

November 20, 2018



IMPORTANT NOTICE REGARDING YOUR GARDEN STATE FIRE & SECURITY ACCOUNT

Dear Customer,

For many years, the team at Garden State Fire & Security has been proud to serve you and many others in the community by providing reliable solutions and a focus on customer needs.

We are pleased to announce that we are joining with the professionals at Select Security, a leader in the security and life safety systems industry. We made this decision because we believe that through our combined efforts, we can continue to provide you with outstanding customer service along with many new advantages that come from an industry leader like Select Security.

With offices across Pennsylvania, Ohio, West Virginia, Virginia, North Carolina, South Carolina, Kentucky and Tennessee, Select Security has a team in place that has been recognized for their ability to find new ways to serve customers, and one of the highest levels of customer satisfaction in the industry. In addition to being named 'Installer of the Year' by a national trade magazine, Select Security's team has been recognized for its community service and has been named to the INC 5000 list of the fastest growing U.S. companies.

You can expect to see some changes in the near future, as we rebrand our office, team, and vehicles, and will soon be sending you a packet with new window/door stickers and a yard sign that lets criminals know you are protected by Select Security. Your local support team will continue to serve you from the Matawan office, with Michael Ash Sr. becoming our new Area Sales Manager.

What won't change is the fact that your safety and security is our #1 concern, which is why we are in the process of converting your alarm monitoring services from the current location into Select Security's network of four Secure Operation Centers. All 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. However, your alarm system's control panel may make a beeping noise as the new programming takes effect, and possibly a communication error may appear on your screen. **This is normal, and simply means that your alarm panel needs to be reset by disarming your system twice in the normal way.** If you have trouble resetting your system, please feel free to call us at (877) 877-0345, selecting option 3.

The transition of your alarm signals will be completed by 5pm on March 5th, 2018. To ensure a smooth transition for you, we've dedicated a portion of our Customer Care Department to your needs. Once the transition is complete on March 5th, 2018, you can begin calling Select Security at (877) 877-0345 to cancel a false alarm, but until then please continue to use the number previously provided to you by Garden State Fire & Security.

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, by email at customer@selectsecurity.com, or by calling us at (877) 877-0345, selecting option 3.

Sincerely,

Handwritten signature of Steve Firestone.

Steve Firestone
President, Select Security

Handwritten signature of Michael Ash Sr.

Michael Ash Sr.
President, Garden State Fire & Security