

# SENIOR PROTECTION

COMPLETE BUYERS GUIDE  
FOR CANADIAN SENIORS



1 866 416 0838

## MEDICAL ALERT SYSTEM COMPLETE BUYERS GUIDE RESOURCE

Buying a medical alert device can be difficult and confusing if you don't know the right questions to ask or the right things to look for in a medical alert company. Choosing the right pendant and company is important as it deals directly with keeping you or your loved ones safe in an unexpected emergency situation.

At **Senior Protection** our consultants are trained to find the answers that help us identify the best solution for you. **Your safety is our priority !!**



# SENIOR PROTECTION

ASKING THE RIGHT QUESTIONS

## ✓ MONTHLY PRICE GUARANTEE

A price guarantee locks in your price for the entire duration of your service. Companies who do not offer a price guarantee can raise your monthly rate as they see fit. Beware of “low introductory rates” because that can mean that they will likely increase your price after a few months time.

## ✓ CUSTOMER SERVICE SUPPORT

A company with a solid customer service department is one that can fully support your needs. The best product or service in the world can easily be worthless if the support is not available to back them up.

## ✓ TECHNICAL SUPPORT DEPARTMENT

Having technical support to lean on when you first receive your device is definitely one of the most important steps to your new safety. Not all Customer Service departments will offer this service, so be sure to ask them about this before making a purchase decision.

## ✓ NO HIDDEN FEES

Additional charges can include equipment fees, but some companies will charge upon shipping of your new device. There is no reason to pay for additional charges, especially when there are many reputable companies who will provide shipping for free.

## \$ OVERALL PRICE AND MONTHLY COST

Price is usually the biggest concern for seniors when searching for a medical alert device. However, the price does not tell you the level of service, any hidden fees or fine print meant to be hidden.

## IMPORTANT THINGS TO REMEMBER

You may receive the same price from different companies, however you will never get the same medical alert device, customer service, tech support or even emergency response from the same two companies. Price might be important but it should never be the deciding factor when choosing your protection.

SPEAK WITH US



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# SENIOR PROTECTION

CUSTOMER SERVICE  
TECHNICAL SUPPORT



## CUSTOMER EXPERIENCE ALWAYS HAPPENS POST PURCHASE

A majority of your experience with a medical alert device company will happen post-purchase. Customer service and support play big roles in that experience.

If having a stress-free customer service experience is of value to you, then we recommend asking the following questions to medical alert companies:

- **Is customer service in-house or through a 3rd party ?**
- **Is there a warranty on the equipment ?**
- **Does your product come with automatic fall detection ?**
- **How many languages can be programmed into the device ?**
- **Is the response team bilingual ?**
- **Do you have all the numbers and extensions to all the departments ?**

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

Does the company offer you all the information and extensions to all the departments you will need access to post purchase and setup. Such as:

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# SENIOR PROTECTION

ASK WHY BEFORE YOU BUY



## LOOKING FOR MEDICAL ALERT ? TOP 10 QUESTIONS TO ASK BEFORE BUYING

1. Is the medical device **waterproof** ?
2. Does the device offer built in **Fall Detection** ?
3. What is the **warranty** on the equipment ?
4. Does the device and response team **speak your language** ?
5. Are there any **activation fees** ?
6. Do they **charge for shipping** the device ?
7. Is the **monitoring** team UL-certified in Canada ?
8. How long does the **battery** last ? Does it come with chargers ?
9. Does the device include lanyard ? watch strap ? belt clip ?
10. Are they **proudly Canadian** ? Customer & Tech support ?

Once you have completed your research and narrowed the scope of your search for the best medical alert device company, there is one last aspect of the process that you should consider before making a decision: choosing the right medical alert device for your lifestyle. Some medical alert device companies only sell one or two products and some have a wide range of products that they offer, so how do you know which one is right for you?



## TALK TO US FIRST

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