



Frequently Asked Questions

How does the Secur app work?

The Secur app is designed to be easy to use, helpful and affordable. Anytime you feel your safety is threatened, the click of a button can get a Secur Officer on their way to you.

Open the app, confirm your location, request a Secur Officer, and help is on the way. You can call or text the Secur Officer to explain your situation.

You also have the ability to schedule protection for things like travel or special events.

When can I use Secur?

You can use Secur for many situations, including:

- A prowler is on your property
- Your car is broken down or wrecked
- On a date and feel uncomfortable
- Dealing with an unstable ex or a stalker
- Had too much to drink somewhere and feel vulnerable
- Traveling to an unfamiliar city
- Buying or selling something online
- A realtor holding an open house
- Own a small business

How do I get a membership?

You can purchase your membership through our app or online through our site. We offer different membership levels.

[See Membership Plans](#)

How much does Secur cost?

Beyond the cost of membership, getting a Secur Officer live and in person starts at \$35/half-hour* with a two-hour minimum. If you need additional time beyond the initial two hours, you can request that the Officer stay for an additional \$35 per half hour.

There is a \$12 booking fee for Basic plans, which is waived for Plus, Family, and Business plans.

*Pricing may vary depending on location and availability.

Is the Secur Officer a video call or a live person?

With Secur you'll always get a live officer, and you can call or text them through the app while they're on their way. Secur Officers are live and in person and will come to help protect you or escort you safely to your destination.

What services can a Secur Officer provide?

Secur Officers are focused on protecting you. While their primary goal is to help deter and prevent crime, they are equipped with a firearm and able to protect you and themselves if warranted. They are also equipped with handcuffs and can detain individuals when warranted and will request police backup when necessary. The primary goal is always to deescalate the situation, deter crime and get you safely out of harm's way.

Are Secur Officers background checked and trained?

Yes. Secur Officers are only allowed to provide services through Secur under the license of an accredited security company, complete with regular background checks, FBI fingerprint verification, and extensive ongoing training. Additionally, members are able to rate the performance of Agents so that we can continue to improve service through ongoing training.

I own a gun for protection. Do I need Secur?

We believe it's safer, smarter, and more cost effective to use Secur and only use your gun as a very last resort.

Can other people use my membership?

Membership at the Basic and Plus levels is for you only. To add more people to your membership, get a Family Plan. Or give the gift of membership to a loved one.

[See Membership Plans](#)

Can I buy membership for someone else?

Yes, you can buy membership for someone else.

[See Membership Plans](#)

Live safe, live big.

Secur brings you accessible private security – anytime, anywhere

Learn more at gosecur.com

