

BENEFITS:

- ▶ Peace of mind that alternative transportation is just a push of a button away
- ▶ Available 24 hours a day, 7 days a week
- ▶ Transportation assistance dispatched in a timely manner

REQUIREMENTS:

- ▶ Vehicle cellular service
- ▶ Vehicle GPS satellite signal to identify location

FEATURES:

- ▶ Service is available to the customer by pushing the *i*-Button or by calling the mbrace Response Center directly from any phone
- ▶ Transmission of vehicle location, identity and time of service request to the mbrace Response Center

Safe Ride*:

Customers push the *i*-Button for alternative transportation when they are unable to drive.

Service Description:

Safe Ride is designed to provide assistance to a customer who is in a situation where it is unsafe for them to drive. Assistance may consist of contacting a cab or limousine service and arranging a ride, or contacting a friend or relative to provide help.

Safe Ride is initiated by pushing the *i*-Button in the vehicle. The Interactive Voice Response (IVR) system audibly presents a menu of options - the customer says "Help" to be connected to an mbrace Customer Specialist. The vehicle's location is acquired from the Telematics Control Unit (TCU). The mbrace® Customer Specialist will discuss the situation with the customer and make appropriate transportation arrangements. The customer is responsible for all transportation costs secured from a third party.

To use this service when away from the vehicle, the customer dials the mbrace Response Center at 866-990-9007 or can request Safe Ride service by tapping the Assistance button on the mbrace Mobile Application.

How It Works:

- STEP 1:** The customer pushes the *i*-Button in the vehicle.
- STEP 2:** The IVR system presents an audible menu of options.
- STEP 3:** The customer says "Help."
- STEP 4:** The vehicle's location information is acquired from the Telematics Control Unit (TCU) embedded within the vehicle.
- STEP 5:** The mbrace Customer Specialist speaks with the customer to verify their location and discusses their transportation needs.
- STEP 6:** The mbrace Customer Specialist can arrange alternative transportation for the customer, or can contact a friend or relative of the customer to provide additional assistance.

