



A Division of CSG Security Inc.

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March 15, 2002

An important message for Chubb Customers in Metropolitan Toronto

The recent approval of Toronto City Council By-Law No. 139 has resulted in a price increase to all security subscribers serviced by the Toronto Police Service.

Effective March 1, 2002 at 12:01 am, the Toronto Police Service will increase the cost for each event involving police response to a false dispatch by \$10.00. As a result of this increase, all false alarm charges invoiced by Chubb will increase by the same \$10.00. A copy of the Police Service's announcement is included on the reverse.

For those customers who have chosen Chubb's "flat fee" coverage, the cost will increase from \$60.00 per annum to \$68.16 per annum, or from \$5.00 per month to \$5.68 per month effective on your next invoice or pre-authorized payment (PAP). The flat fee includes up to two (2) police dispatches at no charge for one (1) calendar year. Any subsequent alarms will be invoiced at \$99.95.

If you have not yet taken advantage of the flat fee option and would like further information on the program, please contact Chubb's Customer Service Centre at 905-206-8466.

To help you avoid any unnecessary police dispatch charges, Chubb encourages customers to ensure that their emergency contact list is current. This will enable the Monitoring Centre to ensure accurate verification of alarm signals and a timely response. An insert regarding Tips to Reduce Police Dispatches is enclosed.

If a police unit is dispatched and the event is deemed to be a false alarm, the Toronto Police Service will issue a charge. Cancellation must occur prior to the dispatch of a police unit in order for the charge to be avoided.

Sincerely,

A handwritten signature in black ink, appearing to read 'R. Moscarello', written over a light blue horizontal line.

Raphael Moscarello
Director of Marketing
Chubb Security Systems

Note: GST is additional to all above amounts.



**Toronto Police Service
40 College Street, Toronto, Ontario, M5G 2J3**

FALSE ALARM USER FEE INCREASE

Please be advised that in the meetings of July 24,25,26 of 2001, The Toronto City Council approved By-Law No. 139 (Amendment to By-Law No. 110) approving a fee increase for attendance at false alarms from \$73.50 to \$83.50.

The new rate for response to false alarms will be effective March 1, 2002. All alarms that are accepted by a police unit and deemed to be false on and after March 1, 2002 12:01 AM will be subject to the new rate of \$83.50 an increase of \$10.00 per event.

All other aspects of the Toronto Police Service Cost Recovery Initiative and Suspension programs will remain unaffected.

Questions may be directed to the Alarms Coordinator of the Toronto Police Service:

Detective Constable Len Conium #4178
(416) 808-8865
FAX (416) 808-8862