FAQ

1.   What is a "Mobile safety" service and what are its advantages?

Mobile safety service shows the geolocation of your close people, returns a lost smartphone and protects the data stored on it.

All functions of remote control of a smartphone and close people tracking are provided by mobile application. The service also provides 24/7 support, our communication with the person who found the smartphone, providing him with a reward, as well as delivering the found phone to its owner.

What are the benefits of "Mobile safety"?

Comfort. All functions for phone search and tracking of close people are gathered in one application that is easy and comfy to use, and its installation to the phone helps to manage phone protection remotely from any other device with connection to the Internet. Besides, our support service is 24/7 online and we organize the phone return by ourselves. The only thing you need to do is to inform us about the loss!

Safety. We assign unique IDs to the devices without demonstrating any personal information about their owners and contact the person that found the phone by ourselves. We stand as a mediator, and in this way, we protect personal information of our customers.

Profit. We grant a reward to the finders by ourselves and provide compensation (according to the selected subscription) to the customers if the phone was not found within 14 days.

Also, we return the phones all around the world! With us, you have fewer worries during traveling.

2.   How to activate a service and how much does it cost?

You can activate the service in any comfortable way:

- on the service webpage - https://www.mb.kyivstar.ua/;

-          by downloading the app from PlayMarket or AppStore;

- via 24/7 service center by calling any of free numbers: 6911, 0 800 306 911 (in Ukraine), +38 067 690 6911 or 044 499 6911;

- by sending an SMS at 6911 with the code of selected subscription: «1» – for «Basic», «3» – for «Protection», «7» – for «Protection+».

After the activation, the service will be charged automatically from your mobile account according to the following tariffs:

• «**Basic**» subscription - 7,00 UAH/week;

• «**Protection**» subscription - 10,50 UAH/week;

• «**Protection**+» subscription - 14,00 UAH/week.

A nice bonus - if it's the first time you activate the service, you get the first 7 days of service for free!

3.   What is a Personal account and what it is used for?

Personal account is an important part of the service - it is used to control your phone's protection. It is automatically created at mbezpeka.kyivstar.ua for every subscribed customer.

In Personal account, you can:

1) Modify and add information to your user profile;

2) Track the real-time location of your phone on the map and review the history of tracked locations;

3) Activate the screen locking and sound alarm on the phone in case of its loss;

4) Receive and review the photos got by a photo capture function from cameras of the lost phone;

5) See the service use history including sent and performed requests.

As you can see, Personal account will help you to find and protect your phone as fast as possible and to be on the track with its protection.

The Personal Account is not used for the "Family tracker" function, all settings and tracking take place in your smartphone.

4.   How can I log in to Personal account?

You only need to register on mbezpeka.kyivstar.ua - login is your phone number that the service is assigned to. Password you create during the registration (if you activated the service via app) or it is provided in welcome SMS (if you activated the service outside the app) - it the second case, we recommend you to change the provided password at your first Personal account login. If you forget your password, don't worry - there is a recovery option on the page, and by following simple instructions you will easily recover your access to the account. Please, note that you can do this by yourself if your e-mail is present in your account information. If the e-mail is absent, our support service will help you to restore the password.

5.   What is the «Family tracker» function?

Family tracker allows you to protect close people, and be sure that everything is in order with them.

The function has the following features:

• tracking the location of a smartphone or close people in real time;

• creation of various user groups (for example, "Children", "Parents", etc.);

• setting on the map of individual places that are relevant for each of the groups (for example, for the "Children" group - school, house, sports section, for the "Parents" group - housing and communal services, pharmacy, market);

• the ability to create "dangerous" zones on the map (for example, for the "Children" group: a lake, abandoned buildings, for the "Parents" group: a hospital, etc.);

• receiving notifications if the user entered or left the created places;

• management of access levels for different categories of participants.

6.   What are safe and dangerous places?

In order to know where your close people are, they got to their destination on time and when they left this place, you have the opportunity to create places. In this case, you will always be sure that your close people are doing well and will not waste time on endless calls.

To quickly respond and help in case of danger, you can create places that you consider dangerous or safe. When close people get into a particular area, you will instantly receive notifications.

• For the "Protection" package, the maximum number of places is 10.

• For the "Protection +" package - unlimited.

7.   How to add close people to the group and how many people can I add?

In order to add your close people to the group and track their movements, you need to send an invitation code from the mobile application on your smartphone.

The invited person must install the Mobile safety application and activate the service using the invitation code.

• The maximum number of participants in a group is 50.

8.   How many groups can I create?

The maximum number of groups is 50.

9.   What notifications will I receive and how can I set them up?

You can receive notifications if someone in the group has entered/left the created location. In the application settings, you can change the notification settings for each member of the group.

10.   How does the alarm activation function work?

If your phone is lost, you can try to find it in an earshot. An alarm function will help you with this - you just need to go to Personal account and activate it by clicking a button or contact our call center. A command will be quickly sent to the phone with the installed app, and the alarm will be activated on the maximum volume. You can deactivate it in the same way in your Personal account.

11.   How does the remote phone locking work?
When the phone is lost, first of all, we recommend to lock its screen. For Android devices, you can do it by contacting us or by yourself - you can lock the phone remotely from your Personal account and set up a unique one-time password for unlocking. For iOS devices, we recommend using iCloud device locking and after this, inform us about the phone loss.

12.   How does the geolocation determination work?
For Android devices, you can set up the frequency of phone geolocation determination in app settings, in both regular and locked states. For iOS devices, this function is available in Personal account. Also, in Personal account, you can get a realtime phone location and review the phone's location history.

13.   How does the photo capture function work?
Function is available for Android devices. In case of phone loss, if you activated remote device locking, the phone cameras will automatically take photos of the thief and his/her surrounding during unlocking attempt. Moreover, you can send requests for photo capture from the Personal account. The photos will be sent to the gallery in your account, where you can review, keep, and download them.

14.   How does the data removal function work?
Function is available for Android devices. In case of phone loss, you can contact our call center with corresponding request or go to Personal account and remove all data from your phone by yourself. All files that are stored on SD card and in phone memory (including contacts, messages, other apps data, etc.) will be deleted from your phone without possibility to restore them. Please, note that this will also cause the removal of protection lock screen that locks the phone when it is lost, and the inability to use any other service function. As you can see, this function is effective for data protection but is an extreme measure to protect your personal information.

15.   What should I do if the phone with activated service is lost?
First of all, call our support service at 6911 and inform us about the loss! It is required for us to help with return of the phone, as well as grant you compensation in case if the phone is not found within 14 days. Besides this, you can use a geolocation function by yourself, and if the phone is near, activate an alarm on it or remotely lock it. When a thief will try to unlock it, you will receive photos from phone cameras right to your Personal account.
Thanks to "Mobile safety" lock screen that includes our support phones, your phone's ID, and information about the reward, any person that will find the phone will be able to inform us about the loss (and do not get any of your personal information from us). After this, we will contact immediately the owner of the phone and organize the return in a comfortable way. Yes, the delivery and reward for the person who found it is on us!

16.   In what case I will receive a financial compensation?
If your phone is lost and not found within 14 days, you will receive a financial compensation according to your subscription. Just don't forget to inform us about the loss at once.

Compensation will be granted in case if the app was installed on the lost phone and the customer provided the required documents.
The list of the documents:
• Passport and ID copies;
• Warranty card copy or a photo of lost phone package with IMEI - it is required to confirm that you are the owner of the phone;
• Extract about the registration of URPI (Unified Register of Pre-trial Investigations) request.
After you send the documents, you receive an application where you need to fill out the bank details for compensation transfer, and the set of these documents is sent to the insurance company. Financial compensation is provided to the customer within 10 days from the moment when the set of documents is sent. Money transfer is performed by Insurance Company to customer's bank account.

17. What reward will receive a person that found my phone, and who will provide it?
RADARME provides a reward, so you don't have to worry about it. For return, we suggest three types of reward to select for a person that found a phone:
• A money transfer to the card or via mail in amount of 1000 UAH;
• Mobile account replenishment on 1000 UAH;
• Activation of "Protection+" subscription for free for 18 months.

A person that found a phone can refuse the reward and agree to transfer it to the charity - in this case, RADARME obliges to perform the money transfer.

18. How many times my phone can be lost and the company will handle its return?
We don't have the restrictions for the number of times we will perform the return of your phone within the service duration period. We fix the statistics of our clients losses and usually, the phones are lost no more than 1-2 times a year. But in some exceptional cases, RADARME has the right to limit the number of service provision to the customer.

19. How to deactivate a "Mobile safety" service?
To deactivate a service, a user has to send a free SMS with "STOP" text. The service deactivation involves the removal of the application from the phone. The amount paid for previous subscription period is not returned, but after the SMS is sent, the service is deactivated and tariffication is stopped.