



miGUARD
Your On-Call Safety Companion

No-one likes to feel alone. Especially in moments when you feel at risk or in danger.




Your personal safety matters to MiWay. Your family's too. That is why we have developed a unique product which you and your family can use in the event of a personal safety emergency.

By simply pressing the MiGuard Panic Button on the MiWay App, our service provider will dispatch armed guard services to your location for your personal protection.

The MiGuard service includes a number of security response companies, which are registered with the Private Security Industry Regulatory Authority and represents over 3000 armed reaction teams.

The MiGuard service is available in major metros, sub-metros and selected outlying areas.

MiGuard Benefits

-  Panic button service to alert MiWay of your need for assistance.
-  Crisis Response Team, at your service, 24 hours a day, seven days a week.
-  Crisis Response Coordination – what this means is that if you are in an area not covered by our service provider, our team will connect you to alternative response services closest to you, which may include SAPS.

Download the
MiWay App



miWay .co.za

How does my panic button work?

1

Once you've registered your device on the MiWay App, you'll have access to the **MiGuard Panic Button**.

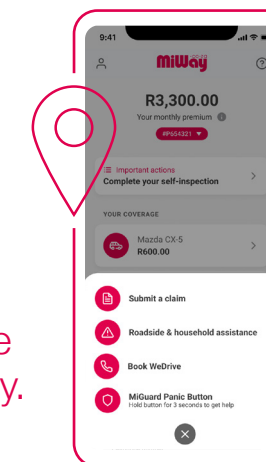
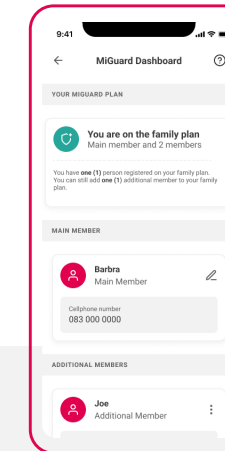
How do I register?

New to MiWay App? After signing up for MiGuard cover with MiWay, an SMS will be sent to you, with a link for you to download the MiWay App. You will need to register your device (mobile phone or tablet) on the MiWay App so that you are able to make use of MiGuard service benefits.

Current MiWay App User? If you or any of your nominated family members are already MiWay App users, an in-App notification will be sent to you, requesting you to register your device(s).

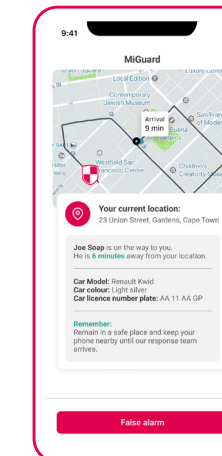
2

To ensure that MiWay receives your "panic" location, you need to ensure that your location is always enabled on your phone so that our team is able to locate you in the event of an emergency.



3

If you find yourself in a situation where you feel your personal safety is at risk, simply press and hold the panic button in your MiWay App for 3 seconds. Our service provider will dispatch an armed guard to your location.



4

You will see details of the dispatched armed guard(s) on the App so that you can track them and identify them.

How do I **test** my panic button?

Upon registration on the MiWay App, you will be prompted to test your panic button. After the test has been completed, the service provider's control room will contact you to confirm that your panic button is working.



The MiGuard service is available in major metros, sub-metros and selected outlying areas.

Should you be in an area which is not covered by our service provider, and an incident occurs, we will do our best to serve you by connecting you to other response services closest to you. This may include the local SAPS. If you do not have data or your signal is poor, please give our MiHelp team a call on 0860 076 764