



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

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Dear Chubb Customer:

An important message for Chubb Customers served by the Langley RCMP

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 changes in Langley.

Effective April 18, 2005, the Langley RCMP will implement their new police response policy. The reason cited for the change is the demand placed on police services by false alarm activity.

Alarm By-law Fee Highlights

As a result of the revised police policy, **effective April 18, 2005**, Chubb will implement the following dispatch procedures:

- **Panic/Hold-up/Duress Alarms** and **Multiple trip Alarms** (Residential, Commercial & Financial) – police will continue to respond to panic, hold-up, duress and multiple trip alarms.
- **Single burglary alarm** (Residential, Commercial & Financial) – police will not attend on a **single trip** or a generic burglary signal, without prior **verification** of that alarm. As a result of the revised police policy, Chubb procedure will be as follows:
 - 1) call the premises
if no answer, then
 - 2) call the entire key-holder list (**an owner/key-holder is required to attend the premises**)
if no key-holder is available and if the alarm is not confirmed as a break-in, then
 - 3) Chubb cannot dispatch police but will continue to notify key-holder
- If your premises use private guard response, we will continue to dispatch guards for all alarm events.

Police consider **verification** to be the generation of **subsequent signals** (2 independent zones) from the alarm system. Chubb operators require the receipt of multiple alarms before or while they are in the process of notifying the Key Holders. In addition to multiple alarm signals, verification may also take the form of **audio or video contact, or a confirmation report from someone attending the scene.**

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 _____ **or** by Fax at _____. **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.