



## **Mutual Perks – Aloe Care Health FAQs**

**Question:** What is Aloe Care Health?

**Answer:** Aloe Care Health is the newest perk being offered under the Mutual Perks platform. Aloe Care Health is a voice-activated medical alert system that connects independent older adults to a 24/7 emergency response center. Personal and professional caregivers can also receive real-time updates through the Aloe Care Health app.

**Question:** Which Senior Health Solution policyholders have access to the Aloe Care Health perk?

**Answer:** This perk is available to all product lines that have access to Mutual Perks. SHS products that have Mutual Perks are Medicare supplement and Dental. Dental Savings and PDP customers do not have access to Mutual Perks.

**Question:** Can this perk be discussed pre-sale with potential customers?

**Answer:** No, Aloe Care Health can only be discussed post-sale at this time.

**Question:** What discounts are being offered by Aloe Care Health through the Mutual Perks offering?

**Answer:** Policyholders will receive discounts on hardware costs, monitoring services and an additional extra \$20 off their purchase when they mention Care20.

**Question:** How much does Aloe Care Health cost?

**Answer:** Charges vary based on the hardware cost of the system purchase. Policyholders who decide to purchase an Aloe Care Health system will be charged for the hardware cost of the system of their choice and will have to pay a service charge each month for the 24/7 monitoring service. Pricing details can be found at <https://get.aloecare.com/mutual/>.

**Question:** Does Aloe Care Health add additional cost to policyholder's monthly Med supp/Dental premium?

**Answer:** It does not. Mutual Perks offerings do not add any additional cost to the policyholder's monthly premium amount.

**Question:** What is Aloe Care Health phone number?

**Answer:** Policyholders can call Aloe Care Health at (844) 741-0826.

**Question:** What are Aloe Care Health's Call Center hours of operation?

**Answer:** Aloe Care Health's Call Center hours of operation are: 9 a.m. – 9 p.m. EST on Monday - Friday and 10 a.m. – 7 p.m. EST on Saturday and Sunday.

**Question:** What is Aloe Care Health's website?

**Answer:** Aloe Care Health's website is <https://get.aloecare.com/mutual/>.