



A Division of CSG Security Inc.

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**An important message for Chubb Customers in the Province of Nova Scotia**

Chubb Security Systems is committed to keeping you informed of any changes in police and emergency response practices. The RCMP have implemented a province-wide policy to clarify their response procedure to monitored alarm events. Chubb does not condone this policy, but we are obliged to inform you of the revised RCMP procedure.

At present, Halifax Region and the Town of Middleton have “alarm bylaws” in effect. In these jurisdictions, the RCMP will immediately respond to alarms at any location with a valid alarm system permit. If the location does not have a valid alarm system permit, the RCMP will not respond unless the owner of the property (or authorized designate) has conducted a preliminary assessment of the premises and confirmed the need for police attendance.

Areas of Nova Scotia other than Halifax Region and the Town of Middleton do not currently have an “alarm bylaw” in effect. Without a local “alarm bylaw”, the RCMP will not respond unless the owner of the property (or authorized designate) has conducted a preliminary assessment of the premises and confirmed the need for police attendance.

Please note that in municipalities and towns where there is presently no “alarm bylaw” in effect, RCMP unit commanders will make every effort to bring the issue to the attention of the local government officials.

Again, Chubb is not in favour of the “no response” position adopted by the RCMP. We are working in conjunction with the Canadian Alarm and Security Association (CANASA) in an effort to build an improved solution that would reduce false dispatches while delivering an appropriate level of protection to the community. Alarm monitoring subscribers can help as well. You may express your thoughts on the revised RCMP response policy by contacting your local municipal authorities to encourage them to establish bylaws to reinstate comprehensive alarm response.

Finally, we would like to remind you of the importance of keeping your contact information up to date. To improve the likelihood of reaching you or a designate in an alarm situation, you may consider adding additional authorized family, neighbours, or friends to your contact list. If you would like to revise any of the contact numbers or authorized designates, please contact Chubb at (902) 450-1893, extension 2209.

Sincerely,

A handwritten signature in black ink, appearing to read 'Sandy Hislop', is written over a vertical line.

Sandy Hislop,  
Director Division Operations, Atlantic Provinces