



Security Systems

A Division of CSG Security Inc.
Customer Service Center

5201 Explorer Drive, Mississauga, Ontario, Canada, L4W 4H1
Tel: (905) 206-8466 or 1-888-844-2482 Fax: (905) 206-8447
website: www.chubbsecurity.com

July 8, 2004

An important message for Chubb Customers in the areas of Labrador West, Corner Brook & North Avalon

Dear Chubb Customer:

Chubb Security Systems is committed to keeping you informed of any changes to police and emergency response in your region. We would like to take this opportunity to inform you of upcoming police policy revisions in Labrador West, Corner Brook and North Avalon.

Effective August 1, 2004, the Royal Newfoundland Constabulary (RNC) will implement their new police response policy. The RNC cites the reason for the change as the heavy demand placed on police services by false alarm activity.

Alarm By-law Fee Highlights

As a result of the revised police program, Chubb will implement the following dispatch procedures:

- **Panic/Hold-up/Duress Alarms** (Residential, Commercial & Financial) – police will continue to respond to panic, hold-up and duress alarms as a priority.
- **Burglary Alarms** (Residential, Commercial & Financial) – as a result of the revised police policy, Chubb is required to verify the alarm prior to dispatching the police:
 - 1) call the premises, if no answer
 - 2) call the entire key-holder list (**To maintain priority response, an owner/key-holder is required to attend the premises**)
 - 3) dispatch policeNote: if no key-holder attends to verify the alarm (and if the alarm is not otherwise confirmed to be a break-in), **the police will lower the priority of the dispatch, resulting in a delay of at least one (1) hour.**
- If your premises have guard response, we will continue to dispatch guards.

After the implementation of the new policy the Royal Newfoundland Constabulary police will monitor the number of false alarm calls they have responded to for a period of six (6) months. If there is no significant reduction in the number of false alarm dispatches, they may consider further changes to their response practices.

Chubb encourages customers to ensure that their emergency contact list is current. This will enable the Monitoring Centre to provide accurate verification of alarm signals. If you would like to update any of the contact numbers or authorized designates on your contact list, please contact Chubb at 1-866-516-9369 *or* by Fax at 1-866-347-4519. **Your Chubb representative can help in identifying key-holder response options.**

If you require any other information, please do not hesitate to contact our Customer Service Center at 1-888-844-CHUBB (2482).