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**An important message for Chubb Customers in the City of Vancouver**

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 the upcoming policy changes in the City of Vancouver.

The Vancouver Police Department will implement a revision to their Security Alarm System By-law (No. 7111), with effect from January 1, 2005. The Police Department deems the change in practice necessary to address the burden placed on police resources by high volumes of false alarm activity.

**Alarm By-law Fee Highlights**

Permits

As in the past, all alarm systems require a police-issued permit. The Vancouver Police Department has increased permit fees to reflect their cost of response. Annual fees will be as follows:

Residential (dwellings of any size)	\$17.55
Small Commercial (less than 140 sq metres of secured floor space)	\$29.25
Large Commercial (more than 140 sq metres of secured floor space)	\$58.50

Police Dispatch

As a result of the revised police policy, Chubb is required to *make contact* with a permit holder or authorized key holder before directing the police to dispatch a respondent. The Vancouver Police Department will not attend an alarm without permit holder or key holder contact.

Specifically, upon receipt of an alarm signal, Chubb must:

- Call the premises.
- If no answer... call the members of key-holder list, start with the first contact person listed.
- If no answer... police dispatch cannot be initiated.

Exceptions:

- 1) Holdup and panic alarms continue to receive immediate police dispatch
- 2) For signals from alarm systems certified as Underwriter's Laboratories of Canada (ULC) Financial or Commercial Type Systems Levels 1 to 4, Chubb will call the premises and, if no answer, dispatch police and begin contacting members of the key holder list.

Chubb subscribers may choose to employ a private guard service for emergency response. This eliminates the need to contact members of the key-holder list, meaning that Chubb will dispatch a private service if the permit holders cannot be contacted. Please contact your Chubb representative for more information on guard response options.

False Alarm Penalties

By-law 7111 also specifies that the Police Department reserves the right to cancel an alarm permit for "excessive false alarms". Excessive false alarms are defined as 3 (three) in a 12 month period where the police respond but there is no evidence of attempted unauthorized entry or unlawful act. The fees to reinstate a canceled alarm permit will be as follows:

	After 1 <sup>st</sup> Cancellation	After 2 <sup>nd</sup> and Subsequent Cancellations
Residential	\$75	\$150
Small Commercial	\$125	\$250
Large Commercial	\$250	\$500

Chubb strongly encourages subscribers to ensure that their key holder contact lists are current. An accurate and up-to-date list is the best way to ensure an effective alarm monitoring solution. If you would like to update any of the contact numbers or authorized designates on your contact list, please contact Chubb at 604-633-2807 **or** by Fax at 604-681-5140. Additionally, our Sales Department can be reached at 604-681-7364.