

## Safe Mobile

### FAQ

#### 1. What is the Safe Mobile service about?

The Safe Mobile service helps you get back your lost phone and secure the data stored in it. Just install the app and your smartphone will be protected.

Safe Mobile includes:

- an app to find and protect your phone,
- 24/7 support,
- communication with the finder of a lost phone, finder's reward,
- delivery of the found phone to the owner.

#### Benefits of Safe Mobile

- **Convenience.** All phone search features in one intuitive application. You will be able to remotely manage the protection of your phone from any other device with connected to the internet.
- **Security.** We assign unique IDs to devices, without displaying personal information about their owners anywhere, and contact its finder. We act as an intermediary and protect your personal data.
- **Financial benefit.** We will pay a reward to the person who found the phone. If the device is not found within 14 days, we will pay compensation to you.

**We also return lost phones all over the world! So it's safe to travel with Safe Mobile.**

#### 2. How to activate Safe Mobile and how much does it cost?

Dial

- \*6911\*1\*1# for Day package,
- \*6911\*1\*2# for Week package,
- \*6911\*1\*3# for Month package.
- \*6911\*1\*4# for Year package.

The cost of the package will be automatically deducted from your cell phone balance:

- Day package – 60 tg/day;
- Week package – 420 tg/week;
- Month package – 1 800 tg/month;
- Year package – 12 000 tg/year.

A nice bonus - if this is the first time you activate the service, the first 7 days of use are free!

#### 3. What is Personal account and what is it for?

A personal account is created automatically when the service is activated.

In your personal account, you can:

1. Edit your personal data.
2. Track your phone's location on an online map and view its movement history.
3. Lock your phone or activate a sound alarm in case it goes missing.
4. Retrieve and view pictures created by the camera capture feature from your lost smartphone's camera.
5. View your Safe Mobile usage history, including commands sent and executed.

#### **4. How to access my Personal account?**

Just go to the [website](#) and login with your phone number to which the service is registered. You set the password yourself, if the service was activated through the Safe Mobile application. If you registered outside the application, the password will be contained in the SMS-greeting (in this case we recommend changing the password in your Personal account). If you forget your password, you can recover it on the application login page.

You can recover your password on your own only if your e-mail address is specified in your Personal account, otherwise our support service will help you with recovery.

#### **5. How does the sound alarm feature work?**

If your phone is lost, you can try to find it within hearing range. Simply log in to your Personal account and activate the sound alarm by pressing one button or contact our call center to do it for you. The command will be immediately sent to your phone with the installed application and the signal will be played at full volume. You can deactivate it in your Personal account.

#### **6. How does remote phone locking feature work?**

If you lose your phone, we recommend that you lock it immediately.

##### **For Android devices**

You can contact our call center or lock your smartphone in just a couple of clicks in your Personal account. You will be able to set up a unique temporary password for unlocking.

##### **For iOS devices**

Use iCloud locking and notify us about the loss of your phone.

#### **7. How does location tracking feature work?**

For Android devices: set the geolocation tracking interval in the app settings, even if the device is locked.

For iOS devices: the feature is available in your Personal account. Track your smartphone's location in real time and view its movement history.

#### **8. How does camera capture feature work?**

Camera Capture is only available on Android devices.

Your phone's cameras will automatically take a photo when someone tries to unlock the screen of a lost phone. You can also request photos from your phone's cameras in your Personal account. The photos will be transferred to your gallery in your Personal account and you can store and download them.

#### **9. How does data deletion feature work?**

This feature is available only for Android devices.

In case of phone loss, contact our call center with a request, or go to your Personal account and delete data from your phone yourself.

Deleting data is an effective measure to protect against intruders, but it is a last resort.

All files stored on the SD-card and in the phone memory (including contacts, messages, data from other applications, etc.) will be irretrievably deleted. Please note, the security info screen saver that locks the phone if it is lost will also be deleted and you will not be able to use other Safe Mobile features.

## **10. What to do if a phone with activated Safe Mobile service is lost?**

Call our customer service number at 8-800-070-90-89 and report the loss!

This is to help us return your phone or pay compensation if it is not found within 14 days.

You can also use location tracking yourself, activate a sound alert on your phone, and remotely lock it. When someone tries to unlock your smartphone, you'll get a photo from the cameras in your Personal account.

When locked, a protective information screen is set up on the Device's screen with our support numbers, your ID and finder's reward info displayed on it. Anyone will be able to notify us of the found device without getting any personal information about you. We will then immediately contact the owner of the phone and arrange a return. We will also cover the shipping costs and finder's reward!

## **11. In which situation can I get a monetary compensation?**

The monetary compensation will be provided according to the terms of your package if the phone could not be found within 14 days.

It is very important not to forget to report the loss to us immediately! Compensation will be provided if the lost phone has the Safe Mobile app installed, the service was activated more than 30 days ago and you have reported the loss to the police.

To receive compensation you need to provide:

- a copy of your ID document with IIN.
- a copy of the warranty card or a photo of the box of the lost phone with IMEI-code to confirm your ownership of the device.
- extract of registration of the application in the ERPTI (Unified Register of Pre-Trial Investigations).

After submitting all documents, you will receive an application form where you should provide the details necessary for payment of the compensation. Your documents will be handed over to the insurance company. Monetary compensation will be paid within 3 days in 2 weeks after contacting the contact center.

## **12. How much is the finder's reward and who will pay it?**

The reward is provided by RADARME, you do not need to worry about it. For returning the device, we will credit 5000 tenge to the finder's mobile balance.

## **13. How many times can my phone get lost and the company will return it?**

There are no restrictions. We keep statistics on losses, and usually smartphones are lost no more than once or twice a year. However, in exceptional cases, RADARME reserves the right to limit the number of times the service is provided.

## **14. How to disable Safe Mobile?**

Dial \*6911\*0#

In this case the mobile application will also be deleted from the phone. Payments for the previous paid period will not be refunded, but after sending a request the service will be deactivated and we will stop charging the service fee.