



A Division of CSG Security Inc.

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An Important Message for Chubb Customers in the City of Winnipeg

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 Winnipeg.

Since false alarms are continuing to place a significant demand on police resources, the Winnipeg Police Service will implement their **revised police response procedures effective May 3, 2004**.

Financial and Commercial Hold-up or Duress Alarms – police will continue to respond to hold-up, duress and panic alarms.

Residential Duress or Panic Alarms – police will respond after the Monitoring Centre has attempted to call the premises to verify the alarm.

All Burglary Alarms – police will not attend on a **single trip** or a generic burglary signal generated, without prior **verification** of that alarm.

Police consider **verification** to be the generation of **subsequent signals** (2 independent zones) from the alarm system. Furthermore, Chubb Operators will require the Multiple Alarms to be received while they are in the process of notifying the Key Holders. Verification may also take the form of **audio or video contact, or a confirmation report from someone attending the scene**.

Effective **January 1, 2004**, the City of Winnipeg fees for police response to **false alarm** in a 365 day period are as follows:

Residential & Commercial Premises	Burglary/Hold-up
1 st false alarm	no charge
2 nd false alarm	\$127.50
3 rd & subsequent false alarm	to be decided by the Majesty

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. **Your Chubb representative can help in identifying guard response or key-holder response options.**

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. Please contact Chubb, if you would like to review any of the contact numbers or authorized designates on your contact list. NOTE: Any additions or deletions must be submitted to our Winnipeg office in writing via fax or e-mail.

Important Chubb contact details:

False alarm cancellation (do not wait for the Monitoring Centre to call you) <ul style="list-style-type: none"> ▪ Have your pass and system numbers ready 	204-235-1871
Chubb administration – Monday to Friday 8:30 am to 4:30 pm <ul style="list-style-type: none"> ▪ Service requests, passcards, call list information, general inquiries 	204-235-1859
After hours emergency service <ul style="list-style-type: none"> ▪ Have your pass and system numbers ready 	204-235-1871