

Bosch eCall at a glance



- ▶ Available in more than 50 countries and 18 languages.
- ▶ Bosch eCalls in 2019: 1.2 million worldwide | 700.000 in the EU.
- ▶ Filters out false alarms in 2019: around 1 million | 9 of 10 eCalls are false alarms.



- ▶ Complies with the EU standards EN15722 and EN16102.
- ▶ Transmits the minimum set of data and an extended data set.
- ▶ Processes eCall in compliance with data protection.



- ▶ Bosch passes only genuine emergencies to the rescue coordination centers.
- ▶ Enables fast and optimal rescue chain through pre-classification.
- ▶ Provides specialist training to its service employees to handle emergencies.



- ▶ Bosch eCall is available 24/7.
- ▶ The average time for answering incoming eCalls is less than 10 seconds. Bosch exceeds the required standards to answer calls in less than 15 seconds.

Benefits



For rescue coordination centers

- ▶ Optimal transmission of emergency information – only true eCalls forwarded.
- ▶ Load reduction through false alarms filtering (>90% of all incoming eCalls).
- ▶ Pre-classification of international eCalls through multi-lingual Bosch teams. Bosch acts as a translator between the driver and rescue coordination centers.



For rescue teams

- ▶ Pre-classification enables fast and optimal rescue chain.
- ▶ Emergency services receive crucial information about the accident and injuries for an optimal compilation of the necessary life-saving equipment and supplies.
- ▶ Additional information further optimizes the rescue chain (e.g. number of passengers).



For car drivers

- ▶ Receive crucial support in an emergency in their own language in many countries.
- ▶ Receive qualified help in countries where they do not speak the local language.



For all

- ▶ Optimal rescue chain.
- ▶ Load reduction for rescue coordination centers counters possible bottlenecks.
- ▶ Quickest possible rescue.