

### **Why does Mind Your Loved Ones (MYLO) need to access my name and email address?**

Mind Your Loved Ones needs to identify its Users. It uniquely identifies its Users using their user name and email address. This is helpful in allowing you access when you are switching Smartphones or tablets and restore the MYLO app.

### **How Secure is my Personal Information?**

Mind Your Loved Ones only accesses the Users name and email address. All other information the User stores in the App is completely NOT accessible to Mind Your Loved Ones and resides on the Users smartphone or tablet. (The User can also choose to back-up their information to their Dropbox account). The User is responsible for determining if they want to share information with another person (e.g. doctor, hospital, family member).

### **Where do I find the User Guide?**

You can find the user guide in the "Help" section of drawer in MYLO App.

### **I accidentally deleted the App. Do I need to purchase it again? Do I need to reload the data?**

Since the data you enter is stored on your phone, it would be deleted if the app is deleted. It is recommended that you back-up your data periodically on Dropbox. The backed-up data can be restored at any point.

### **How can I back-up my information?**

The Mind Your Loved Ones app offers the back-up functionality. Instructions can be found in the app menu bar on the top left of the screen. See "BACKUP YOUR INFORMATION". Using this functionality would back-up your data into your Dropbox account.

### About Us

#### **Mind Your Loved Ones is owned and operated by Mind Your Elders, LLC.**

Mind Your Elders, LLC, is a company that specializes in the needs of seniors and their families. The firm was established in 2015 by an Elder Law Attorney and a Clinical Social Worker. Mind Your Elders partners with the medical community, financial institutions, insurance companies, law firms, religious organizations, and government agencies to provide additional expertise and services to their employees and their clients. Mind Your Elders also works directly with individuals and their families.

We are very proud of the Mind Your Loved Ones app. It was developed as a result of first-hand experience and the experiences of our clients. Health care directives and other critical information must be well organized and accessible 24/7. In this mobile world of ours where family and friends are located in all parts of the country and the globe, access to this information can assist the patient when health issues arise – whether to make current and past medical conditions known, identify health care proxy agents, or to communicate the patient's health care wishes. Smartphones and tablets are part of our everyday lives and allow Users to communicate, store and send information seamlessly. MYLO leverages those tools and is a repository for the Users most precious information. Except for a User's name and email address, MYLO does not have access to or maintain Users information. All information entered by the User is stored on their phone.

For more information call us at 212 709-8104 or email us at [customersupport@mindyour-lovedones.com](mailto:customersupport@mindyour-lovedones.com)