



Important Safety Recall

Thank you for your recent purchase of Lively Mobile Plus. Unfortunately, we have identified a quality issue in a limited number of Lively Mobile Plus devices manufactured earlier this year. Out of an abundance of caution – and because your safety is our top priority – we need you to stop using the device immediately and return it to us. We want to help ensure your device is working when you need it most.

We, like you, are extremely disappointed by this situation and sincerely apologize for this inconvenience and any disruption it causes to your life.

We need to speak with you so that we can issue you a full refund for everything you have paid for the device (service fees, purchase price and activation cost). We would also like to offer you a free Jitterbug Flip phone. In addition to unlimited access to the 5star urgent response service, you will get 250 minutes a month, free voicemail and free text messaging. This phone can easily be used as a personal safety device. Simply press the dedicated 5Star button and a highly trained Agent will confirm your location, evaluate your

situation and get you the help you need 24/7. The monthly service charge is only \$14.99 (plus taxes and fees), which is less than you are currently paying for your Lively Mobile Plus service. And, you have the option of purchasing additional minutes as needed going forward.

After we hear from you, we will send you a pre-paid return label and as a thank you, send you a \$50 Best Buy gift card.

Please call us at **1-800-359-1791** as soon as you can so we can answer any questions you might have and help you process the return of the product.

Lively Mobile Plus Frequently Asked Questions

What device is being recalled?

This voluntary recall involves approximately 9100 Lively Mobile Plus devices model GCR4 purchased after April 4, 2019, manufactured in March 2019. As of August 1, 2019, more than 99% of the devices have been returned. The recalled devices are silver and black and have “GreatCall” printed near the top of the front of the device. The model number is located on the back of the device and all devices sold in April and May 2019 with the model number GCR4 and the date code of 19.01 or

19.03 have been recalled. No other GreatCall devices or GreatCall services are affected by this recall.

How do I know if my device is the recalled device?

The recalled Lively Mobile Plus devices are silver and black and have “GreatCall” printed near the top of the front of the device. The model number is located on the back of the device and all devices sold in April and May 2019 with the model number GCR4 and the date code of 19.01 or 19.03 have been recalled. No other GreatCall devices or services are affected by this or any other recall.

How are customers being notified of the recall?

GreatCall has been contacting all known purchasers directly through email, mail, and phone call.

Who do I contact if I have the recalled device?

Call us toll-free at **1-800-359-1791** from 5 AM – 8 PM Pacific Time, 7 days per week, email at customerservice@greatcall.com or online at www.greatcall.com and click on Product Support for more information.

What should I do if I have this device?

Out of an abundance of caution – and because your safety is our top priority – we need you to stop using Lively Mobile Plus device immediately and contact GreatCall at **1-800-359-1791**. GreatCall has been contacting all known purchasers directly through email, mail, and phone calls.

Why is the device being recalled?

We voluntarily recalled this device due to a quality issue found with the adhesive that holds the call button on Lively Mobile Plus in place during its internal product testing. No customers are known to have experienced an issue related to this finding, but out of an abundance of caution – and because our customer’s safety is our top priority, we have recalled the potentially impacted devices.

When will the replacement device be available?

We, like you, are extremely disappointed by this situation and sincerely apologize for this inconvenience and any disruption it causes to your life. We are working hard to make sure we have a device we stand behind ready for your use as quickly as possible. We do not currently have a release date available. The best place to watch for a release date for the new device is on our GreatCall.com website.