



Q: What if my senior is not a family member?

A: This pilot is open to any State Farm employee at Corporate locations or in the hubs who are caring for a senior family member, friend, or neighbor, or simply desire to be more connected within that care circle.

Q: Does my senior need to have an Amazon account?

A: Yes. It can be an existing Amazon account or a new account that is established for participation in the pilot. They will use their Amazon account to activate their Amazon Echo Show device.

Q: Do we have to order the Amazon Echo Show device?

A: Yes. Part of the feedback being sought for this pilot will be regarding the senior's interaction with the device. A device will come at no charge with the pilot.

Q: What if my senior already has an Amazon Echo Show™ device?

A: The device will come at no charge with the pilot. An existing device may be used. For the pilot, only one device can be connected per household.

Q: Do members of the care circle need to have an Amazon account?

A: No. Only the senior is required to have an account for the pilot.

Q: As a State Farm employee, is the time I spend setting up or engaged as part of this pilot compensable time?

A: No. Participation in the pilot is voluntary and not compensable.

Q: Will I be taxed on the value of the Amazon Echo Show device for this pilot?

A: The value of the device will be reportable as income for tax purposes if you terminate your participation at the end of the Friends and Family pilot program. If you opt to continue past the end of the Friends and Family pilot with a paid subscription, there will be no taxation applied.

Q: Where can I find general information about the pilot?

A: Our landing page for the pilot is coming soon! For questions please email the Senior Living team at LifeSync@statefarm.com.

Q: Where can I get help with the senior's Amazon Echo Show device?

A: Please visit [Amazon Device Support](#) for assistance with setup or use of the device.

Q: Where can I get assistance with the Life Sync mobile application?

A: Please contact CCC at 1-833-255-0228 for assistance with set up or technical assistance for the Life Sync mobile application.

Q: Can I call my State Farm Agent to get assistance with setting up the Life Sync mobile application or Alexa Skill?

A: No. For questions or assistance, please contact CCC at 1-833-255-0228.