



Service overview:

For over 15 years, iMergencies has been providing reliable and personal emergency support across Portugal. We're available at any time, day or night, for medical emergencies, accidents, if you feel unsafe, get lost, or in any other situation where you would normally call 112.

Our team is fully trained and speaks Portuguese, English, Dutch, German, French and Spanish, so there's always someone you can speak to in a language you're comfortable with.

We work alongside the Portuguese emergency services, not on their behalf, to help overcome some of the difficulties that can arise in stressful situations — things like language barriers, being in a remote area, feeling panicked or unwell, or simply not knowing what to do next.

Your important information, such as medical conditions, medication, allergies and emergency contacts, is stored securely and only shared with emergency responders when necessary.

If you use our alarm button or app, we immediately receive your exact location when you ask for help, which can save valuable time.

For those living in rural or hard-to-find areas, we can store detailed directions for emergency services, as well as key holder or key safe information, so responders can reach you quickly and get inside if you're unable to open the door yourself.

Our Service Packages

✦ Silver – €83.50/year (per person)

- 24/7 emergency support in six languages
- Verbal translation during emergencies
- Secure storage of emergency data and care plan (your care plan is something personal that sometimes does not fit in our standard form. Tell us what we need to know that is personal to you and your circumstance. Where should we look for

information, documents, who should we contact should something terrible happened to you)

- Access to the **iMergencies app**, with an SOS button and location sharing

✦ **Gold – €110.50/year (per person)**

- **Car Crash Package** – In addition to all Silver Package benefits, if you're involved in a car accident, we handle translations, communicate with third parties, contact your insurer using your pre-saved details, and arrange towing to your preferred garage.
- **Pet Care Assistance** - If you're hospitalized unexpectedly or worse, our system flags that your pets need care, and we'll arrange their care—including long-term care according to your pre-written instructions.

✦ **Platinum – €139/year (per person)**

Includes everything in Silver and Gold, plus:

- **End-of-Life Plan** – We arrange your funeral (with or without a ceremony), according to your wishes and in coordination with your family and our trusted funeral partner.
- **Set up Prepaid funeral (via Mapfre)**
- Help with **Rentev Forms / Advanced Directives for medical decisions**
- Assistance obtaining **death certificates**
- **Repatriation or body donation to medical science**
- Translations and admin support for after-death arrangements

Mobile Alarm Button for Extra Safety - €245/year or €22.50/month

(Plus your chosen package – Silver, Gold, or Platinum)

This **easy-to-use mobile SOS button** is ideal for anyone who wants extra peace of mind. Whether you have a health condition, lone work, are at risk of falls, or live alone, the **clearly visible button** lets you call for help **instantly, anytime**.

The button is **rented and monitored 24/7 by the iMergencies team**. When it's no longer needed, simply return it to us.

How it works:

1. Press and hold the button for 3 seconds (you'll feel a gentle vibration).
 2. The device calls our team — it works like a phone, and you can speak and listen through the button.
 3. Your GPS location and emergency details are sent to us automatically, so we can get help to you quickly.
- Key Features:**

- ✓ **24/7 remote support** for medical emergencies, falls, or accidents, working with Portuguese emergency services and your chosen contacts.
- ✓ **Real-time GPS tracking**, even in remote areas (where Vodafone network is available).
- ✓ **Built-in SIM card with its own phone number** — you or your loved ones can call the device directly.
- ✓ **Works anywhere in Portugal** — indoors or outdoors, including Mainland, Madeira, and the Azores,
- ✓ **Add an extra contact** to be notified if the SOS button is pressed.
- ✓ **Optional automatic fall detection** — if the device senses a fall and you don't respond, we'll send someone to check on you.
- ✓ **Wandering support** — if someone becomes lost or disoriented (for example, early signs of dementia), we can track their location even if the SOS button hasn't been pressed.

Other Membership Details – Per-Person, Per-Year Basis:

- **Under 21s:** €45/year
- **Tourist Package (App only):** €14.80/week – great for short stays or holidays
- **Family Card:** €30/year – lets your family or friends visiting from abroad access our 24/7 emergency line.
 ⚠ Visitors' details will not be stored and their location will not be tracked, but they can still get help when they need it. This card is for people visiting the property and must not be used by anyone who lives in your household.

Payment Methods

For direct debit payments, **only your IBAN number is required**. Payments are usually taken on or around the 1st of each month.

It's also possible to pay via Multibanco, bank transfer, or in cash or card at our office in Moncarapacho, **though these methods incur an additional €5 fee.**

Flexible Payment Options for the alarm button (Direct Debit only):

Choose to pay by direct debit monthly, quarterly (every 3 months), or semi-annually (every 6 months).

How to Subscribe:

online Subscription Form  [click here](#)

1. Choose your package.
2. Fill in all the relevant fields, keeping in mind the information we may need to assist you in an emergency.

3. If anything doesn't fit in the form, feel free to send the additional details separately via email: info@ecde.org or WhatsApp (+351 917 999 112).
4. ⚠️ **Always include Google Maps coordinates for your address.** If your property is hard to find, please also provide written directions from a well-known reference point to help us locate you quickly.
5. Include all relevant medical information.
6.
 - a. **Gold or Platinum package holders:** Please also provide details about your car, insurance policy, and preferred garage in case towing is needed after an accident.
 - b. Let us know about any pets at your property — their names, types, special requirements, and whether they are dangerous. Please also specify who we should contact to look after them if you are suddenly hospitalized.
7. **If you're paying by direct debit, don't forget to include your IBAN number or send us that information via email.**

Once your subscription is processed and confirmed by our team, you'll receive an email with your emergency contact numbers and any other relevant information.

If you subscribed to the **alarm button**, you will receive it in the post.

For alarm button subscribers: Step 2: Confirm by email

Send us a short email confirming:

- **Your chosen payment method for the alarm button (yearly, monthly...)**
- **The name and number of a trusted emergency contact to be added to the alarm settings (neighbour, friend, carer)**

Contact Information:

Website: www.imergencies.com – Contact Form

WhatsApp/Phone (Mon-Fri, 10.30 AM – 5 PM / NOT FOR EMERGENCIES):

- ➡ **Joana:** (+351) 917 999 112 (Portuguese or English)
- ➡ **Marina:** (+351) 912 390 063 (German)
- ➡ **Mark:** (+351) 912 391 022 (Dutch)
- ➡ **Els:** (+351) 913 336 848 (Dutch and Flemish)
- ➡ **Jorge:** (+351) 912 390 222 (French and Spanish)

If you're in the Algarve, we can also schedule an appointment for you at our Moncarapacho office. **Appointments** are available on **Tuesdays** and **Thursdays** between **10.30 am and 3 pm.**

I hope the information is useful. If you need further details or would like to speak with someone from the team in your preferred language, do not hesitate to contact us.

Kind Regards

Joana Castro

iMergencies

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