



Introducing Snug!

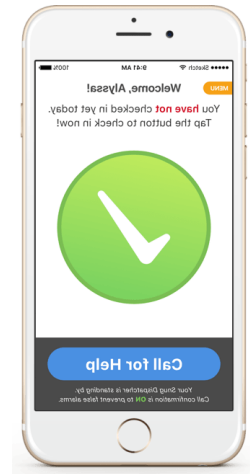
Snug is a friendly, free daily check-in service for people who live alone. It's been used for over 1,000,000 check-ins.

How Snug works

Snug checks in daily with the person who lives alone at their selected check-in time. With two taps, someone can indicate they are okay. Without a check-in, their emergency contacts will be alerted something isn't right.

Example

Meet Annie, a retired teacher. She enjoys gardening, cooking, and Sunday book club, and she lives alone.



Snug checks in with Annie at her preferred time – right after breakfast. She can check in earlier if she wants, as long as it's the same day. She can also wait for Snug to remind her. Snug sends timely reminders to make sure she doesn't forget!

If everything is okay, Annie checks in by opening the app on her smartphone and pressing the big green check mark. Snug then shares a friendly quote of the day and resets the clock for tomorrow's check-in. If Annie wants, Snug will message her contacts so they know she's okay.

If Annie misses her check-in, Snug sends a few extra reminders via push notifications and text messages. If Annie still doesn't respond, after multiple reminders, Snug will initiate an alert:

- **With the free Basic plan** Snug will automatically alert Annie's emergency contacts via SMS with her last known location
- **With the Snug Dispatch plan (\$99/year)** a professional Snug dispatcher will call Annie to double check that it isn't a false alarm. If Annie doesn't respond, they will alert her emergency contacts and arrange a wellness check to her last known location. ***UUFC members can get a 15% off code for the Snug Dispatch plan****

Frequently Asked Questions

+ How do I check-in with Snug?

To check-in with Snug you need to open the Snug app on your smartphone and press the green button with a check-mark.

+ Is Snug available for Android?

Snug is available for Android – you can [download it here](#).

+ Is Snug available on the Apple iPad or Apple Watch?

Snug is not currently available on the Apple iPad. Support for the iPad is frequently requested – so this feature is on our radar!

+ Is Snug available on the Apple Watch?

You can check-in by using the notifications Snug sends to your iPhone and that are mirrored to your Apple Watch. Snug is not yet available as a companion app or standalone app for the Apple Watch.

+ Is Snug available for landlines, “dumb phones” or feature phones?

Snug is not currently available for landlines, dumb phones or feature phones.

+ Do I need Wi-Fi or cellular data for Snug to work?

Yes. You'll need either Wi-Fi or cellular data. Snug needs to communicate over the internet with Snug's servers to check you in.

+ How long do I have to check-in before you notify my emergency contacts?

You have 10 minutes to check-in past your check-in deadline. If your check-in is at 8:00 AM, you have until 8:10 AM.

- **If you are on the free plan**, Snug will send each of your emergency contacts a text message saying that you have missed your check-in.
- **If you are on the Snug Dispatch plan**, a Snug dispatcher will call your cell phone and ask if you are alright. If you do not pick up, they will leave a voicemail with a callback number. They will then proceed to call every one of your contacts, in order. If you have not checked-in by 8:15 and the dispatcher does not have confirmation that you are okay, or that one of your emergency

contacts will check on you, they will dispatch a wellness check to your last known location.

+ How much does Snug cost?

The basic version of Snug is free. The Snug Dispatch plan is \$9.99/month or \$99/year. You can sign up for the Snug Dispatch plan directly from the Snug app.

U UFC members can receive a 15% off discount code for the Dispatch plan

+ I'm on the Dispatch plan - can I add notes for the dispatcher?

Yes! You can add notes such as a lockbox code, medical information or information about your pets. Our dispatchers will share this information with first responders in the event they are dispatching a wellness check. We're working to make this available in the Snug app - but in the interim, please email us at support@snugsafety.com

+ Can I pause Snug for a few days if I know I won't need it?

Yes! Tap Menu then select "Pause Snug for Vacation" and input the start and end date of your break from Snug. To change or cancel your vacation, follow the same steps.

+ Can I check-in before my scheduled check-in time?

Yes - you can check-in prior to your check-in time, as long as you are checking in on the same calendar day.

+ Can Snug notify my emergency contacts every time I check-in?

Yes. Both you and your emergency contacts will need to opt-in. If you are using Snug for iOS (version 2.2.8 or later) or Snug for Android (version 1.0.14 or later) you can opt-in from the "Change Emergency Contacts" page in the Snug app. Contacts are sent a text message when added, there is a link they can tap to opt-in. For more information please see the following page: [Daily Email Notifications](#).

+ How many contacts should I add?

Quality over quantity is the saying at Snug. Make sure you are picking people who you trust and can rely to follow up with you after you miss a check-in. With that said we recommend adding 2-3 emergency contacts.

+ When adding a contact on my iPhone, my contacts name is greyed out - why?

This appears to be a bug with iOS. To workaroud this bug, try these steps:

1. Open the **Contacts** app on your iPhone
2. Search for your contact and tap on them
3. Tap **Edit**
4. Write down the phone number you will remove
5. Remove the phone number and Tap **Done**
6. Tap on the contact again
7. Re-add the number you removed and tap **Done**

+ Can I pick a check-in time in the afternoon or evening?

Yes! You can pick a check-in time from 5:30 AM to 9:30 PM.

+ What is a wellness check?

A wellness check, also known as a welfare check is when the police (but in certain cases fire or EMS) stop by a person's home to make sure they are okay. Our dispatchers will only request a wellness check if they cannot get a hold of you or your emergency contacts, after two attempts.

+ What does Snug do with my location data?

Snug does not sell, rent or share the data we collect about our users (this includes location data). Additionally, we don't keep a history of locations, only the most recent one for sharing with emergency contacts and/or dispatchers in the event of a missed check-in. Access to that information is restricted to Snug employees on a need to know basis, only those employees have access to that information.

+ Can I set multiple check-in times in Snug?

At this time Snug only supports a single check-in time. We'll be starting our multiple check-in time pilot, to be considered, please fill out [this form](#).

+ Will Snug remind me to check-in?

Yes. Snug sends a few helpful reminders in advance of and after your check-in deadline. Here's a list:

- 3 Hours Before Check-In Time - Silent Notification
- 1 Hour Before Check-In Time - Regular Notification
- 10 Minutes Before Check-In Time - Regular Notification
- Check-In Time - Regular Notification and Text Message
- 2 Minutes After Check-In Time - Regular Notification and Text Message

Depending on your smartphone's preferences, the regular notifications and text messages may be silenced.

+ Can I use Snug on multiple devices at the same time?

Snug currently will only work on a single device at time. For example, if you first installed Snug on an iPhone and then installed it on an iPad – Snug will only work on the iPad.

+ I changed my check-in time - why does Snug show me as checked-in for today?

Changing your check-in time counts as a "check-in" with Snug.

+ Can I submit a quote to Snug?

Absolutely - please fill out this form [available here](#).

+ How do I contact the Snug team?

Email us at support@snugsafety.com
