

# **EXHIBIT 1**



May 15, 2019

**IMPORTANT SAFETY RECALL**

Dear Valued GreatCall Customer,

Thank you for your recent purchase of Lively Mobile Plus. Unfortunately, we have identified a quality issue in a limited number of Lively Mobile Plus devices manufactured earlier this year. Out of an abundance of caution – and because your safety is our top priority – we need you to stop using the device immediately and return it to us. We want to help ensure your device is working when you need it most.

We, like you, are extremely disappointed by this situation and sincerely apologize for this inconvenience and any disruption it causes to your life.

We need to speak with you so that we can issue you a full refund for everything you have paid for the device (service fees, purchase price and activation cost). We would also like to offer you a free Jitterbug Flip phone. In addition to unlimited access to the 5Star urgent response service, you will get 250 minutes a month, free voicemail and free text messaging. This phone can easily be used as a personal safety device. Simply press the dedicated 5Star button and a highly trained Agent will confirm your location, evaluate your situation and get you the help you need 24/7. The monthly service charge is only \$14.99 (plus taxes and fees), which is less than you are currently paying for your Lively Mobile Plus service. And, you have the option of purchasing additional minutes as needed going forward.

After we hear from you, we will send you a pre-paid return label and as a thank you, send you a \$50 Best Buy gift card.

Please call us at 1-800-359-1791 as soon as you can so we can answer any questions you might have and help you process the return of the product.

Sincerely,

David Inns  
GreatCall, Inc.

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