

How the Lifeline Service works

1



Summon help

Simply push your Lifeline Help Button at any time to connect to our 24/7 Response Center. **Note:** If you have our Lifeline with AutoAlert option, you will get an added layer of protection, as your AutoAlert Help Button will automatically place a call for help if a fall is detected and you are unable to push your button.

2



Hear a reassuring voice

A Lifeline Response Associate will access your profile and assess the situation.

3



Know help is on the way

Our Associate will contact a neighbor, loved one, or emergency services based on your specific needs, and will follow up to confirm that help has arrived.

