



GreatCall to Open New Caring Center in San Antonio

Caring Center will bring 400 new jobs to San Antonio, as GreatCall's mobile health and safety services for the active aging population continue to grow

SAN DIEGO (April 9, 2019) – GreatCall, Inc., a leader in connected health for active aging and a wholly owned subsidiary of Best Buy, announced today it's opening a new caring center in San Antonio. The new 50,000 square foot caring center will open this October and will bring 400 jobs to the San Antonio area.

The new caring center, located at 9810 Highway 151, will be GreatCall's third in the U.S., joining its locations in Reno, Nevada and Carlsbad, California. The new location will have a variety of open job roles dedicated to providing exceptional service to older adults, including customer service, emergency response and commercial care.

GreatCall provides connected health and personal emergency response services to the aging population, bringing safety and independence to more than 900,000 subscribers. It offers an innovative combination of easy-to-use mobile products and services that connect to trained, urgent response agents who can provide immediate help, dispatch emergency personnel or simply provide general concierge services and answer service and tech support questions.

"We know that the right technology can enrich lives and help older adults remain independent and connected, and give their caregivers peace of mind knowing their family members are safe," said Lynn Herrick, who is chief human resource officer for GreatCall and leads operations for the caring centers. "Our caring centers allow us to support older adults and provide the superior level of personalized service for which GreatCall and Best Buy are known."

Best Buy acquired GreatCall last year as part of its mission to enrich lives through technology – specifically by addressing key human needs, including health. The health space is a large, growing market where technology can improve the lives of consumers, in particular the aging population, and their caregivers, while reducing costs. Today there are approximately 50 million Americans over the age of 65, a number that is expected to increase by more than 50 percent within the next 20 years.

GreatCall's culture is driven by meaningful work, so it offers all of its caring center employees benefits that one would not normally experience in a traditional call center. In addition to competitive pay and benefits, the company also provides a work

environment that includes a modern workplace, flexible scheduling, career pathing, paid time for onsite health and wellness activities and much more. The new San Antonio facility will also feature a collaborative environment, training rooms, a state-of-the-art telephony system and sit-stand workstations.

For more information about how to view or apply for open positions, applicants may visit www.greatcall.com/careers. It's easy to keep in touch with GreatCall about future career opportunities. Connect with us on [LinkedIn](#), [Facebook](#), or [Instagram](#).

About GreatCall

GreatCall is a leader in connected health for active aging. With health and safety solutions for older adults, GreatCall's innovative suite of products that includes easy-to-use mobile devices, PERS, wearables, passive home-monitoring, and health, safety and wellness applications provide services for all senior demographics. GreatCall's products and award-winning approach to customer care help seniors live more independent lives. GreatCall, a wholly owned subsidiary of Best Buy, is headquartered in San Diego, CA.

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