Discovery

Discovery 911

Panic button

Powered by Discovery Insure

Discovery 911's offering includes panic buttons. These allow you to get immediate medical and security assistance to keep you and your family safe in the event of an emergency, wherever you are.

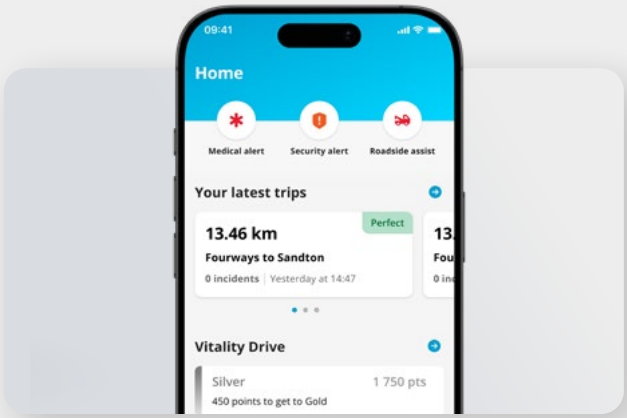
This feature is accessible through the physical panic button as well as on the Discovery Insure app.

How do we keep clients safe using the Discovery 911 panic button?

You will be able to alert us to medical or security emergencies using the panic button and following these steps:

Click a button

You will be able to press the button on the panic button or click on the security or medical buttons in the Discovery Insure app.



Routing to provider

Discovery will automatically route this alert to the most relevant provider. The provider will try to contact you to determine whether an emergency occurs. If the provider is unable to reach you, then emergency response will be automatically dispatched.

One press connects you to South Africa's largest emergency networks - Aura for security and Netcare 911 for medical emergencies. They have the following capabilities:

2,500 VEHICLES

5,400 RESPONDERS

Powered by AURA

>200 VEHICLES

1,300 PARAMEDICS

NETCARE 082 911 24HR EMERGENCY MEDICAL ASSISTANCE

Immediate response

These providers will send a responder to you and assist, keeping you and your family safe anywhere across South Africa.

Unique safety feature of the physical panic button:

Even if your phone is stolen or out of battery, the physical device uses the Sigfox 0G network and Discovery Insure's Crowd Search technology to transmit the device and user's location.

PRICING

Upfront fee for the physical device | R900 per device

Monthly servicing fee

	Physical device	Virtual device
Individual (one user)	R70 per month	R55 per month
Couple (two users)	R 95 per month	R70 per month
Family (up to five users)	R140 per month	R100 per month

Technical details

- Services are restricted for use within the Republic of South Africa.
- The cost of the ambulance or medical services provided will be for your account or your medical aid (depending on the cover applicable to you).

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