

Once subscribed, Mohafiz provides the appended list of services as a complete package. These services are limited to the items as specifically stated in relation to which please note that the services are:

- For the assistance, coordination and facilitation of the subscriber's beneficiary. To this end, Mohafiz is not a substitute for (i) law enforcement, (ii) guarding or security services, (iii) legal practitioner, (iv) medical practitioner. Therefore, Mohafiz does not assume any role, activity, responsibility and/or liability with regard to matters that fall within the ambit of law enforcement, guarding or security services, legal services and consultancy, and medical care, treatment and related services;
- Provided according to the prevailing circumstances in relation to which Mohafiz's field staff (FS) response and assistance timing may vary according to the prevailing circumstances, location and situation;
- Exclusive of matters pending prior to the date of subscription;
- Exclusive of matters relating to land disputes; and
- Provided subject to Mohafiz's right to terminate these service, in its complete discretion, by a (i) thirty (30) day notice without cause, or (ii) immediately with cause.
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- Anti-Harassment Support (Guidance and Extraction)

Anti-Harassment support is limited to the following:

- **Street Harassment:** Assistance (including escorting to a safe place) in dealing with verbal or physical harassment on the streets or public places. The FS or Mohafiz shall not engage in any physical or verbal altercation.
- **Public Transportation Harassment:** Assistance (including escorting to a safe place) with incidents of harassment while using public transportation. The FS or Mohafiz shall not engage in any physical or verbal altercation.
- **Harassment Reporting:** Guidance on how to report harassment incidents to the relevant authorities.
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- **Emergency Contacts:** Offering a quick way to connect with law enforcement or relevant authorities in case of immediate danger.
- **Guidance:** Providing information on rights and procedures related to harassment cases.
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- **Stalking:** Help in dealing with unwanted attention, following, or monitoring by an individual or by groups.
- **Domestic Harassment: Connecting with authorities to address** harassment within family or domestic settings.
- Towing Support Services

Towing support is limited to the following:

- **Vehicle Breakdowns:** If the beneficiary's vehicle breaks down, malfunctions, or cannot be driven, Mohafiz or FSO can arrange for towing support service for the vehicle to be towed to a repair facility.
- **Accidents:** In case of a minor or major accident involving the beneficiary's vehicle, the towing service can help transport the vehicle to a repair shop or a designated location, provided that any third party involved in the accident has agreed to the towing of the vehicle and/or the towing of the vehicle is allowed by law enforcement.
- **Flat Tires:** If an individual experiences a flat tire and is unable to change it themselves, the on-ground team can assist in transporting the vehicle to a nearby tire repair facility.
- **Engine Failure:** When the vehicle's engine fails to start or operate, the towing service can provide transportation to a mechanic or service center.
- **Fuel Shortage:** If the beneficiary runs out of fuel while driving, the towing service can transport the vehicle to a gas station or provide assistance with fuel delivery.
- **Lockouts:** In the event of a lockout situation where the beneficiary is locked out of their vehicle, the on ground team will be deployed to provide locksmith support.
- **Battery Failure:** If the vehicle's battery is dead and jump-starting is not feasible, the towing service can tow the vehicle to a repair facility or the individual's residence.

- **Vehicle Overheating:** In case of engine overheating or other issues that prevent the vehicle from being driven safely, the towing service can transport the vehicle to a mechanic for diagnosis and repair.
- **Transmission Problems:** If the vehicle's transmission malfunctions and it cannot be driven, the towing service can assist in transporting it to a repair facility.
- **Mechanical Failures:** Various mechanical failures, such as issues with brakes, steering, or suspension, can render a vehicle unsafe to drive. Towing services can transport the vehicle to a mechanic for necessary repairs.
- **Vandalism or Damage:** If the beneficiary's vehicle has been vandalized or damaged due to external factors, the towing service can be arranged to tow the vehicle to a repair shop or their residence.
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- Law Enforcement Agencies

Law enforcement coordination is limited to the following:

- **Theft :** To report and coordinate with law enforcement in case of a break-in or theft at the beneficiary's residence, .
- **Robbery:** If the beneficiary is a victim of robbery or mugging, police intervention by the on-ground team can assist with safety concerns.
- **Assault:** Instances of physical assault, whether at home or in public, require police involvement to assist with the victim's safety.
- **Domestic Violence:** If a person is subjected to domestic violence or abuse, contacting the police can provide protection and support for their well-being.
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- **Missing Person:** If the beneficiary goes missing, contacting the police can initiate search and rescue efforts.
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- **Disputes or Altercations:** Limited to disputes or altercations , such as neighbor disputes, vandalism, hate crimes, criminal threats or road rage incidents, police intervention can help resolve conflicts and assist with safety.
- **Public Disturbances:** If the beneficiary is caught in a public disturbance, protest or riot, on-ground team can assist their safety and evacuation from the area if possible.
- **Traffic Accidents:** In cases of traffic accidents, especially if there are injuries or disputes, involving the police can help document the incident and assist with a fair resolution.
- **Illegal Activities:** Reporting illegal activities in the neighborhood, limited to drug-related issues or criminal behavior, to the police can help contribute to community safety.
- **Abuse:** Cases of abuse, whether physical or emotional, should be reported to the police for investigation and help with the protection of the person.
- Psychological Aid

Psychological First Aid is supportive coordination, designed to help individuals in the immediate aftermath of a traumatic event or crisis by linking them to a psychologist or psychiatrist.

- Mortuary Support Service

Assistance with mortuary services, specifically excludes arrangmen of burial spot/location and is only for assisting, coordinating and facilitating pre funeral or ongoing funeral arrangements, in relation to which this is limited to the following:

- **Death at Home:** Assistance in arranging for the proper handling of a deceased loved one's body if they pass away at home.
- **Transportation and Repatriation:** Support in coordinating the transportation and repatriation of the deceased's body to their hometown for funeral and burial.
- **Legal and Documentation Assistance:** Help with obtaining necessary documents and certificates required for the legal process after a person's passing.

- **Preparation of the Body:** Coordination with professionals for the proper preparation and embalming of the body.
- **Unattended Death:** Support in cases where a person passes away alone, and there is a need to ensure proper handling and arrangements.
- **Death and Burial in Remote Areas:** Assistance in arranging transportation and burial arrangements of the deceased when a person passes away in a remote or less accessible area.
- **Institutional Deaths:** Help in navigating the processes involved when a death occurs in a hospital or other institutions.
- Funeral Support Services

Assistance with funeral services is limited to the following:

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- **Documentation and Legal Formalities:** Guidance on completing the necessary legal paperwork and obtaining death certificates.
- **Burial Transportation and Coordination:** Help in burial support limited to arranging and transporting to the burial plot, or cremation facilities as per the family's preferences and beliefs.
- Live Blood Donation

Assistance with blood donation is limited to the following:

- **Emergency Blood Supply Shortage:** Assisting in urgent cases where there is a shortage of blood supply for medical treatments or surgeries.
- **Accidents and Trauma:** Providing immediate blood donation coordination for victims of accidents or trauma who require blood transfusions.
- **Medical Procedures:** Arranging blood donations for individuals undergoing complex medical procedures or surgeries that involve significant blood loss.
- **Emergency Surgeries:** Arranging blood donation for emergency surgeries that require immediate transfusion support.
- Ambulance and Hospitalization Support

Assistance with Ambulance and Hospitalization services is limited to the following:

- **Road Accidents:** Providing medical response and transportation to victims of road accidents, offering vital medical care en route to the hospital.
- **Stroke:** Ensuring transportation for individuals suspected of having a stroke to hospitals with specialized stroke units.
- **Severe Bleeding:** Transporting patients with severe bleeding due to accidents, injuries, or medical conditions to receive prompt medical attention.
- **Respiratory Distress:** Transporting individuals with severe breathing difficulties, such as those experiencing severe asthma attacks or respiratory infections, to medical facilities.
- **Trauma Cases:** Assisting in the transportation of patients with traumatic injuries, such as fractures, head injuries, or spinal injuries, to trauma centers.
- **Poisoning:** Transporting individuals who have ingested toxic substances to medical facilities for immediate treatment.
- **Burn Injuries:** Ensuring prompt transport for individuals with severe burn injuries to burn units equipped to provide specialized care.
- **Electrocution:** Providing emergency transportation for individuals who have suffered electric shocks and require immediate medical attention.
- **Drowning Incidents:** Transporting near-drowning victims to hospitals to receive timely resuscitation and medical care.
- **Gunshot or Stab Wounds:** Providing transportation for victims of violent incidents with gunshot or stab wounds to receive critical medical care.

- **Chronic Medical Conditions:** Transporting individuals with chronic medical conditions facing acute exacerbations, such as asthma attacks or heart complications.
- **Seizures:** Assisting individuals with seizure disorders by safely transporting them to receive medical evaluation and management.
- **Medication Overdoses:** Transporting individuals who have ingested excessive medication to receive timely medical intervention.