

**COMMONLY ASKED QUESTIONS**

1. If I lose my band it is stolen, will all of my information be compromised?

**No. At anytime a user may log in to their account and 'freeze' any band assigned to them. This prevents any and all access to the lost band.**

1. Do Hero Link bands stand up to mother nature?

**Yes. Hero Link bands may be submerged completely in water. They are also fire resistant and can withstand temperatures under fire retardant equipment in a house fire.**

1. How do I 'tap' my phone to a Hero Link band?

**First, make sure the NFC setting is turned on (most newer phones have it on by default)**

**Second, make sure your phone is unlocked (phone manufacturer security feature)**

**Third, (Apple iPhone) firmly tap and hold the back top-middle edge of the phone to the Hero Link band logo. (Android Phone) firmly tap and hold the back-middle of the phone to the Hero Link band logo.**

**Finally, click on the pop-up notification**

1. Will a Hero Link band fit my wrist?

**Likely, yes. Our bands are adjustable and can fit a variety of wrists from large to small.**

1. Does everyone need to download an application to 'tap' and access the data on the bands?

**No. There are no required applications to download to use Hero Link. We use secure servers and NFC technology to retrieve the data.**

1. Who uploads the data onto the profiles?

**Each owner of a Hero Link band uploads their own information. They may input as little or as much as they are comfortable with.**

1. Isn't this against HIPAA?

**No. All users have to agree with our Terms and Conditions and Privacy Policy, prior to using our products. Each user is voluntarily providing their medical data for a possibility others will see it.**

1. Does my device have NFC 'tap' technology?

**Very likely. The specific type of NFC chip we use in our bands is the most compatible with all devices, since about 2016.**

1. Can anyone 'tap' my Hero Link band, even if I don't want them to?

**Yes. Hero Link was designed for one simple reason, to save lives. This means allowing civilians, such as nurses, doctors and medical professionals to 'tap' your band if they are first on scene. If a user is responsive, it's unlikely someone will 'tap' their band without their knowledge. The distance to successfully 'tap' and hold a phone to a Hero Link band is less than 4cms.**

1. If I lost my band and I forgot to 'freeze' it, will my identity be stolen?

**No. Hero Link does not utilize or ask for Personally Identifiable Information (PII). We ask for your date of birth, only to accurately reflect your age on your profile. We do not ask for social security numbers or a user's home address.**

1. Can someone use my Hero Link to track my whereabouts?

**No. Hero Link bands do not have GPS or tracking capabilities.**

1. I'm an agency representative, does Hero Link offer discounts to outfit our men and women?

**Yes. Please contact us at** [**sales@herolink.us**](mailto:sales@herolink.us) **and please provide the number of users who would need a Hero Link band.**

1. Is Hero Link available for anyone?

**At this time, Hero Link is available only for all active & retired law enforcement, corrections, dispatchers, military personnel, ems and firefighters. We'll be releasing Hero Link to additional groups in the future!**

1. How long will a Hero Link band last?

**Our bands can be 'tapped' about 100,000 times. You could tap a band 10-times a day for 26 years!**

1. Is Hero Link really only $25?

**Yes. Hero Link was designed to be affordable for all first responders and military personnel. There are no startup fees and no monthly fees. Just $25.**

1. Does Hero Link require batteries or a special charger?

**No. Hero Link bands do not require any power source! Just wear it and go.**

1. Does Hero Link have some sort of guarantee?

**Yes. We'll replace any band for free, if it's lost or damaged in the line of duty, within one-year from the purchase date.**

1. I'm not ready to purchase just yet, do you have a sample or demo?

**Yes. You may view a sample profile here:**

[**https://herolink.us/band/clkx70b8l0001l7082kydpr35**](https://herolink.us/band/clkx70b8l0001l7082kydpr35)

1. If I'm wearing a Hero Link band and find myself in an emergency situation is someone going to know what it is and how to use it?

**We're working hard to push out training and education materials to all agencies and hospitals across the United States. We're currently in 40+ states and growing rapidly!**

1. If my phone has a thick case on it, will it still be able to 'tap' a Hero Link band?

**Likely. Test it out by firmly tapping the 'tap zone' (see our website "**[**How it Works**](https://herolink.us/#Scroll0)**") area of the phone to the Hero Link logo. If it doesn't work, your case may be too thick.**

1. If I bought multiple bands for multiple people, should I activate them on a single account?

**No. Each band that is intended to be used by a different user must be activated on their own account.**