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## Complaints



# Life Alert Emergency Response, Inc.

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#400  
Encino, CA 91436-2747

<http://www.lifealert.com>

[\(800\) 920-3410](tel:(800)920-3410)

**Complaint Type:** Advertising/Sales Issues    **Status:** Resolved

06/04/2020

Sales rep never told me there was a 3 year contract, then sent a written contract to a 95 year old male to sign. Very unethical. I called the sales rep(\*\*\*\*\*). My 95 year old father fell ad injured is knee, he lives alone and thought we should have a life alert system till his leg was getting better. In talking with \*\*\*\*\* , i asked her if we would only need it for a short period of time. She said that if "God forbid something happened to my father or he goes into a retirement facility just return everything. never once did she mention a 3 year contract. my brother,sister and I agreed to use there system. When the system came to my fathers home, they sent some paper work for him to sign and send back right away. in that paper work it said a 3 year contract. My father is 95 years old and i think they take advantage of elderly people that cannot see very well and hear very well. My family is very disappointed the way the market there product. Is there anythig we can do to cancel this Contract?

**Desired Outcome**

I am looking for a cancellation of this contract. we think this product is to expensive to continue for three years.

**Life Alert Emergency Response, Inc. Response**

06/08/2020

Life Alert has been saving lives for over 30 years, and some of the many reasons why we are the best in the medical alert business is because we have top-of-line emergency service which cannot be beat; but also, we work with families to ensure their loved ones are always protected 24/7. Families call us when they want to know more about our lifesaving services, and we spend a great deal of time going through all of our protection packages, the costs, and the terms of our service agreement. We followed up with two phone calls, again confirming the cost and terms of our service agreement. However, we understand that sometimes situations change with our customers, so we have provided an offer to you, in which you have accepted.

**Customer Response**

06/11/2020

(The consumer indicated he/she DID NOT accept the response from the business.) Truthfully, I was looking for protection for my 95 year old father after he fractured his knee cap. i contacted a life alert rep and told them what i needed, never once was i told there was a 3 year contract. I would have never went with Life alert had i known there was a 3 year contract. I have no recollection of the phone calls explaining the contract. the only thing i know is the mention of 89.99 per month. My father is on a fixed income and my Brother ,sister and i are watching over him very closely. we are asking very nicely to let us out of that contract, we may need your service in the future and want to resolve this peacefully. Thank you for your time

**Life Alert Emergency Response, Inc. Response**

06/17/2020

Our Customer Care department will contact you to ensure you experience quality customer service from Life Alert.

**Customer Response**

06/18/2020

(The consumer indicated he/she ACCEPTED the response from the business.) Dear better business bureau, Life Alert contacted me and cancelled out my fathers contract. They were very nice and accommodating. We sent back all there equipment and i appreciate all that BBB has done to take care of my problem. Thank you very much.

**Complaint Type:** Problems with Product/Service    **Status:** Resolved

05/27/2020

Sales was misleading regarding installation process. Installation was incomplete and overcharged. Request for refund and removal of equipment denied. On Monday 5/18 I spoke to \*\*\*\* W in sales regarding setting up the service for \*\*\*\*\* and \*\*\*\*\* \*\*\*\*\*. I was informed that the installation would include someone showing them how to use the equipment. On 5/21, the installer spent 10-15 min and the installation was incomplete and they were not shown how to use the equipment. The equipment fell after they left. That same day there was a voicemail left to \*\*\*\* W at the number she provided \*\*\*\*\* that the service did not meet the standards expected and detailed by her. It was made clear that we wish to cancel the services and to return the equipment. She never reached out to me or \*\*\*\*\* and \*\*\*\*\*. On 5/22 I called her and she informed me that the initial \$198 was non refundable and it went towards the installation and promptly hung up on me. I called Life Alert again, where -I was routed to \*\*\*\*, another sales person. He provided me the corporate number \*\*\*\*\* and the name of sales manager \*\*\*\*\*. I spoke with \*\*\*\*\* on 5/22 informing him we wished to cancel the services and return the equipment. He stated that he would process the cancellation. On 5/26 I called \*\*\*\*\* again and inquired on how to cancel and return the equipment, which he stated a manager would reach out to me to set up a time to pick up the equipment and the cancellation would go through once it is picked up. They have been delaying the cancellation request and no one has reached out to set up a time to retrieve the equipment. They have been misleading and misrepresented the ease of installation and ease of cancellation. They stated it was money back guarantee, but refuse to refund the \$198 and additional \$35.42 charge for unknown reason. They have accosted my parents with numerous calls trying to get more information from them. They have never sent over any paperwork for anyone to sign, but refuse to acknowledge the cancellation request, as well as return calls in any timely manner. They also refuse to acknowledge that there was an additional charge for \$35.42. Their sales people, including manager \*\*\*\*\* , have been rude, pushy and extremely aggressive towards my mother. I have asked on several occasions to only reach out to me because I am the first contact. They repeatedly hang up on us when we ask for a refund or ask for them to make arrangements to pick up the equipment. I also spoke to supervisor \*\*\*\*, from installations, on 5/26, who wanted an account of the installation that had been provided. I informed her of the poor service provided, to which she informed me that the technician had put in their notes that an upgrade had been approved, which is untrue. No upgrade was provided, suggested or requested. He has falsified information regarding his installation visit.

**Desired Outcome**

We would like a full refund of the \$198 and the \$35.42 that had been charged on 5/21 to the credit card provided to them. We would also ask that they promptly retrieve their equipment and CANCEL the account with NO additional charges. We have made a request for cancellation since 5/21. NO cancellation has been provided or acknowledged.

**Life Alert Emergency Response, Inc. Response**

06/17/2020

We are very sorry you feel you had a bad experience with us. We have been in contact with you, listened to your concerns, and made accommodations for you. Thank you for your feedback. Sincerely, Life Alert

**Customer Response**

06/19/2020

(The consumer indicated he/she ACCEPTED the response from the business.) It wasn't until I filed this complaint and made calls to ensure that the equipment was picked up for return that anything was done. They refused to refund the \$198 for the shoddy installation and the additional \$35 that I never got an answer as to what that charge was for. Then tried to charge an additional amount when it wasn't being used. There needs to be accountability when someone decides they don't want this product on the same day it was installed and allow them to have their money back. The sales woman was VERY unprofessional. It took a second sales man to have kindness and integrity to provide me with the number and name of a manager. Who helped me and was courteous but had to be asked more than once for action.

**Complaint Type:** Problems with Product/Service    **Status:** Answered

05/15/2020

Complaint taken over phone by BBB representative (BA) Consumer called the company after seeing their ad. She claims when she called she just wanted to know what the price was, but the saleswoman kept talking and she was not aware that she signed up for service. It all happened very fast and she was not told it would be \$100 every month. She was signed up for the premium package, which was not explained to her. She has lung cancer and would never have signed up for three years. She feels she has been ripped off. She has already paid two months and cannot afford the payments. She called the company yesterday and was told she cannot cancel. She never got a contract with the product.

**Desired Outcome**

Other (requires explanation) Refund



**Life Alert Emergency Response, Inc. Response**

05/18/2020

Life Alert is the only known and trusted name in personal protection, as we have been saving lives for well over 30 years. Many of our Care Representatives are customers themselves and either use our services or have our services for their own family members. They understand the importance of explaining in great detail all that our protection packages come with - as was the case when you called to learn about our lifesaving services. Our representative spent an hour on the phone explaining each one of our services very clearly including the costs and terms of each service. Our Price Guarantee Service Agreement was discussed thoroughly including the monthly costs and was signed by you and sent into us over two months ago. When the conversation was completed, you provided a source of payment and said that your daughter would want you to have this. We have been in touch with you and have provided a win/win solution so that you can continue to remain safe and protected in your own home.

**Complaint Type:** Billing/Collection Issues    **Status:** Answered

04/17/2020

Requested Life Alert System 3/26/2020 for \*\*\*\*\* \*\* \*\*\*\*\*. On March 27th requested service be cancelled and equipment picked up. Charged me \$308. Life Alert refused to pick up equipment from \*\*\*\*\* \*\* \*\*\*\*\* and refund monies taken out of \*\*\*\*\*'s (daughter) account. Calls to Life Alert made on 3/27/2020, 3/30/2020, 4/1/2020, 4/2/2020, 4/3/2020 On 4/15/2020 this issue was refused to be resolve by Life Alert specifically by \*\*\*\*\* and \*\*\*\*\* The contract between \*\*\*\*\* and Life Alert was never signed and processed.

**Desired Outcome**

I would like Life Alert to refund \*\*\*\*\* A. \*\*\*\*\* \$308.08.



**Life Alert Emergency Response, Inc. Response**

04/27/2020

As the trusted industry leader in personal protection, customers and/or family members call us when they need our services as was the situation here. After purchasing one of our protection packages. the equipment was sent and installed in our customer's home. A few days later, the customer called to cancel. When we spoke with him, he was considering keeping Life Alert and wanted to check on a few things regarding his health and our equipment. Based on our conversation, we allowed our customer to hold on to our equipment while he investigated a few options. The family called and insisted on cancelling. We have since scheduled UPS to retrieve our equipment, free of charge. This account will be closed and a refund issued once our equipment is received.

**Complaint Type:** Advertising/Sales Issues    **Status:** Resolved

04/08/2020

The product was misrepresented and I never received the promised followup sales call by rep, nor advised I could not terminate contract at will. On Aug 15, 2019 I spoke with sales rep,\*\*\*\* \*\*\*\*\* , who sold me on the purchase of Life Alert for my 94 yr old mom, who I had moved into my residence in August, 2019. \*\*\*\* advised me a rep would visit to install & explain all features, & that he, \*\*\*\* would followup in one month to ensure satisfaction. Rep came, did his job, and Contract #\*\*\*\*\* was signed on Aug 31, 2019. I also agreed for an automatic mo withdrawal for the mo cost of \$89.85 on my credit card.I asked if mom could accidentally press the LifeAlert necklace & sound alarm, & I was informed that that would not happen. It did happen on two occasions, which prompted mom to remove the necklace,& she no longer wears it.I never received the promised followup call from sales rep \*\*\*\*.Mom's mental health is declining, so I decided to cancel this service as I did not feel Mom would remember to press the red alarm buttons placed in the house. I called on Feb 3,2020 to terminate this contract. I spoke to \*\*\*\*\* , who advised me I could not cancel. I argued that I was NEVER informed of this, & circumstances changed. I informed \*\*\*\*\* of the aforementioned issues, that there was no prepenalty termination clause in contract & I felt misrepresented. \*\*\*\*\* then told me to Fax my cancelation request to Fax# \*\*\*\*\* & contract would cancel in SIX months! I asked to speak to a manager, but was told none available. I tried 4 times to fax that number on three different days,with no success. In fact I was then inundated with numerous sales calls from LifeAlert trying to sell me this service, which may be the result of my call with \*\*\*\*\*. I am not happy. I then called my Credit Card co to advise to cancel the automatic withdrawal & was told I could not do this! Due to Covid 19, I am now not working. I again called Life Alert today & spoke with Edwin. He informed me again, I could not cancel, but again relented to advise in six mos the contract will cancel if I fax, I told him my fax issue & was given email to send cancelation request. Today I emailed \*\*\*\*\* ,to cancel.

**Desired Outcome**

I feel Life Alert is a scam. It takes advantage of the very people they allege they are protecting. Contracts can and do get terminated. The product was misrepresented to me and the sales rep who earned his commision never followed up as promised. I am convinced mom will never use Life alert if the situation arises, She never wears the LifeAlert necklace. I do not wish to wait six months to get out of this contract. I feel I was also harassed after my initial call to terminate as I was "somehow" input as a new client seeking new service! I am requesting termination effective this month before my next automatic monthly withdrawal of \$89.85. I already paid an initial sign on for \$198.00, so I feel I have paid enough to this shameless company.

**Life Alert Emergency Response, Inc. Response**

04/15/2020

Life Alert is in the business of saving lives. We have been providing customers and their family peace of mind for over 30 years. We have over 41,000 testimonials from grateful customers and their family, so when Life Alert receives a complaint, we take it seriously. Life Alert does not cold call or telemarket, so when someone needs our lifesaving services they call us, as is with this case. A new customer is notified up to three (3) times regarding our service agreement before we ship our equipment, free of charge, to the customer. We did notify you of our service agreement with the last call being from our shipping department on August 8, 2019 at 4:42 pm PST. before we paid to have our equipment sent to you. Moreover, we have the price and terms in large bold letters at the beginning of our service agreement so it can be easily seen and read before signing the agreement. When you called to cancel, our representative attempted to help you and gave you options that required you to send in paperwork. At that time, we also explained that our sales representatives do not commit to follow up with a customer, but instead, our dispatch and service employees do follow up to ensure you test the equipment. Regarding false alarms, our system doesn't have false alarms unless subscribers accidently push the button, unlike fall detection, which can go off at any time. Please note, our customers are not charged when they push their alarm button whether during an emergency or by accident. There is never a penalty, but instead we treat a false alarm as a test of our equipment. However, we wanted to have our service department look into this for you, but you were not interested in doing so. We are sorry you feel you had a bad experience, but our notes and recorded calls indicate that we did not mislead you, you were notified of the terms of our service agreement, we provided an option for you in which you did not follow through with, and we assisted you the best way that you would allow us to. Our Customer Care Dept has been in contact with you and have worked out a solution to your satisfaction.

**Customer Response**

04/23/2020

(The consumer indicated he/she DID NOT accept the response from the business.) I stand by my original statement, although it appears that Lifealert disputes that and basically calls me a liar. I have returned the entire unit to Lifealert after asking for a postpaid label, and took it for delivery to UPS. I still need written confirmation from Lifealert via email as per my unanswered email request, that my Credit Card acct will NOT be further charged on the 3rd of May. I have yet to hear from Lifealert to acknowledge and comply to this.

**Life Alert Emergency Response, Inc. Response**

04/24/2020

Once we receive our equipment, this account will be closed and billing will stop. Per UPS tracking, the equipment has been picked up and is currently in transit to Life Alert.

**Customer Response**

04/25/2020

(The consumer indicated he/she ACCEPTED the response from the business.) I accept the response via lifealert.. so long as my credit card account is no longer debited the monthly fee. If after May 3rd, I see another debit transaction, I WILL recontact BBB to reopen this case. Thank you BBB for your assistance in this matter, and for continually monitoring bad service and lack of ethics on the part of American businesses.

**Complaint Type:** Problems with Product/Service    **Status:** Answered

03/26/2020

I cancelled policy in Sept or Oct. The account was to close in December. Account as of today still open. My Mom got really ill mid 2019. In either September or October I called to cancel the service. I was advised she had 6 more months on her contract. However, I was offered a early out for December. I waited and did not receive the letter I was promised outlining the agreement. I Called back and rep advised the agreement was not to stop in December. I complained about the change and he honored the original agreement and gave me a December out. I was sent a letter to confirm. I started getting calls in December about batteries. At that time, I questioned why they were calling as the contract was canceled and she had passed. They begged my pardon and stated they would make sure my Mom's account was corrected as she saw the mistake. To my surprise I start getting calls about the account. I was not sure why they were calling on a closed account. They claimed they didn't know about the cancellation yet they were calling about cancelling. I am confused. To add insult to injury they successfully billed my Mom's discover acct. If they were getting paid, and they didn't know I asked to cancel why are they calling about cancellation. I want the account permanently closed and the Dec.-Feb payment returned to her heir.

**Desired Outcome**

Return of the Dec., Jan., Feb and March payment. They illegally billed the account.

**Life Alert Emergency Response, Inc. Response**

04/17/2020

We are very sorry for your loss. Life Alert understands the challenges that families go through when a loved one passes. We would like to explain that we had an agreement, in writing, dated July 12, 2019 requesting the account to be closed in six (6) months, which would expire on January 12, 2020. In our experience, we have found that customers realize the value of having Life Alert and decide not to cancel. That is why the letter states that you must call Life Alert back at that time to follow through with cancelling. Unfortunately, we were not notified that your mother passed away until March. That is why services continued. When our representatives called for an unrelated issue, they did try to transfer you to the correct dept. to finish out the cancellation, but the transfer was refused. This caused an addition delay. Naturally, we sympathize with your situation and have credited back a refund to your account. Please note, that our equipment is on loan and was to be returned to Life Alert, but we understand that you do not know where the equipment is, so as a courtesy to you, Life Alert will take a loss on the equipment. Again, we are sorry for your loss and hope you find peace during this difficult time.

**Complaint Type:** Billing/Collection Issues    **Status:** Answered

03/10/2020

When I requested the service to be cancelled, they failed to do so, resulting in 4 months deducted at one time. I inquired about services from Life Alert for my Aunt in January 2019. In September 2019 I called customer service in regards to having the emergency services cancelled due to my aunt selling her home and was being placed in a nursing home facility or an assisted living community. In having the conversation with a customer service representative, I was offered 1 month free of services. The month of October, I would not be charged and if the family decided to continue with the cancellation, I just needed to call them back to let them know to proceed with the cancellation before the month of November's charge of \$85 became due. Customer service was very polite, and I specifically said " All I have to do to cancel services, if I agree to the free month, is call this same phone number and inform the representative who answers my call, I do in deed need my aunt's services cancelled." The customer service representative I spoke with replied with "yes, just give us a call back and we will cancel the services." So I agreed to the free month of service. No other details and/or any additional instructions discussed with me in the conversation. I called the same phone number as I previously called to cancel my aunt's services on November 3rd, following the instructions given to me by the so polite customer service representative gave to me in September. When you agree and sign up for emergency monitoring, the account is set up for payments to Life Alert be on auto pay and come directly out of your bank account on the same day of each month. You have to agree with these terms, to acquire their services, emergency monitoring. My auto pay was scheduled on the 5th day of each month for a payment of \$85. I requested the cancellation of services on the 3rd day of November. I checked my bank account, and nothing was taken out of my checking account in the following months, November, December, or January and I thought not for February after the 5th. On Friday February 22nd, after work I did what I normally do on payday, and go shopping. When I arrived home a couple hours later, I login to my online banking account to record my transactions and I see 4 charges of \$89.95 taken out of my account by Life Alert Emergency Monitoring on Thursday February 21st!!!! I immediately called the same number to speak to customer service representative. Someone with the answering service answered my call and I told them my problem. Unfortunately, I needed to speak to someone in the billing department and everyone had already left and nobody would be in the office I could speak to until Monday morning. On Monday morning, February 24th, I again called and spoke to someone in billing. The representative proceeded to tell me I was under a signed 3 year contract and could not cancel. I argued a few minutes before finally requesting a copy of the signed contract. Afterwards, I was told he would request my case to a review and someone would call me back. When I received my call back, permission was granted for the cancellation but I would not receive a refund until the equipment was returned to them. UPS picked up the equipment the following day. I called Life Alert today, March 6th, to make sure the equipment arrived and to have the \$359.80 refunded to my account. The customer service representative politely informed me I would not be refunded the money that was taken out of my account..

**Desired Outcome**

The resolution I am seeking is a complete refund for the money taken out of my account, in addition to all NSF fees charged to me by my bank for the transactions made by Life Alert. The total amount seeking reimbursement is \$503.80. The representative I spoke to this evening, said they attempted to contact me, but was unable to reach me. Due to the numerous phone lines Life Alert returns calls from, IF attempts were made in an attempt to reach me and was unsuccessful, is if they were made during my work hours or thoughts it is a spam call or teller marketers. I did not receive a texts message nor an e-mail from Life Alert regarding my account. I received 113 e-mails requesting I sign the monitoring agreement but out of 113 e-mails, not ONE mentions anything about my account or there being additional steps to the

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**Life Alert Emergency Response, Inc. Response**

03/18/2020

Life Alert is the nation's #1 personal protection medical alert. We have been working with families for over 30 years in protecting their loved ones. Our notes and calls are all recorded for quality assurance as our goal is to provide the best in customer service. We provided a free month of service to help with the family in deciding on where our customer was going to move to permanently. We mailed a letter to you indicating that billing would resume after the free month. After that month, you called our emergency dispatch center regarding your account. The dispatcher informed you that you needed to call back and speak with billing dept. Unfortunately, we did not hear from you. When billing resumed, the payments did not go through. We made numerous attempts to contact you both via phone and text messaging. We left clear messages indicating that your payment has been declined and is past due, and to please contact us. Again, we did not hear back from you. During the unpaid months, our customer had our equipment and the benefits of our lifesaving service, therefore, a refund is not due as the charges are valid. This account is now cancelled and billing has stopped.

**Complaint Type:** Problems with Product/Service    **Status:** Answered

03/10/2020

Would like to cancel life alert for my mom. The system does not function as expected or needed. I had life alert installed for my mom who is now living with my sister. My mom had a recent hypoxic event that caused brain damage. This has affected her vision, balance and memory. She is frequently falling. When the system was installed the only speaker to communicate with life alert service is in my mom's bedroom. I do not believe my mom will be able to hear the technician nor will they be able to hear her. We are also looking for fall monitoring which life alert does not offer. When the tech was installing it the life alert operator had a hard time hearing him and he was right next to the speaker. This system does not make my mom or my sister feel safe. She has already purchased a new system from a different company. I would like to end my contract with life alert. My salesperson is \*\*\*\*\* She has been very kind and trying to help but I still have not been able to cancel. I ordered the system on 2/24/2020. It was installed on 3/3/2020. On 3/4/2020 my American Express was charged \$197.00 for installation and \$63.00 for the monthly fee.

**Desired Outcome**

I would like to end my contract with Life Alert. I would like a refund of the charges mentioned previously.

**Life Alert Emergency Response, Inc. Response**

03/20/2020

Thank you for voicing your concerns as the quality of service is our priority. Life Alert is the industry leader for many reasons, but most importantly, it is due to the many lives we save. Life Alert is the only company proven to save a life every 11 minutes, and that is because of our cutting edge technology and top-of-the-line equipment, which never needs charging and our batteries can last up to 10 years. Just as important, Life Alert's protocol is to send help immediately, even if our customer can't communicate or hear our emergency dispatcher. As the known and trusted name in personal protection, Life Alert will not offer any kind of technology that is faulty or not worthy of bearing the trusted Life Alert name. Our commitment is save our customers, and not give them a false sense of security with technology that may not work. All current fall detection systems do not detect all falls, and in addition, generate false alarms. This is why we choose to provide only trusted and proven services. Our records indicate that you called us recently to let us know your mother is moving into a nursing home. As we explained to you, all we need is a simple note from the facility indicating they are taking charge of our customer, thus releasing Life Alert of our responsibility, and we will cancel this account with no penalties.

**Customer Response**

03/23/2020

(The consumer indicated he/she DID NOT accept the response from the business.) My mother will not be moving into a care facility. She will remain with my sister. She is already using and paying for another system called the guardian. She will not be using Life Alert or any of the equipment. I would like to end this contract as soon as possible.


**Life Alert Emergency Response, Inc. Response**

04/03/2020

Life Alert does not cold call or telemarket. So, when people need our services they call us directly. A Care Manager spends time with them explaining about all of our excellent lifesaving services, and assisting the customer with putting together a protection package that fits their lifestyle and their budget. Yet, we also understand that a person's lifestyle can change, that is why we have a cancellation policy without penalty. However, going with another company does not warrant cancellation. Please note, it is against the BBB policy to post a false and liable complaint. Our customer signed up with Life Alert because we are the best at saving lives and we put our customers first. We would like to warn you about similar services that are cheaper, offer fall protection, or promote "No Contract." The other company that is mentioned does not own/operator their own dispatch center; do not have proven results in saving lives; and their equipment requires charging, whereas Life Alert's medical alert devices don't need charging and the batteries can last up to 10 years. There are a lot of inferior medical alert companies on the market these days claiming to be like Life Alert only cheaper, but the truth is, they do not have the proven results that Life Alert does. Life Alert is PROVEN to save a life every 11 minutes. Life Alert has saved over 500,000 lives since 2008. Life Alert has 40,000+ testimonials and is growing each day. Life Alert is the only company former Attorney General, \*\*\*\*\* endorsed Life Alert owns and operates its own 5 star rating emergency dispatch centers. Life Alert has 3x more emergency dispatchers than the traditional security center. No other medical alert company can say these things because they don't have the winning results that Life Alert has - and that is why Life Alert is the #1 medical alert device in the nation.

**Customer Response**

04/03/2020

(The consumer indicated he/she DID NOT accept the response from the business.) I do not want this service anymore. I would like it cancelled. I am not using it and will not use it in the future. I am paying \$69 a month for three years for a product I am not using. I also paid \$170 installation fee. Installation means a tech came and plugged in the device.


**Life Alert Emergency Response, Inc. Response**

04/17/2020

Life Alert is the nation's #1 medical alert service because we take saving lives seriously. The unfortunate truth is some cheaper companies cut corners on their emergency dispatch center which they farm out to 3rd parties. This releases them of being responsible to your loved one. We invite you to go to \*\*\*\*\* and see the hundreds of people who had a cheaper service but switched to Life Alert after having a horrible or life-threatening experience.

**Complaint Type:** Problems with Product/Service    **Status:** Answered

02/12/2020

I have not been happy with services from Life Alert since I got the equipment. The customer service is terrible and they have the worst equipment. Their customer service has to be the worst of any company I have ever dealt with. Since I have had their service I probably have complained about customer service to about every supervisor that they have. I have also complained practically every time about that junk that they have of equipment. The emergency personnel that answer emergency calls do not listen to what people tell them. I had a supervisor call me back after the last emergency situation I had on January 1st, 2020. I had to constantly repeat everything I said at least 6 to 7 times. They also told the wrong information to my emergency contacts and both of them were calling every Emergency Room in the entire city trying to locate where I was at where if they would have been listening to what I told them and the correct information would have been relayed to them they wouldn't have had to go through all of that. Their equipment is nothing but junk and I have complained about it practically everytime it gets used. If I would have realized that they had a contract of 3 years I wouldn't have ever signed up for their service. After this last emergency and all my family went through I personally don't want to go to the three years. I want account closed now and contract stopped immediately. I will never have their service ever again. I will go back to my old company. At least they don't have contracts. Lousiest service ever!!!

**Desired Outcome**

I want contract to end now. I don't want anymore service with Life alert and all billing stopped. When they agree and send me box toship everything back to them, I will get everything shipped back.



**Life Alert Emergency Response, Inc. Response**

03/06/2020

Life Alert takes saving lives very seriously, that is why we are the industry leader in personal protection. We are sorry you are not happy with our services. Our records indicate that you tested your equipment regularly, and on January we received your emergency signal and handled the situation. The misunderstanding occurred due to the fact that it wasn't the subscriber who was injured. We are sorry for that and escalated your feedback to the management for further improvement. We have been in contact with you and accommodated your requests. We value our customers and appreciate the feedback. Thank you.

**Complaint Type:** Problems with Product/Service    **Status:** Answered

01/30/2020

on 1-22-2020 I called the company to cancel the service and return the item. I received the special number to speak to a representative.. I had my \* I called on 1-22-2020 and spoke with\*\*\*\*\* after many attempts to reach customer service. I had my Fiduciary with me when I called. I have trouble remembering conversations and I wanted her with me. I told\*\*\*\*\* my name and I introduced my Fiduciary. I told\*\*\*\*\* that I wanted to cancel the service and needing instruction as how to return the item.\*\*\*\*\* said he would not speak to us. He said that I was being coached and was ready to hang up. I told\*\*\*\*\* no do not hang up I give you permission to speak with \*\*\*\*\* my fiduciary \*\*\*\*\* Identified herself and even offered to send the FPOA and Health Care Power of Attorney to him. He proceeded to belittle her and me over the phone. Especially when I said I was going with something cheaper.\*\*\*\*\* then said to the fiduciary that she was not taking good care of her client by canceling this product and then he hung up. I then called back and was repeatedly transferred and then Vaness told me someone would call me within one hour. Nobody called me back . I called my bank and put a stop payment on the cc charge. 3 hrs later I received a call from LIFE ALERT. The man said UPS would pick up the product 5 days from then. I asked this person his name and he said this is LIFE ALERT, I asked again he said the same thing LIFE ALERT this person was \*\*\*\*\* , I recognized his voice. I called \*\*\*\*\* again today. He told me the ups made several attempts , they have not and have not left a sticker.\*\*\*\*\* said they will pick up in two days, we will see.. I have never ever been treated that way by a company in my life. will not recommend them to anyone in Sun City Arizona or anywhere else

**Desired Outcome**

reversal of charges and apology from Life Alert and Barry to be reprimanded

**Life Alert Emergency Response, Inc. Response**

02/05/2020

We are very sorry to hear that you feel you had a bad experience with Life Alert. As the industry leader in personal protection, we take saving lives very seriously and we are the only medical alert company that is proven to save a life every 11 minutes. So, when someone feels they did not have a positive experience, we take it seriously. We have forward your concerns onto management. We have made multiple attempts, via UPS, to retrieve our equipment so this account can be closed, but the customer is not available when UPS arrives. Once our equipment is returned, this account will be fully cancelled. Again, we apologize if any of our representatives were not up to Life Alert standards. Sincerely, Life Alert

**Customer Response**

02/14/2020

(The consumer indicated he/she DID NOT accept the response from the business.) That is the same response we received almost word for word from \*\*\*\*\* when we called on 01/31/2020. I know for a fact that UPS when they attempt a pickup and when there is no answer, they will leave a slip to contact them to schedule another time to pick up the item. Life Alert has again charged my credit card. I called the credit card company again and the credit card company did a three way call 02/13/2020 to Life Alert. He explained who he was and was transferred to customer support. Customer support rep again wanting to send out UPS for pickup. She needed to review the file several times. the credit card representative said, not to send anyone they will resolve with Life Alert from the credit card companies process. . the call was ended. I guess that Life Alert will not be getting this equipment returned. This has been a very bad experience and I will not recommend Life Alert to any of my friends or family. Word does get around. I have seen many complaints online as well.

**Life Alert Emergency Response, Inc. Response**

02/18/2020

UPS notified us that they have made multiple attempts to retrieve our equipment from you, but you were not available. Life Alert does not have control over whether UPS leaves a note or not. We have been calling you to arrange another pickup but could not get ahold of you. Contact was made today and we have a pickup scheduled for 2/21/2020.

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