

A photograph of an elderly African American couple smiling warmly at the camera. The woman, on the left, is wearing a light blue long-sleeved shirt and a gold-colored Medical Guardian alert device on a grey cord around her neck. The man, on the right, is wearing a light purple button-down shirt and has his arm around her shoulder. They are outdoors with green foliage in the background.

MEDICAL ALERT DEVICE

Buyer's Guide

 **MEDICAL
GUARDIAN**

Home Systems



MGHome Cellular

Includes an Interchangeable Help Button that can be used with an included Necklace and Wristband in either black or white.



MGHome Landline

A cost-efficient medical alert system that connects to your landline and keeps you safe both in and around your home for less than \$1 a day.



On-the-Go Systems



Guardian Flex NEW

Enjoy lightweight, compact protection with three comfortable ways to wear it and three colors to choose from.



MGMove

Stay safe, active, and connected with weather updates, activity tracking, optional reminders, and instant access to help.



Why a Medical Alert System?

Medical alert systems can keep you and your loved ones safe and connected wherever life takes you.

Choosing a medical alert system is an important decision that can provide peace of mind and independence for you or someone you care about. While there are many options out there, it's helpful to know what to look for to find the best fit for your lifestyle and needs.

At Medical Guardian, our friendly and knowledgeable Life Safety Consultants are here to help answer your questions and guide you through the process. We've created a simple list of questions to consider before you make your choice, so you can feel confident and informed every step of the way.

After all, making informed decisions is the first step toward living life with confidence and independence!

Prices

For many members, price is their biggest concern when looking for a medical alert system.

A low price usually doesn't always mean the best service. A low price can also be a sign of hidden fees or potential scams. Always ask the following:

1 Do you have to sign a contract to get started?

Contracts are tricky because they often have a lot of legalese that you might not understand. There may be clauses that obligate you to commit to service for a specific amount of time, or that have hidden fees attached. If your medical alert company insists on having you sign a contract, we recommend having a lawyer read the fine print for you before you commit.

2 Is there a sign-on bonus or benefits?

A sign-on bonus and/or benefit package can lower your monthly cost by providing a month of free service and/or complimentary accessories such as lockboxes and/or extra buttons. A sign-on package saves you money in the long run making medical alert systems and services more accessible.

3 What is the charge for activation?

An activation fee is typically a hidden charge that you find out about after purchase. Many companies who offer seemingly low rates for their medical alert systems tack on an added activation fee upon purchase.



MEDICAL ALERT DEVICE

Prices

4 What are your billing cycles like?

Many people like to have options when it comes to their billing cycles. Here at Medical Guardian we offer a month-to-month payment plan, a quarterly payment plan, and an annual payment plan. This allows people the choice to pay as they see fit, or as their bank account allows. Most companies will offer discounts for members who are willing to pay for one year in advance.

5 Refunds on long-term payments?

If you make a long-term payment for your medical alert system by paying for a year up front, what would the refund policy be if you need to cancel before that year is up? It's important to find out what the refund policy is before committing to a service so that you don't end up losing money in the long term. Medical Guardian issues prorated refunds for unused services.

The Medical Guardian Advantage



Flexible Billing



No Activation Fee



No Hidden Fees

MEDICAL ALERT DEVICE

Monitoring



Our 24/7 medical monitoring is provided by trained personnel in our 100% US-based (never out-sourced!), **UL-Certified** monitoring centers.

Monitoring services are at the heart of the medical alert business.

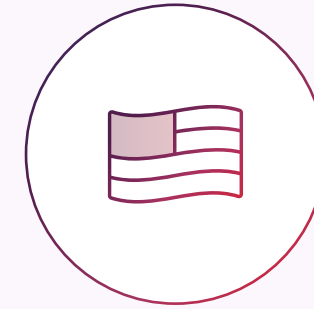
It's very important to learn about the monitoring centers that medical alert device companies work with to ensure that you will continue to have the best possible post-purchase experience. Ensuring a monitoring center is **UL-Certified** should be your first order of business. A Center that is UL-Certified means that it has been recognized by the Underwriters Laboratories as having met the highest set of standards for safety and reliability.

1 Where is the monitoring center is located?

If a monitoring center is located outside of the US, it might help cut costs, but it won't be providing members with the best possible service. Response has to be lightning fast and operators need to speak clearly and without language barriers over the device. When monitoring services are outsourced overseas, none of these amenities are guaranteed.

2 What if my parents speak another language?

That is a great question and one that our **Life Safety Consultants** hear often. Some medical alert companies employ multilingual translators at their monitoring centers, but that's not the case across the board. If your family requires multilingual options included with your monitoring services, be sure to ask this question ahead of purchase.



Benefits of **US-Based Services**

- ① **Lightning Fast Speed**
- ② **Clear, Capable Communicators**
- ③ **Available Multilingual Operators**

A smiling woman with dark hair, wearing a headset, is working in a call center. She is looking at a computer monitor which displays some documents with yellow highlights. In the background, other people are blurred, suggesting a busy office environment.

MEDICAL ALERT DEVICE

Support

A majority of your experience with a medical alert company will happen post-purchase.

Member service and support play big roles in that experience. If having a stress-free member service experience is of value to you, then we recommend asking the following questions to medical alert companies.

1 Is the member service team in-house?

A company that outsources their Member Service department ultimately does not have control over the way members are handled. This can mean long wait times on the phone when you try to call in, rude member service representatives or getting bounced around to different people instead of getting answers. A company who puts a premium on the member experience is worth the investment.

2 Will your medical history be included in your profile?

While no company can require that you provide them with your medical history, we highly recommend that you inquire as to whether or not they offer this option to their members. In an emergency, every second counts, and getting assistance quickly with the help of your medical history on file can make a big difference in your recovery.

A photograph of a wooden front door with a transom window. A black lockbox is mounted on the door handle. The door is set in a white frame against a light-colored horizontal siding wall. A small, glowing outdoor light fixture is visible on the wall to the right of the door.

MEDICAL ALERT DEVICE

Features

Since the equipment is the main component of a medical alert service, it's important to ensure it's reliable and durable to give you the confidence to live independently.

1 Is there a warranty on the equipment?

When choosing a medical alert system, it's reassuring to know the equipment is backed by a warranty. A warranty ensures that you're covered if the device experiences any malfunctions, defects, or battery issues over time. Without this protection, unexpected repair or replacement costs could add up. Asking about warranties can give you confidence in your purchase and long-term peace of mind.

2 Is there a lockbox offered for purchase?

While a lockbox isn't a medical alert device, it is a valuable accessory that many companies offer as an add-on to their products. A lockbox is a secure box that you can keep outside of your home. With a lock combination of your choosing, a lockbox houses a spare set of your keys so that emergency responders will not have to break down your door should an emergency occur. A lockbox can keep your home safe from unnecessary damage and save you hundreds of dollars.

MEDICAL ALERT DEVICE

Features

3 Is there a back up battery in case of power outages?

Just as it's impossible to predict when accidents might happen in your home, you can't predict the weather. Extreme weather such as snow storms, hurricanes, earthquakes, tornadoes and even strong rainstorms can all cause you to lose power in your home. And just because you lose power doesn't mean you should also lose the connection to an emergency monitoring center. Back up battery life can keep you protected in a potentially scary situation.

4 Is there a time-saving self service portal?

Having an outlet to manage, update, and reference device information empowers both caregivers and members. An easy-to-use, well designed portal or app gives users the ability to take matters into their own hands, saving time and easing process. Connecting users also helps reduce feelings of isolation and keep loved ones informed. Medical Guardian's online app and portal was designed to do just this, further helping members live *life without limits*.

The Medical Guardian Advantage



Lockbox Available



Backup Battery



Warranty + Support



MEDICAL ALERT DEVICE

Installation

Installation of your medical alert system is a crucial part of the process. After all, if you can't install it, you can't use it to keep you protected.

1 Can I install the unit myself?

The ability to self-install and activate your device provides flexibility and convenience, ensuring you can get started quickly and easily. A company that offers self-installation empowers you to take control of your safety without needing in-home assistance. If a company is pushy about requiring in-home installation, take the time to ask questions and confirm the process to ensure it aligns with your preferences and needs, and ensure it is not a scam.

2 Will I be provided installation support?

Will your company provide me with support if I need help with the installation process? Most companies will make member support available to you over the phone to help walk you through the installation and testing process.

The Medical Guardian Advantage



Self Installation



Phone Support



Support Site



Third Party Reviews

Gives me a **huge sense of relief** when my family isn't around.

William J.
★★★★★

I'm much more comfortable in my home knowing I can **get help easily** if I need to.

Elizabeth J.
★★★★★

I am so impressed by the **service, reaction time** and **overall product**. Feeling safer.

LaRita H.
★★★★★



Reviews from third party sites and existing members are great ways to gauge what kind of experience you might have with a medical alert provider.

1 Are there member reviews on third party websites?

Member reviews are the best way to get a feel for the company you are researching before you make a purchase. Third party review sites are not involved with the medical alert companies directly, so all of their reviews are unbiased and truthful.

2 Is there an A+ Rating with Better Business Bureau?

The BBB has been helping to keep businesses honest since 1912. An "A+" rating means that the bureau has granted a company 97 points or more. The grade a business receives represents the BBB's degree of confidence that it is operating in a trustworthy manner and will make a good faith effort to resolve member complaints.

We're proud to be **rated #1** across leading independent reviews





Call to get a **FREE** lockbox + **FREE** shipping + more!

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