

live![®]y

| From
BEST BUY Health[™]

Easy-to-use products
and exclusive Health
& Safety Services.



Our Health & Safety Services are always here for you.

We're here if you have medical questions, want to improve your well-being or just need help with everyday tasks. We can even dispatch emergency services, so you can stay independent while your loved ones have peace of mind.

Urgent Response

Get help in emergencies big or small 24/7 from certified Agents.

Lively Link[®] App

Keep trusted friends and family reassured with notifications through our app when you call Urgent Response.

Nurse On-Call

Speak to a nurse or doctor from the comfort of home to get answers to your questions, fill prescriptions and more.

Care Advocate

Our expert care team will provide a personalized plan to help improve your health and well-being.

Fall Detection

Get help if you fall even when you're unable to press the button.

On Apple Watch, Fall Detection is a feature of the device and not provided by Lively.

Personal Operator

Call friendly and helpful operators for assistance, 24/7.

Lively[®] Rides

Easily schedule affordable rides through Lyft without having to download an app.

Not all services are available for all products. Some services require an additional fee with purchase of a Lively product.

Lively® Health & Safety Packages help you stay connected, safe and healthy.

Our affordable Health & Safety Packages are the perfect solution whether you need a ride, don't feel well or have an emergency. Lively Agents can get you the help you need, so you can feel independent and your loved ones can have peace of mind. Health & Safety Services are available at the touch of a button from your Lively phone or device.



For more info about Lively Health & Safety Services, visit lively.com/services-apps.



lively™ on Alexa devices

Hands-free access for help at home.

- Just say “Alexa, call for help”
- The sound of your voice connects you to the Lively Urgent Response Team, 24/7
- Discreet support; no medical alert pendant required
- Place Echo smart speakers in multiple areas of your home for added safety
- Get help on the go with Lively® app for your smartphone

Urgent Response is currently accessible via Alexa devices. Other Lively Health & Safety Services are accessible via other devices or apps. See package details for more information.



lively® mobile+

The fastest call response medical alert¹

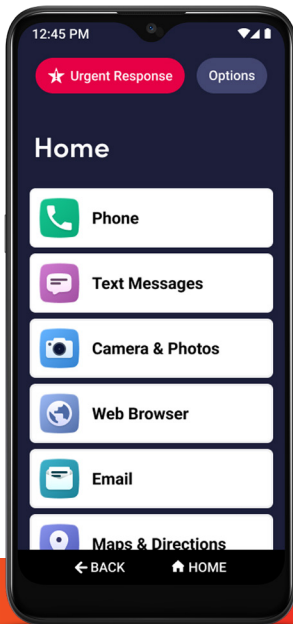
- 24/7 help from certified Agents at the touch of a button
- Fall Detection available when worn on lanyard²
- Enhanced GPS accuracy
- No base station or other equipment needed
- Waterproof so you can wear it in the shower³



jitterbug® smart3

Our simplest smartphone ever.

- Large 6.2" screen
- Simple, list-based menu
- Voice typing
- Video chat
- Urgent Response button for help, 24/7



jitterbug® flip2

Our easiest cell phone ever.

- Large screen and big buttons
- Easy, list-based menu
- One-touch speed dialing
- Powerful speaker
- Urgent Response button for help, 24/7



Stay connected with a flexible and affordable phone plan.

Friendly representatives will help you select the right plan for you, so you only pay for what you need. And with no long-term contracts or cancellation fees, you can switch plans anytime. You can even keep your current landline or cell phone number.



**Unlimited Talk & Text
Plans available***

- ✓ No long-term contracts
- ✓ No cancellation fees
- ✓ 100% U.S.-based customer service
- ✓ Keep your current phone number



**Powered by the
nation's most reliable
wireless network.**

Visit [lively.com/support](https://www.lively.com/support) for how-to guides and videos that help you get the most out of your phone and services.

*Data plan required for the Jitterbug Smart3.



To learn more, visit lively.com.

¹Fastest call response time based on "GreatCall review", TechRadar.com (March, 2022). ²Fall Detection is an optional feature and may not always accurately detect a fall. Users should always push their button when they need help, if possible. ³The Lively Mobile Plus is waterproof certified to IPX7 standard, submersion in 3.3 feet of water for up to 30 minutes. Monthly fees do not include government taxes or assessment surcharges and are subject to change. For details on current pricing, please visit lively.com. A data plan is required for the Jitterbug Smart3. All Lively plans and services require the purchase of a Lively device and a one-time setup fee of \$35. Lively Health and Safety Services are not included in Talk, Text and Data Plans. Urgent Response, Lively Link app, Nurse On-Call and Care Advocate are only available with the purchase of a Lively Health & Safety Package. Coverage is not available everywhere. Urgent Response and 911 calls can be made only when cellular service is available. Urgent Response tracks an approx. location of device when device is turned on and connected to the network. Lively does not guarantee an exact location. Lively is not a healthcare provider. Seek the advice of your physician if you have any questions about medical treatment. Nurse On-Call provides registered nurses who evaluate medical urgency, provide symptom management or health information, transfer to a physician if appropriate and schedule appointments. Physician transfer at discretion of nurses. Emergencies will be transferred to a 911 call center, or members may be directed to call 911. In the event that physician services are not available, the nurse may suggest that you contact your primary care physician or visit your local Urgent Care. See terms for details. In the event that physician services are not available, the nurse may suggest that you contact your primary care physician or visit your local Urgent Care. Care Advocates cannot provide legal, financial, or medical advice. For certain areas of expertise, your Care Advocate may use third party resources to connect you with professionals in specialized practices that can address your questions and concerns. Lively is not responsible for any acts or omissions, including negligence, by the third parties or such professionals. For more information regarding the Care Advocate service, please visit <http://www.lively.com/support>. Lively partners with Lyft, Inc. which operates a ridesharing platform ("Lyft Platform"). Lively Rides provides a service through which you can request a ride to be arranged through the Lyft Platform. Ride fares are applied to your monthly phone bill. Lively is not liable for any act or omission, including negligence, by Lyft or its drivers. Full terms and conditions at <http://www.lively.com/rides>. Lyft's Terms of Service at www.lyft.com/terms. Lively on Alexa is not a substitute for 911. The service depends on Amazon's functionality and may not work during power outages or connectivity issues. Urgent Response and the Lively Health & Safety Services voice skill will only work if your account is current on payment, if your Alexa device is plugged in and turned on, has network or internet access, and the Lively Health & Safety Service voice skill is enabled and linked to your Lively account. May not be available if you are out of voice range of your smart speaker. Lively cannot guarantee that Amazon Alexa will function as expected. Amazon Alexa integration with the Jitterbug Flip2 requires Alexa registration and is subject to Alexa's Terms of Use. By enabling Alexa on the Jitterbug Flip2, you acknowledge that Lively is not responsible for Amazon Alexa's functionality or services. Consistently rated the most reliable network and best overall network performance in the country by IHS Markit's RootScore Reports. Lively cannot guarantee your phone number will be available. Overage charges of \$0.10/MB will apply if service plan data is exceeded. Data speeds for unlimited data plans will be reduced to 128kbps if you exceed 20GB during a billing cycle. Speeds will be restored at the beginning of the next billing cycle. Overage fees of \$0.35/minute and \$0.10/text apply to talk and text in excess of monthly plan allowance. Monthly minutes carry over and are available for 60 days. When calling from the domestic U.S. to other countries, additional international calling rates will apply. LIVELY and JITTERBUG are trademarks of Best Buy and its affiliated companies. Amazon, Alexa and all related logos are trademarks of Amazon.com, Inc. or its affiliates. ©2023 Best Buy. All rights reserved. Screen images simulated. Appearance of device may vary.