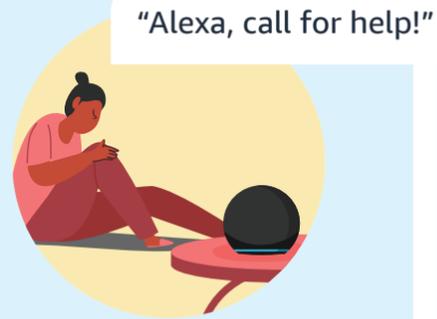


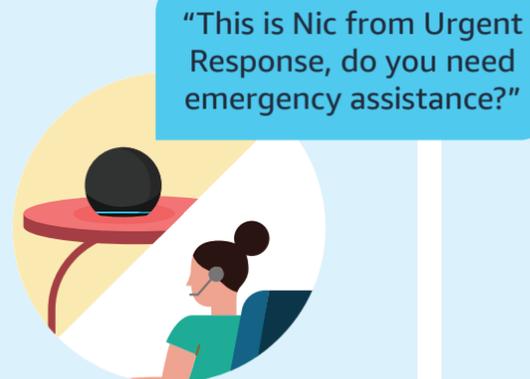
Alexa Emergency Assist keeps everyone in your home prepared

Alexa Emergency Assist was designed to give you peace of mind. When you need emergency help, there's no need to find your phone, risk long wait times, or spend time providing details like your address. Just say, "Alexa, call for help" and know you will get help quickly and easily.



Request help, hands-free

Anyone in the home can get quick access to emergency help by simply saying "Alexa, call for help". Perfect for kids or adults without a cell phone, or in those moments when a phone is not nearby.



Get connected to a dedicated Urgent Response agent

Dedicated Urgent Response agents are ready to help, 24/7. Avoid long wait times as calls are answered faster than industry standards*. Urgent Response agents can request dispatch of first responders (fire, police, or ambulance) as needed.



Confirm information

You can Pre-save information in the Alexa app that is critical in an emergency, such as your address, emergency contacts, health conditions, allergies, medications, gate codes for your home, and whether there are pets in the home. Pre-saving this information in your profile saves precious time during an emergency situation as it reduces time spent answering questions. Simply confirm your address on the call and our trained agents can request dispatch of first responders directly.



First responders arrive, ready to help

First responders can act fast with all the key information on hand that is shared with them by the agent – such as the gate codes you saved ahead in your profile, or medication allergies you might have. Agents can also share the device location (e.g. Kitchen Echo) where the emergency call was made from, when available.



Alexa informs your emergency contacts

Your emergency contacts are automatically notified whenever a call with Urgent Response starts and ends.

*National Fire Protection Association, National Emergency Number Association

