for a long time, such as arthritis. Disabled means a physical or mental impairment which has a substantial and long-term effect on your ability to carry out normal activities. You do not need to be registered disabled to claim relief from VAT, but you must specify your disability.

To order a Saga SOS Personal Alarm, or for more information
Call **0800 068 5059**
Email sagasosalarms@saga.co.uk

ANSWERING YOUR QUESTIONS

What if I am in another room or unable to speak when I press the alarm? And who will be sent to help?

If our operator cannot hear you, they will phone you at home to see if they can get a response before contacting your keyholder.

What if I don't have any keyholders?

Saga can provide a keysafe, which you can have installed yourself or through our installation service.

What details do I need to provide when ordering an alarm?

That's easy. All we need is the information to be able to help you in an emergency:

- Your name, address and phone number.
- Name, address and contact phone numbers for your keyholders.
- Next of kin details.
- Doctor's name, address and telephone number.

What if I press the button by mistake and trigger a false alarm?

This happens from time to time and is not a problem. When the operator responds, simply tell them that you pressed it by mistake.

How easy is it to install a Saga SOS Personal Alarm?

The personal alarm works with most analogue telephone lines and is connected to a mains power point. A set of step-by-step instructions is supplied, but you can always ask us to arrange installation for you.

Can I use the alarm in the shower?

The standard alarm button is only splashproof so cannot be immersed in water and is not suitable to wear in the shower. However, we can supply a fully waterproof button at an additional charge.

What if I have impaired hearing or sight?

When the alarm system is first set up, you should make a test call so the response centre can help set the volume control at the level that suits you. Alternatively, you can adjust the volume on the device yourself following the instructions. If the trigger button is pressed, the unit and pendant will flash, indicating that help has been requested.

What happens if there's a power cut?

Don't worry – the alarm system has a secondary battery power supply in case of power failure and the alarm buttons work off their own batteries.

I have a keysafe. Can I still use a Saga SOS Personal Alarm?

Yes. If we need to call the emergency services on your behalf, we will tell them the code to your keysafe and where it is located, enabling them to enter your home without having to use force.

We have tried to answer the main questions you may have about Saga SOS Personal Alarms, but if you want to talk about the service without obligation, our SOS team will be happy to help.

To order a Saga SOS Personal Alarm, or for more information

Call **0800 068 5059**

Lines open 9am–5pm Monday to Friday

Email sagasosalarms@saga.co.uk

Saga SOS Team, Enbrook Park, Sandgate, Folkestone,
Kent CT20 3SE

