



Emergency & Medical Assistance Application Form

**Applicant Information** # Mandatory fields to complete

**# Full Name:** \_\_\_\_\_  
Title, First name, Initial, Surname

**# Home Address:** \_\_\_\_\_  
Street Address

\_\_\_\_\_  
City Country Postal Code

**# Postal Address:** \_\_\_\_\_

\_\_\_\_\_  
City Country Postal Code

Home Phone: \_\_\_\_\_ **# ID / Passport Number:** \_\_\_\_\_

Business Address: \_\_\_\_\_

\_\_\_\_\_  
City Country Postal Code

Work Phone: \_\_\_\_\_ **# Cell Phone:** \_\_\_\_\_

Fax No: \_\_\_\_\_ Email Address: \_\_\_\_\_

**# Next of Kin:** \_\_\_\_\_ **# Cell Phone:** \_\_\_\_\_  
*Title, First name, Surname*

**Next of Kin:** \_\_\_\_\_ **# Cell Phone:** \_\_\_\_\_

**In case of an emergency at your home will there be an emergency key made available to us?**

Yes  No, inform how will we gain access to your premises in case of emergency

\_\_\_\_\_

**Application for Key Depot Services:**

Key Depot (NAD 550.00 excl. VAT p.a.):   
Key Depot (NAD 50.00 excl. VAT p.m.):

\*Key depot currently available in Windhoek only

Function	Devices		Watches & Application		
	E.M.A. Premium	E.M.A. Comfort	E.M.A. Watch	E.M.A. Help	E.M.A. App
24/7 Emergency Assistance	X	X	X	X	X
SOS / Panic	X	X	X	Depending on existing Watch, App, Device	X
Immediate Communication with Emergency Care Practitioner	X	X	X		
Fall detection	X		Watch Talent		
Movement detection	X	X			
Emergency Site GPRS detection	X	X	X		X
Tracking	X	X	X		
GESAT International Secure	X				
Server Information Service	X	X	X		X

Cost once off					
Registration fee p.d.	NAD 1,895.00			NAD 250.00	tba
E.M.A. Device	NAD 4,200.00	NAD 1,825.00			

Watch options					
	Watch Elegance 2 <sup>nd</sup> Generation NAD 1,850.00		Watch Talent 2 <sup>nd</sup> Generation NAD 1,850.00		Watch Youth NAD 745.00

Service Fee per month					
Pensioner & Students p.d.	NAD 580.00	NAD 340.00	NAD 295.00	NAD 215.00	tba
Family - up to 4 members	NAD 2,180.00	NAD 920.00	NAD 910.00	NAD 810.00	tba
Single p.d.	NAD 680.00	NAD 390.00	NAD 320.00	NAD 260.00	tba
Tourist, p.d.- price per day	NAD 59.00	NAD 49.00		NAD 43.00	

**At annual payment we give a 5% discount on the excl. VAT price**

\* p.d. = per device

Scheme options available for 10 or more members

Application for (please cross):	E.M.A. Premium	E.M.A. Comfort	E.M.A. Watch	E.M.A. Help	E.M.A. App
Pensioner					
Family					
Tourist, price per day					

### E.M.A. Watch or Device

The device has built-in functions with the characteristics of a mobile phone and an integrated GPS or GPRS receiver.

Additional function as described above.

This device is intended for the surveillance and protection of people, cargo and objects. GPRS Tracking

### Key Facts

Very small size, outdoor mobile tracking, alarm over panic button, voice transmission, outdoor and indoor safety for elderly people, child protection, fall and impact detector.

Devices and Watch Talent come with a fall and impact detector that is able to instantly detect fall, trip or impacts and automatically informs the E.M.A - Control Centre. Autodialing function that immediately connects to the E.M.A - Control Centre as soon as the panic button is activated.

Additional Watch Talent offers a medication reminder, remote heart rate check and more.



**Personal Information**

**Family Doctor:** \_\_\_\_\_

**Doctors Practice Number:** \_\_\_\_\_

**Cell Phone Number:** \_\_\_\_\_

**Email Address:** \_\_\_\_\_

**Medical Aid:** \_\_\_\_\_

**Medical Aid Option:** \_\_\_\_\_

**Medical Aid No:** \_\_\_\_\_

**Medical Information**

High Blood Pressure

Low Blood Pressure

Diabetes

Chronic Heart Conditions

Cholesterol

Asthma

Heart Problems (ACS)

Previous Operations (specify below)

Allergies (specify below)

Others (specify below)

**Blood Type:** \_\_\_\_\_

**Past Medical History / Previous Operations**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Allergies**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Medications/ Medication History**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Disabilities**

\_\_\_\_\_  
\_\_\_\_\_

**General**

1. E.M.A. has the perfect equipment with options for monthly or annual charges available.
2. The triggering of an emergency alarm activates a contract for assistance, deriving from the contract costs that are charged to the customers. All calls are recorded for quality and accuracy and saved for minimum 6 month.
3. E.M.A. gives assurance that all information entrusted to us will only be used when delivering the service.
4. E.M.A. is not liable for any damages caused by failures of equipment or other technical defects/problems
5. Compensation claims against E.M.A. are excluded, unless the claims arise out of intentional or gross negligence in the conduct of E.M.A. staff.
6. In case of rented equipment provided will remain the property of E.M.A.

**Payments**

1. The fees payable are due in advance and paid in accordance with the invoice conditions.
2. In the event of re-connections, a pro-rata fee will be levied from the day of re-connection, in line with the proportional amount stated in the agreement.
3. All prices in this contract are inclusive of VAT.
4. E.M.A. reserves the right for price adjustments, which adjustments shall be notified to the customers and are payable in terms of updated invoices
5. The remaining provisions of the agreement remain unaffected.

**Liability**

1. E.M.A. is not liable for any operability of the mobile network in use and the services employed through the mediation of E.M.A. to provide assistance in an emergency.
2. Moreover, liability of E.M.A. is excluded for ordinary negligence, for damages resulting from injury to life, limb or health, save only in case of intentional or culpable negligence of E.M.A. or its staff / agents on duty.

**Customer obligations and Rights**

1. The customer shall handle all devices and accessories with care, the customer will be held liable for damages or loss thereto.
2. Upon detection of damage or faults of equipment by the customer, he/she is obliged to immediately inform E.M.A. about this damage / failure and to hand over the devices for necessary inspections and repairs. For the period of repair or defects testing the customer receives a replacement unit.
3. If the customer is responsible for damage to the device the customer will carry the cost of the replacement equipment. For any faults due to the client or third parties due to mismanagement of the equipment the customer is fully liable.
4. For lack of assistance due to gross negligence, customers have the right to terminate the contract by giving fourteen (14) days' notice. This notice of termination must be done in writing.
5. The E.M.A. Device and watch should be tested by the client at least once a month with a test alarm.

**Termination and Withdrawal**

1. One (1) year after signature of the contract, customers can terminate the contract for any reason by providing one (1) months' notice, which notice must be in writing. If the contract will be not terminated, the contract extends for further 12 months.
2. E.M.A. is entitled to terminate a contract without notice if the customer does not make payments on the scheduled date. Should the customer fail to do so the Customer is however still obligated to make the outstanding payments that is due, if not legal action will be taken.
3. Upon termination of the contract for whatever reason the customer must return the rented devices with all accessories in a clean and good working condition.

**Terms of Key Depot**

1. All keys are stored and secured in a secure key safe.
2. In the event of an emergency situation representing danger to life and limb, the E.M.A. is not obliged primarily to bring one in their possession keys to the customer to avoid damage and violent opening of house/apartment. E.M.A. will do everything in their position to assist.

**Liability and Limitation of Liability**

1. Liability claims against E.M.A. are excluded, unless they are due to intentional or grossly negligent behavior of E.M.A..
2. Liability claims by the client of E.M.A. must be submitted in writing within fourteen (14) calendar days at the E.M.A. office. After this period claims will not be accepted and will be treated as expired.
3. The client expressly grants E.M.A. or its employees authorization to provide all the required assistance in any emergency lifesaving cases.

**Extra Cost**

1. The cost of services used by EMA such as vehicle tow-in services, plumbing services, electrical services, Medicine & Emergency services are not included in the agreement. In arranging assistance from such services EMA is not liable towards the service provider's costs.
2. Under some circumstances as forced opening of the house/apartment door or the involvement of a key emergency service for a necessary rapid assistance the client will be liable to pay for the damages.

I \_\_\_\_\_ will not hold Emergency & Medical Assistance (or any of its affiliated companies, service provider, contractors, shareholders, members and employees) liable for any loss or personal injuries incurred whilst being a client of E.M.S. I am in agreement with all stipulated application, payment, participation and cancelation terms & conditions. I confirm that I have read, understood and accept the above reflected T&C's and EAOE.

CLIENT SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

WITNESS: \_\_\_\_\_ DATE: \_\_\_\_\_

WITNESS NAME: \_\_\_\_\_ CONTACT NUMBER: \_\_\_\_\_

E.M.A. REP. SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_