

# SAFE SECURITY TIPS AND ALERTS EMAIL NEWS MESSAGE

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## SAFE SECURITY® Safety and Security Tips and Alerts

March 2012

### *About my alarm system....the good news.*

#### **Central Station Saves - Monitoring Success Stories**

Typically, no news from the monitoring station is good news. That means no one has had an emergency involving a break-in, fire or a noxious gas alert. But we know that life happens and that is why we have *monitored* alarm systems. Our dedicated operators are standing by to help you when they are alerted by a signal from your system, treating your emergency as if it were their own home or business.

Last year, our central station, SAFE Monitoring Technologies (SMT), dispatched several local fire departments to confirmed residential fires. In a particular case in Texas, the homeowner was disoriented when our operator called, her life saved when the fire department arrived. Quick thinking by the operator and dispatch was the key!



SMT dispatched local police to dozens of burglaries and break-ins in homes and businesses. In most cases, fast response minimized loss. Sometimes, police arrive while the suspect is still on the premise! One home invasion was in progress while the owner was on site. Our operator was able to keep the customer calm while relaying all the information the customer was giving him the police dispatch.

There were also medical emergencies addressed as well as a couple of elevator alarms.

One notable carbon monoxide emergency came from Truckee California:

Anne E. came home to a cold house after an absence of a few days, even though she had left her gas heater on a low temperature setting. She turned it off and then on again to restart it. Soon she received a call from our monitoring station indicating that carbon monoxide (CO) had been detected by a sensor in her home. Anne told the operator that she could smell no gas and that everything seemed fine. A few minutes later the operator called again and dispatched the Truckee Fire District. In their inspection they found a compromised gas line that leaked lethal doses of CO into the house. One TFD representative told Anne that *if she had gone to sleep that night, she would not have awakened*. Anne also lauds SAFE's California Security Alarm representatives in Truckee for their personal attention to ensure her system works properly. She says, "They are the best!"

### **SAVINGS REMINDER**

**Printable Certificate of Monitored Security at**  
[www.safesecurity.com](http://www.safesecurity.com)

A common message in our money savings tips is that most insurance companies offer homeowners premium discounts on their homeowner insurance premiums. Some companies discount up to 20%!

Now our subscribers may print their own monitoring certificate on the SAFE website. It's so quick and easy!

[Click here](#) or follow the link in the lower left of our homepage to a secure login area. If you haven't logged in before, register (just takes a moment) and follow the "certificate" prompts. You'll be able to download a printable version of the Certificate Of Monitoring with the information insurance companies require.

Contact your insurance company today to see if you are eligible for a homeowner's premium discount.



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### **NEXT MONTH - April**

**Jazz Appreciation Month.** An annual public spotlight on jazz, Jazz Appreciation Month (or JAM) is devoting to drawing public attention to the glories of jazz as both a historical and a living treasure, encouraging musicians, concert halls, schools, colleges, museums, libraries, and public broadcasters to offer special programs on jazz.

**April 2 is World Autism Awareness Day**

**April 8 is Easter.**



**SAFE  
Quick Links**

Click on the links below for quick access to SAFE resources.

**SAFE Customer Service**  
[customercare@safesecurity.com](mailto:customercare@safesecurity.com)

**Telephone: (800) 669-7779**

Send SAFE Monitoring Service Payment to:

**SAFE Security**  
**PO Box 660826**  
**Dallas, TX 75266-0826**

[Make an online payment](#) or [sign up for SAFE Pay auto withdrawal](#)  
[Alarm System Manuals](#)

[System Test Instructions](#)  
[Request Alarm System Service](#)

[Request a FREE SAFE Yard Sign](#)  
(Please include your mailing address)

Dear Customer,

We hope you have enjoyed hearing about our MST Good News. It just underscores the importance of having a monitored alarm system.

Thanks to our SMT operators for their diligence and dedication. They are heroes!

Don't forget our taxes are due April 17<sup>th</sup> this year!

My best regards,  
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