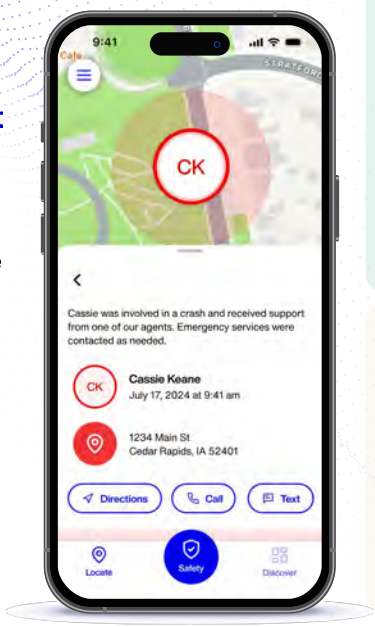
SiriusXM CONNECT

CRASH DETECTION

Automated response and emergency support

Crash Detection helps businesses extend safety and emergency support beyond the vehicle. The experience can travel with users across virtually any car, detecting when a potential crash occurs and connecting them to a trained live safety agent who can assess the situation and coordinate the appropriate emergency response when needed.

For commuters, rideshare drivers, business travelers, families, and anyone spending time on the road, Crash Detection provides added reassurance that support is available after an accident. For businesses, it creates a meaningful way to embed safety into the customer experience, strengthen duty-of-care offerings, deliver value beyond your core services, and build the confidence and loyalty that support long-term retention.



Automatic Detection

Live Human Response

FOR THE USER

- Device sensors (accelerometer, gyroscope) detect a crash event
- Detection triggers immediately
- A safety agent is connected and attempts contact with the user
- If the user does not respond, or needs help, the safety agent coordinates with local emergency services
- Safety agent stays connected until help arrives
- Extended support for when the user is incapacitated, unconscious, or otherwise unable to call

FOR YOUR BUSINESS

- Closes the most critical gap between incident and first response
- Creates a documented, timestamped first-response record that supports faster processing
- Strongest single feature for corporate programs — employer knows if an employee has been in an accident even before the employee can report it

Why This Matters: After a crash, the occupants of the vehicle may not be able to ask for help when they need it most. They may be injured, disoriented, unconscious, or otherwise unable to call for assistance. Crash Detection helps close this critical gap by automatically detecting a potential collision and connecting the user to live safety agent. If the user is unable to respond, the agent can coordinate with local emergency services, helping get assistance on the way without relying on the user to initiate the call.

THE USER EXPERIENCE

1. User is traveling in a vehicle
2. Crash event occurs. Device sensors detect the impact in real-time
3. Crash detection triggers automatic alert to live safety agent
4. Safety agent attempts contact with the user via in-app call
5. User responds and confirms they are safe. Agent logs the event and closes
6. The user does not respond within the defined window. The agent coordinates with local emergency services
7. The user responds and indicates that they do need help. A second safety agent coordinates with local emergency services while the primary agent stays on the line with the user
8. The incident is logged with timestamp, location, detection trigger, agent actions, outcome

BENEFITS

- Monitor crash alerts and event data in real-time
- Assess detected incidents for potential emergency response
- Attempt live contact with users following a crash event
- Coordinate escalation with emergency services when assistance is needed

OUTCOMES

- Accelerate emergency response after a detected crash
- Reduce dependence on manual SOS activation
- Improve response consistency across crash events
- Help connect users to assistance when they may be unable to call for help

INTEGRATION

Mobile SDK

- Easily embedded into mobile native apps
- Location Services required for Crash Detection
- White glove onboarding engagement
- Pilot readiness for scaled rollout

ANALYTICS

- Crash events detected (total and by time period)
- Time from detection to agent connection (response speed)
- Crash events by geography

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