

IMERGENCIAS

2026 Edition



Scope of our service

HOW IT WORKS

Overview

Imergencias is at your side whenever an emergency strikes—day or night, anywhere in Portugal, including the mainland, Madeira, and the Azores.

For over sixteen years, we've been offering dependable, personal support for **medical emergencies, falls, accidents, moments of feeling unsafe, getting lost**, or any situation where you might otherwise dial 112.

Our team is fully trained and fluent in **Portuguese, English, Dutch, German, French, and Spanish**, so you can always communicate in the language you feel most comfortable with.

We work alongside Portuguese emergency services, not on their behalf, to help you get the support you need quickly in an emergency, if you face language barriers, are in a remote location, feel unwell, or don't know what to do next.

Your vital information, including medical conditions, medications, allergies and emergency contacts, is stored securely and shared with emergency responders only when necessary.

If you use our **alarm button or app**, we receive your exact location immediately, which can make a crucial difference when every second counts.

For those in **rural or hard-to-find areas**, we can store detailed directions for emergency services, as well as key holder or key safe information, ensuring help reaches you even if you can't open the door yourself.

Our Service Packages

SILVER – €83.50/YEAR (PER PERSON)

- Assistance for all types of emergencies, 24/7, in six languages
- Verbal translations during and after emergencies
- Secure storage of your data and care plan, with your personal care plan kept in one place
- Access to the Member Portal and the iEmergencies app, with an SOS button and location sharing.

PLATINUM – €139/YEAR (PER PERSON)

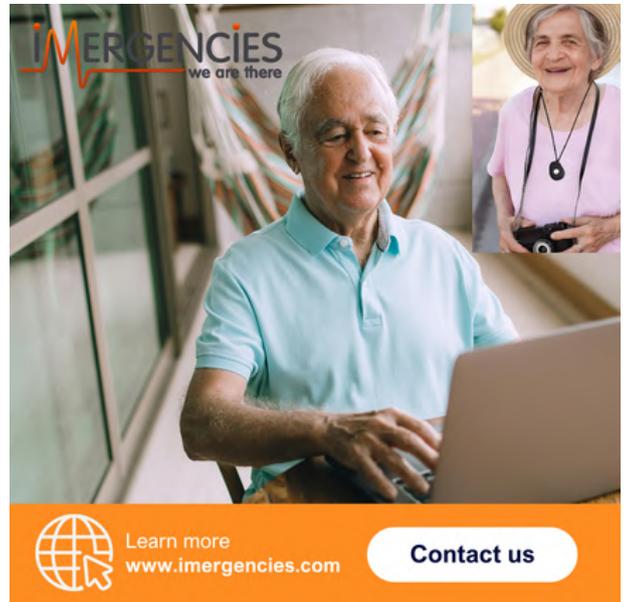
Includes everything in Silver and Gold, plus:

- **End-of-Life Plan** – We arrange your funeral (with or without a ceremony) according to your wishes, in coordination with your family and our trusted funeral partner.
- Set up a prepaid funeral (via Mapfre)
- Assistance with Rentev forms / advanced directives for medical decisions
- Support obtaining death certificates
- Repatriation or body donation to medical science
- Translation and administrative support for after-death arrangements and other.

GOLD – €110.50/YEAR (PER PERSON)

Includes all Silver benefits, plus:

- **Car Crash Package** – 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 hospitalised unexpectedly, our system flags that your pets need attention, and we'll arrange for their care, including long-term arrangements according to your pre-written instructions.



Our Mobile Alarm Button

FOR €245 PER YEAR OR €22.50 PER MONTH, PLUS ONE OF THE SERVICE PACKAGES (SILVER, GOLD, OR PLATINUM)

This device is ideal for anyone who lives alone, has health concerns, is at risk of falls, or simply wants extra security. It's **easy to use, making it perfect for seniors, works anywhere in Portugal, and is monitored by iEmergencies** around the clock.

Using your device:

1. Press the button for 3 seconds (you'll feel a gentle vibration).
2. The device automatically calls our team.
3. We immediately receive your GPS location and emergency information.

We always know who is contacting us via the button, so there's no need to identify yourself.

MAIN FEATURES:

- 24/7 support at home or outside
- Real-time GPS location tracking
- Integrated Vodafone SIM card (with its own number)
- Works on the mainland, Madeira and the Azores, including remote areas, **as long as there is network coverage**
- Additional contact person for emergency notifications
- Fall detection (*optional*)
- “Find Me” function – useful in the early stages of dementia or disorientation
- Two-way communication – allows you to speak and listen directly through the button, with no additional devices needed



“My alarm button makes me feel less alone and more confident to leave the house.”

Choose your Plan

RELIABLE, FLEXIBLE AND SECURE

Additional Options

- **Under 21 years:** €45/year
- **Tourist Package:** €14.80/week
- **Family Card: €30/year** — allows family members or visitors to use our 24/7 line while staying in your home, without us storing their personal data. It can be used by different people throughout the year, providing safety for everyone staying in your home. (Does not include GPS location or data storage.)

**This is for visitors only and cannot be used by a partner or anyone living in the same household.*

PAYMENT OPTIONS

Direct debit (we only need your IBAN) — no additional fees

Multibanco, Bank Transfer, Cash or Card at our office — **€5 extra fee**

Example prices including this extra fee:

- Silver Package: €88.50/year
- Gold Package: €115.50/year
- Platinum Package: €144/year

For the Alarm Button: payment is monthly, quarterly, or every six months (direct debit only).

HOW TO SIGN UP

1. Online Form: 🖱️ <https://mis.ecde.org/crm/public/members/new.php>
2. Choose your package (Silver, Gold, Platinum, etc.).
3. Fill in all the fields on the form.
4. If any information is missing, send it by email to info@imergencies.com or via **WhatsApp: +351 917 999 112**.
5. Always include the **Google Maps coordinates** of your address. If your home is remote or has no formal address, provide a reference point and the easiest way to reach it.
6. Add all relevant medical information (medications, medical conditions, hearing difficulties, surgeries).

For Gold or Platinum packages:

1. Provide car details, insurance policy, and preferred garage.
 2. Provide information about pets (names, special care requirements, contact for the person responsible).
- For direct debit payments, also email us your IBAN.
 - Once your subscription is processed, you will receive an email with our emergency numbers and access to the App and Member Portal
 - If your subscription includes the Alarm Button, it will be sent by post, or you can collect it from our Moncarapacho office if that is more convenient.

MERGENCIES
we are there

*With you, even in the
toughest moments*



**24/7 support for all
types of emergencies.**



Learn more
www.imergencies.com

Contact us

CONTACT:

Website: www.imergencies.com

Email: info@imergencies.com

WhatsApp/Telephone (weekdays, 10:30–17:00 – not available for emergencies):

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

Office appointments in **Moncarapacho** are available on **Tuesdays and Thursdays, from 10:30 to 15:00** (by appointment only).

Praça Maj. João Xavier Castanheda 17
8700-087 Moncarapacho

THANK YOU FOR TRUSTING US WITH YOUR SAFETY

