



## AAA WASHINGTON INVESTS IN TECHNOLOGY SUPPORT AND TRAINING COMPANY CANDOO TECH

Candoo Tech helps older adults use technology to stay safe, connected and independent

**Bellevue, Wash. (November 11, 2021)** – Bellevue based AAA Washington has entered into a strategic partnership with longevity startup Candoo Tech, a technology support and training service designed for older adults. The partnership includes a strategic investment in Candoo Tech and introduces a valued, much needed service to members, whether for themselves or their family members. AAA Washington members will receive a 15% discount on Candoo Tech services.

“Many of us have older family members who depend on friends or family to be tech support for smartphones, tablets or computers to stay connected” said Jim Ryan, AAA Washington Chief Innovation Officer. “The Candoo model is simple, but the execution of that idea is what makes them special. Candoo delivers technical support with a research-based approach focused on terminology and a service experience that is geared to the older consumer. Candoo, through their focus on service, skills and quality, helps improve the lives of older adults and their families.”

Candoo’s remote Tech Concierges are professionally trained by leading geriatric doctors, audiologists and cognitive enrichment specialists to provide support in English, Spanish and Russian. Services include:

- Fixing something that isn’t working on smartphones, tablets, computers and more.
- Installing and setting-up new apps or hardware.
- Teaching how to use new technology in 1-on-1 or group lessons: online shopping, video chat, streaming, online games, car services, social media and much more.
- Providing buying guidance on new devices using expertise on accessibility issues and ease of use for older adults.

“Candoo Tech is thrilled to partner with AAA Washington to help their members get more comfortable with technology,” said Liz Hamburg, Founder and CEO of Candoo Tech. “As more services move online, we have seen that many older adults feel left behind and need help learning how to use online resources from online maps, researching travel online, booking hotels and airlines and doing video chats with relatives. With just a little bit of help and support, older adults feel empowered to use their technology to improve their lives and adult children and caregivers feel relieved.”

[AAA Washington Members receive 15% off an annual Candoo membership](#) which provides two 90-minute online sessions and unlimited quick support, a one-hour online session or a consultation and setup.

### About AAA Washington

*AAA Washington has been serving members and the traveling public since 1904. The organization provides a variety of exclusive benefits, including roadside assistance, discounts, maps and personalized trip planning, to its 1.2 million members. In addition, its full-service travel and insurance agencies provide products and services for members and the public. Additional information is available through the company’s stores in Washington and northern Idaho, at [www.AAA.com](http://www.AAA.com), or by calling 1-800-562-2582.*

### About Candoo Tech

Candoo Tech provides tech support and training specifically designed for older adults to help them stay safe, independent and connected. Candoo’s services are provided remotely, nationwide by U.S. based Tech Concierges who are specially trained to work with older adults. The company was founded by entrepreneur Liz Hamburg in 2019 and has been working with older adults and their families directly as well as with health plans, senior living facilities and other

organizations supporting older adults. Candoo has seen that with the proper training and support, older adults realize that they ‘candoo it’.” Candoo Tech is a proud member of the inaugural class of Techstars Future of Longevity Accelerator in partnership with Pivotal Ventures, an investment and incubation company created by Melinda Gates. For more information go to [www.candootech.com](http://www.candootech.com).

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