



**A Division of CSG Security Inc.
Customer Service Center**

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Dear Chubb Customer:

An important message for Chubb Customers in the Cobourg region

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 changes in the Cobourg region.

The Cobourg Police Service have implemented a by-law (no. 2400-1) to assist in reducing the number of calls for service to false alarms. The by-law requires all alarm systems to be registered with the police.

Alarm By-law Fee Highlights

Effective January 1, 2005, the annual registration fee are as follows (registration expires every year on December 31st):

Residential Premises	\$24 plus GST
Commercial Premises	\$60 plus GST
Institutional Premises (non-profit, hospitals, schools & libraries)	\$48 plus GST

The false alarm program permits every registered alarmed premises a police response deemed to be a false alarm on two occasions within a 365 day period.

After the 3rd false alarm in a 365 day period, the premises will be suspended for 30 days. In lieu of the suspension a fee of **\$100.00** plus GST can be paid to the Cobourg Police.

After the 4th false alarm in a 365 day period, the premises will be suspended for 365 days. In lieu of the suspension a fee of **\$200.00** plus GST can be paid to the Cobourg Police.

The enclosed invoice relates to your registration payment.

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.