

THE CONCIERGE

By Mohafiz

- Seamless service
- 24 hour support
- Customised care

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We know why you're here. We know that you worry. We know that there is no other place you would rather be than with the ones you love. Especially at a time like this, when the world is facing upheaval in a way never envisaged, it is natural to worry — but you don't have to. The mere fact that you're here shows us that you are not one to take things lying down. You believe in having a plan that ensures that your loved ones are looked after round the clock.
You've come to the right place.

With a team that has the capability to deal with any life threatening emergency across all 361 cities of Pakistan — a team that has saved over **8,000 lives** across Pakistan — we look after your family's needs in a way that's quintessentially Mohafiz.

This is not an ordinary service. The Concierge is a special operations service offered for a select few. ***It is a one-stop solution to any serious situation that may affect the lives of those you hold dear.***

As you will find in the ensuing pages, our team can cater to any need that you or your family (particularly your parents) want fulfilled. You will be issued a phone number that will be responsive **24/7** through SMS, WhatsApp, or phone call. A trained Life Support Officer will be available to take care of any and all needs — as small as needing an electrician or as big as emergency medical care or evacuations. No matter your need, we have got you covered.

Fahd M Khan
CEO, Mohafiz

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ABOUT

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You deserve the best. The people you love deserve the best. Your parents, your spouse, your children, deserve all the good in the world; after all, we live to make the best of the life we have. The moments that bring joy, moments of true fulfillment, moments of liberation, of loving and carefree living, all need to be preserved, all need to be guarded. Life will try and get in the way of that happiness. It will throw its worries at you. But you shouldn't have to worry. Whether you live in the same city as your loved ones, travel frequently, or live in another country:

for the first time in Pakistan, you can look after your loved ones through a program designed especially for your family.

The Concierge by Mohafiz is a premium subscription to round-the-clock care for your family. As a bespoke solution for those who are away from their families, the Concierge offers timely assistance in all situations. From the most mundane tasks to full-blown life-threatening emergencies, we've got you and your loved ones covered.

With a team of experts at your service, you never have to worry about looking for help — it's one phone call away. But this program isn't for everyone. It's for a select few who know the value of having a dedicated team of professionals available for them **24/7**, who know what it means to have a plan. This is for those discerning few, who know what value a concierge can add to their lives.

THE CONCIERGE *By Mohafiz* SERVICES

Domestic



We're in the business of providing comfort, and so we begin our services at home. Our expert team for your home is dynamic, from the handyman to the attendant to the doctor – all of whom are accessible 24/7. Our clients enjoy the privilege of knowing that their personal concierge is one phone call away. Anytime. Anywhere.

Health



Our Health team – nurses, doctors, EMTs, attendants, physiotherapists, and counselors – ensures holistic care for our clients' mind, body, and soul.

Outdoor



Errands, grocery runs, medicine runs, notary and attestation services and property value checks.

Emergency



Our clients at The Concierge are secure in the knowledge that no matter what the situation, Mohafiz will step in and handle it. Our clients receive one-click priority access to emergency services which include dedicated ambulances, doctors, nurses, paramedics, crisis counselors, and first-aid providers.



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Operations Room Support



Hospital/Lab Escort



Emergency Driver



Plumber



Ambulance



EMT



Errand runner



Electrician



Doctor
(Telephonic + House Calls)



Mental Health Counselor



Emergency Chef



Auto Mechanic



Nursing Support



Medicine Delivery



Notation and Attestation



Handyman



Physiotherapist



Attendant



Psychiatrist



Tow Truck



THE CONCIERGE

PRICING STRUCTURE

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At The Concierge, we make billing and payments simple, and give you full visibility on the investment you make.

When you sign up for The Concierge, you pay

Registration Fee
(one time)

\$75

Monthly Retainer Fee

\$125

Wallet

\$50

Services

As per actual
Hourly rates

Your monthly bill, which you pay by the 5th of every month, is the sum of your retainer fee, and the amount charged for all interventions/actual utilization for the month. No hidden charges. No service fee. No tips.

We do not take kick backs or commissions from third party vendors so as to maintain objectivity and get better deals and service delivery for you and your family. All amounts are to be paid directly to the company "Humanetek" account on a monthly basis and there are no cash transactions with individuals.

For more information on pricing and billing, email us at theconcierge@humanetek.org or call us at 0348-1112090

THE CONCIERGE

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THE TEAM

Management Team



V/Admiral M A Khan
Chairman



Fahd Khan - *CEO*



Brig. (r) Khalid Jadoon
Chief of Integrations



Ali Yar
City Manager, Karachi



Capt. (r) Abu Bakr Amin
City Manager, Lahore



Lt Col. (r) Ahmed Tufail
City Manager, Islamabad



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Faraz Khan
CEO SEED/Ventures



Dr. Rufina Soomro



Mujtaba Jafaray
CEO FS Fuels



Tanvir Ahmed
Rear Admiral (Retd.)



Shahid Iqbal
V.Adm (Retd.)



Mirza Zafar
AM(Retd.)



Faisal Shuja Khan
CEO Ovex Tech



Najeeb Awan

THE CONCIERGE

TESTIMONIALS

By Mohafiz

As Head of Experience for Swvl, we partnered with Mohafiz to provide on-ground support, consultancy service, and emergency response to our fleet across Pakistan. We found Mohafiz to be very professional, competent and knowledgeable about the landscape in Pakistan. A strong core team with a presence in each city helps them build strong processes in order to deal with any kind of emergency. Our partnership with Mohafiz has been very productive, full of synergies at the organizational level, and it is something I would highly recommend to last-mile delivery solutions.

Saeed Nehal
Head of Experience, Swvl

Collaborating with Mohafiz has added tremendous value to Swvl Pakistan. Mohafiz has played a crucial part in helping us deliver our customer promise of safety and security. We don't consider Mohafiz a service provider, but an active partner who embraced our vision as their own to provide the right value.

Shahzeb Memon
General Manager Pakistan, Swvl

Due to the nature of my job, I come late from the office on most days, and occasionally travel to other cities. What gives me peace of mind is that while I am away from my family, Mohafiz acts as a family member, providing 24/7 access to any kind of help for my family.

Everyone should avail the unmatched services offered by Mohafiz, and outsource their problems to the organisation that will care for your family like their own.

Syed Noman Ali Jaffri
Sr. Manager (Technical Dept), Zong



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mohafiz.humanetek



@MOHAFIZ_control



Humanetek/Mohafiz

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