



## IMPORTANT NOTICE REGARDING YOUR ARMED RESPONSE TEAM ACCOUNT

November 20, 2018

Dear Customer,

Through its many years of service, Armed Response Team has had the opportunity to experience many rewarding relationships with each and every one of its customers. We highly value your trust and appreciate your loyalty.

It is our pleasure to announce that we are continuing our commitment to you by joining the professionals at Select Security. We made this decision because we believe that through our combined efforts, we can continue to provide you with outstanding customer service along with the many advantages that come from an industry leader like Select Security.

Select Security is considered by many to be a leader when it comes to customer service and has been recognized over the years for outstanding sales and marketing initiatives, technical training and dedication to community service, most recently earning the coveted *'Installer of the Year'* award from an industry trade magazine. With offices across multiple states, Select Security has an impressive reputation for finding new ways to serve our customers and one of the highest levels of customer satisfaction in the industry.

You will be pleased to know that our office in Albuquerque will stay open, and the team you have come to rely on will continue to serve you. Our in-person armed response service will continue to operate as normal, using the same highly trained veteran police officers you are used to seeing.

Because your safety and security is our #1 concern, we are in the process of converting your alarm monitoring services from the current monitoring center into Select Security's network of three Central Stations. All of our monitoring facilities are Underwriters Laboratories (UL) listed, Factory Mutual (FM) approved, and have gained the industry's highest honor; a 5-Diamond certification from the Central Station Alarm Association (CSAA). The transfer of your monitoring services is designed to be seamless, and you will not lose coverage during this time. Once the transfer is complete, we will provide you with a new telephone number to use when calling the monitoring center. For now, please continue to use the number provided by Armed Response Team.

If you have any questions regarding our transition, please don't hesitate to contact our Customer Care Department. They can be reached through [SelectSecurity.com](http://SelectSecurity.com), by email at [customer care@selectsecurity.com](mailto:customer care@selectsecurity.com), or by calling us at (877) 877-0345, selecting option 3. Welcome to the Select Security family of satisfied customers!

Sincerely,

Steve Firestone  
President, Select Security

David Meurer  
Armed Response Team