

Beware of "Summer Program" Re-Runs

It's that time of year again! We have received reports from some SAFE Security monitoring subscribers who have been given false or misleading information regarding their SAFE monitoring accounts by sales representatives of other security alarm companies.

At one time or other, we have all been subject to high pressure sales tactics of participants in a "Summer Program," groups of people canvassing entire neighborhoods, selling items from household cleaners to magazine subscriptions. The security alarm industry is not immune to their sometimes deceptive sales pitches. In some cases they have managed to convince SAFE customers, still under contract, that SAFE does not exist or that it is okay to sign another contract with a different alarm company. They

They purposely confuse our customers who then have a monitoring or billing mess to resolve.

purposely confuse our customers who then have a monitoring or billing mess to resolve.

Our message to our customers: Please be aware that contacts initiated by salespeople from other alarm companies or summer program participants who see your SAFE yard sign or window stickers as a sales opportunity are not authorized by SAFE. Their information is more than likely inaccurate.

SAFE is here to provide you superior service and satisfaction. If you have any questions about the status of your account or your monitoring service, or if you are experiencing problems with your system, call SAFE Security customer service first at (800) 669-7779. We have your contact information and system data on file, and are ready to provide the superb customer

service our subscribers have come to expect from SAFE.

SAFE Monitored Systems Save Lives

SAFE Monitoring Technologies reports cases of saved lives and property.

Quite often, we use the phrase "Peace of Mind" and quote security and safety statistics to support the wise decision to use monitored security as part of a home or business protection plan. The value of a SAFE security alarm system is undeniable, but nothing reaffirms that value more than actual stories of lives and property saved through SAFE monitored security systems.

Here is a remarkable report from SAFE's own central monitoring station about a customer whose life was saved by using a SAFE security and safety alarm system. There are more "Central Station Saves" detailed on our website at www.safesecurity.com.



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!"

**SAFE
SECURITY**

Tel: (800) 669-7779

Fax: (925) 891-3650

www.safesecurity.com

In this issue:

Summer Program Warning

SAFE Monitoring Saves Lives

Spring Safety Tips

New Online Savings

Friends and Family Referral Special: Refer a new customer to SAFE and we'll send you \$50 cash!
A Rutgers University study shows that a higher density of alarm systems in neighborhoods actually decreases the burglary rate. So, tell your neighbors about SAFE – it will make your alarm system more effective. The extra cash helps, too!

Spring Safety Tips

Spring is a great time to perform some maintenance on your alarm system to ensure optimal operation. Here are a few tips on keeping smoke detectors in top form.

1. Every six months the dust inside smoke detectors should be vacuumed to keep them functioning properly. Call the monitoring station to switch your system to test mode. Vacuum through the screened area of the cover and when finished, call the monitoring station to take your system off TEST mode.
2. Are you remodeling, fumigating, or spray painting? Notify the monitoring station and cover the detectors with plastic wrap. Don't forget to uncover the detectors when done.
3. Heat and smoke detectors should never be coated or painted in any way as this would inhibit their ability to sense a heat or smoke condition.

For more alarm system maintenance tips, download a copy of our Alarm System Operations Manual at www.safesecurity.com/support.

Don't Miss SAFE's Tips and Alerts

Did you know that SAFE has an informative email newsletter that is sent to SAFE customers who have given us valid email addresses?

The *SAFE Security Tips and Alerts* email messages are quick reads, but cover a variety of topics including new products and specials at SAFE, system maintenance suggestions, promotions, health news and relevant safety precautions.

The "Quick Links" section directs you in a blink to SAFE's payment center, opens a SAFE customer care email for questions or yard sign requests, or to download our Alarm System Manual or component information.

If you wish to ensure that you receive SAFE's Tips and Alerts emails, include the source email address karen.mcqueen@safesecurity.com in your "approved" list of addresses. Or, go to our website and enter your address in the box at the lower left of our home page.



SAFE Introduces Two New Online Savings Features



FEATURE 1: Subscribers may print their own "SAFE Certificate of Monitoring" at www.safesecurity.com.

Many SAFE customers have yet to take advantage of a possible discount (up to 20%) on their homeowner's insurance premium. Now, you may obtain the Certificate of Monitoring containing the documentation that insurance companies require by downloading it from our website. Look on the lower left of our home page. Follow a few short instructions and you will get a PDF format of the certificate to print yourself or forward to your agent. Contact your insurance company to see if you qualify for a "monitored security discount." If you are eligible, print out the certificate yourself from our website, or email me or SAFE customer service, and we'll send you a copy.

FEATURE 2: Monthly internet specials on the SAFE home page.

INTERNET SPECIAL! SAFE now offers monthly internet specials that can save subscribers money on many services and equipment, including alarm system upgrades or service, battery replacement specials, friends and family referrals and more. Check out our home page each month to view the current special offer or promotion.

My very best regards,
Karen McQueen, SAFE Marketing Manager

karen.mcqueen@safesecurity.com
customercare@safesecurity.com