



A Division of CSG Security Inc.

Customer Service Center

5201 Explorer Drive, Mississauga, Ontario, Canada, L4W 4H1
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Dear Chubb Customer:

An important message for Chubb Customers in the City of Chilliwack

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 the City of Chilliwack.

The City of Chilliwack implemented a Bylaw 2002, no. 2875 to assist in reducing the number of calls for police response to events that turn out to be false alarms. Since false alarms are continuing to place a significant demand on police resources, the Chilliwack Police Service will implement a new verified response program effective January 1st, 2004.

Residential Premises – police will not attend on a **single alarm** or a generic burglary signal (i.e. burglary signal with no definition of the alarm point), without prior **verification** of that alarm between the hours of 7:00 am and 7:00 pm, seven (7) days a week.

Police will attend if **multiple zones/sensors trip** *or* if a **panic signal** is generated from the alarm system. Verification may also take the form of **confirmation report from someone attending the scene**.

The fees for police response to **each false alarm effective January 1, 2004**, are as follows:

	Burglary/Panic
Residential Premises	\$100.00

Chubb recognizes that the new response policy could place monitoring subscribers in potentially dangerous environments as they attempt to verify alarms. As such, we strongly encourage our customers to consider the use of a professional guard response service. Private guard services deliver an affordable, safe alternative to the possible risk involved in investigating an alarm situation by yourself or a key-holder.

For more information on the guard response options, or the latest in false alarm reducing security innovations, please contact Chubb. Should you wish to contract guard response directly, you can contact Securitas at 1-888-937-2262.

Chubb encourages customers to ensure that their emergency contact list is current, consider adding additional authorized family, neighbours, or friends to your list. This will enable the Monitoring Centre to provide accurate verification of alarm signals. Please contact Chubb, if you would like to update any of the contact numbers or authorized designates on your contact list.

Customer Service Centre	1-888-844-2482
Guard Response	1-888-828-9881, press option 7, Ext. 7108
Updating Emergency Contact List	1-877-856-3852, Ext. 5807