



## APPLICATION FORM

OFFICE ONLY	Name	Date
	Process Data Cap:	<input style="width: 100%;" type="text"/>
	Process Acc Dept:	<input style="width: 100%;" type="text"/>
	Verified by:	<input style="width: 100%;" type="text"/>
	Verifier Sign:	<input style="width: 100%;" type="text"/>
	Account No:	<input style="width: 100%;" type="text"/>
Commencement Date:	/ /	

### Main Member / Debtor Details

Surname: <input style="width: 95%;" type="text"/>	Name: <input style="width: 95%;" type="text"/>
ID No.: <input style="width: 95%;" type="text"/>	Cell No.: <input style="width: 95%;" type="text"/>
Address: <input style="width: 95%;" type="text"/>	
Email: <input style="width: 95%;" type="text"/>	
Password: <input style="width: 95%;" type="text"/>	Help PSW: <input style="width: 95%;" type="text"/>
Special Instructions or Medical Conditions	
<input style="width: 95%;" type="text"/>	
<input style="width: 95%;" type="text"/>	
<input style="width: 95%;" type="text"/>	

### Member 2 Details

Surname: <input style="width: 95%;" type="text"/>	Name: <input style="width: 95%;" type="text"/>
ID No.: <input style="width: 95%;" type="text"/>	Cell No.: <input style="width: 95%;" type="text"/>
Special Instructions or Medical Conditions	
<input style="width: 95%;" type="text"/>	
<input style="width: 95%;" type="text"/>	
<input style="width: 95%;" type="text"/>	

### Member 3 Details

Surname: <input style="width: 95%;" type="text"/>	Name: <input style="width: 95%;" type="text"/>
ID No.: <input style="width: 95%;" type="text"/>	Cell No.: <input style="width: 95%;" type="text"/>
Special Instructions or Medical Conditions	
<input style="width: 95%;" type="text"/>	
<input style="width: 95%;" type="text"/>	
<input style="width: 95%;" type="text"/>	

### Member 4 Details

Surname: <input style="width: 95%;" type="text"/>	Name: <input style="width: 95%;" type="text"/>
ID No.: <input style="width: 95%;" type="text"/>	Cell No.: <input style="width: 95%;" type="text"/>
Special Instructions or Medical Conditions	
<input style="width: 95%;" type="text"/>	
<input style="width: 95%;" type="text"/>	
<input style="width: 95%;" type="text"/>	

### Payment Instructions & Banking details

EFT  Debit Order  Cash

Bank Name:

Account No.:

Branch Code:

**Subscription Amount**

R

Please Note: The subscription amount of R99.00 per month only covers up to four (4) members and one cell number per member. For additional members / cell phone numbers it will be R27.50 per member / cell phone number.

Initial:

**Terms and conditions.**

1. Use of the RESQ-ME Mobile Panic

- 1.1 To activate service press the allocated speed dial button programmed **(072 522 1791)** on your cell phone handset.
- 1.2 Listen for the call to connect and disconnect on your handset.
- 1.3 The control centre will phone you back to establish the type of emergency (Medical or Security) and your location.
- 1.4 In the event that the handset is not answered, the control centre will dispatch an armed response and/or medical response vehicle and/or ambulance to your registered address.
- 1.5 This service is only available to the registered cell phone numbers as indicated on this document.
- 1.6 This service is not a substitute for a burglar alarm monitoring system which is fixed on a premises, but rather seen as an addition to security.
- 1.7 This is an emergency service and Clients must take appropriate action to minimise false alarms.
- 1.8 In the event of false alarms the Company reserves the right to charge the Client for each false alarm call out starting from R150.00 (Security) and/or R550.00 (Medical) excluding vat per call out.
- 1.9 In the event of an accidental activation; the Client must phone the control centre to cancel the panic and quote the password given on this document.
- 1.10 In the event of an actual panic activation and the Client finds him/herself in a hostage situation the Client must use the "HELP PSW" given on this document.
- 1.11 When the "HELP PSW" is given the control centre will dispatch armed response and/or South African Police Services and/or medical response and/or ambulance to the given address or location.
- 1.12 The Company will only make use of its own resources to service the Clients.
- 1.13 In the event of a medical panic and the Company has to make use of a third party service such cost will be for the Clients account and not for the Company.

Initial:

2. Testing the RESQ-ME Mobile Panic.

- 2.1 Phone the control centre on 0861 627 000.
- 2.2 Ask the monitoring centre agent to place you on sms testing and provide your normal password.
- 2.3 Once the agent confirms that you are on test, end the call.
- 2.4 Press your pre-programmed speed dial number **(072 522 1791)** on your handset, listen for the call to connect and disconnect.
- 2.5 An SMS will be sent from the control centre to confirm the cell panic was received.
- 2.6 If no SMS is received, please contact the monitoring centre again for assistance.
- 2.7 For every cell phone number you provide on this document for the service, the same process must be followed.
- 2.8 It is the Client's responsibility to programme and test the service from their handset. If the Client changes handsets, it is the Client's responsibility to re-programme and retest the service.

Initial:

3. General important information.

- 3.1 RESQ-ME Mobile Panic is a product of RESQ MEDIX cc (Swart Security and Resq Medix Ambulance Service)
- 3.2 This service is only available to the members noted on this document and the allocated cell phone number for each member.
- 3.3 The cell phone numbers noted on this document must belong to the people staying at the given address on this document.
- 3.4 Each member must ensure that their Caller Line Identity (CLI) is active and not hidden.
- 3.5 Each member must ensure that they have airtime to initiate the call.
- 3.6 It is the responsibility of the main member to notify the monitoring centre in writing if numbers change.
- 3.7 The monthly subscription of R99.00 per month inclusive of vat only covers up to four (4) cell numbers. An additional charge of R27.50 inclusive of vat will be charged for additional numbers.
- 3.8 In the event that payment is done via EFT or CASH the payment must be done monthly in advance no later than the 7th.
- 3.9 In the event that payment is done via Debit Order, a debit order form must be completed and submitted with the application form for the Company to load the debit order advice.
- 3.10 Termination of service must be in writing giving a 30 days cancellation notice. Failure to pay for service will result in services being suspended and the Company reserves the right to charge a reconnection fee of R150.
- 3.11 RESQ-ME Mobile Panic service is dependant on the cellular service provider. In other words if the cellular service provider is "OFFLINE" a cell panic signal will not come through to the monitoring centre.
- 3.12 In the event that no panic signal is received at the monitoring centre due to cellular services being offline or Client error, it will indemnify the Company from any claims that may arise.
- 3.13 Please view the full terms and conditions online at <http://www.resq-me.co.za>

Initial:

Signed on this  day of  (month)  (year)

Witness 1 (Name)

Witness 2 (Name)

Signed for and on behalf of the Company that he/she is authorised to do so

Client / Main Member sign.