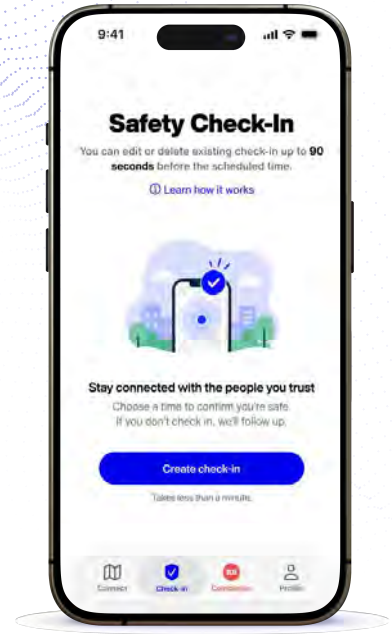
SiriusXM CONNECT

SAFETY CHECK-IN

Proactive safety support scheduled before it's ever needed

With Safety Check-In, businesses can deliver a proactive approach to customer safety. Users can schedule a future check-in for times when they want. If they don't confirm that they're safe at the time they selected, the situation is escalated to a live safety agent who attempts to make contact before requesting a wellness check.

For solo travelers, commuters, late-night walkers, hikers, remote workers, and anyone who wants added peace of mind during a specific activity, Safety Check-In provides reassurance when it matters most. For businesses, it creates a meaningful way to embed safety into the customer experience, deliver tangible value beyond your core offerings, and strengthen the trust and loyalty that drive long-term retention.



Proactive Safety

Enhanced Peace of Mind

FOR THE USER

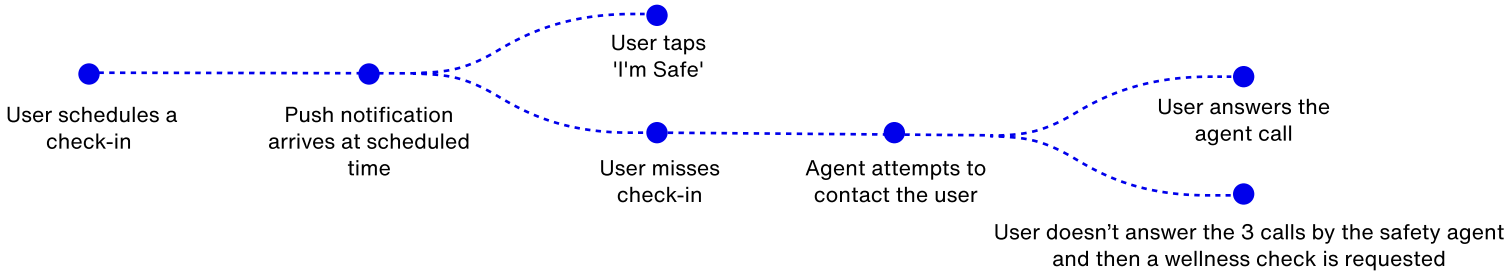
- User sets a check-in schedule
- At check-in time, user receives a prompt to confirm safety with one tap
- If check-in is missed, a live safety agent initiates outbound contact

FOR YOUR BUSINESS

- Embeds proactive safety into the customer experience
- Creates a regular touch point between your customers and your brand
- Drives daily active usage
- Differentiate your offering with safety capabilities designed for real-world moments

Why This Matters: Many safety services rely on users to actively ask for help when an emergency occurs. Instead, with Safety Check-In, users can proactively set check-ins before an incident arises. If a check-in is missed, a live safety agent can attempt to contact the user and, when necessary, escalate the situation to local authorities, helping connect users to support even when they may be unable to request it themselves.

THE USER EXPERIENCE



BENEFITS

- Monitor scheduled check-ins for timely user confirmation
- Identify missed or unconfirmed safety check-ins
- Initiate live-agent outreach when a check-in is missed
- Request a wellness check from local authorities when required

OUTCOMES

- Enable proactive safety support before an incident occurs
- Reduce reliance on users to actively request help
- Improve peace of mind during higher-risk activities or situations
- Strengthen customer trust through embedded safety experiences

INTEGRATION

Mobile SDK

- Easily embedded into mobile native apps
- Location Services required for Safety Check-In
- White glove onboarding engagement
- Pilot readiness for scaled rollout

ANALYTICS

- Check-in completion rate
- Missed check-in volume
- Daily Active Users

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