



Alarms Admin Board

05th November 2019

First Contact Security Ltd
Centre Court, 1301 Stratford Road
Hall Green, Birmingham, B28 9HH

Tel: 02477 752079
Email: enquiries@firstcontactsecurityltd.co.uk

Dear Sirs,

Website: firstcontactsecurityltd.co.uk

Following concerning calls that we have received from our customers regarding correspondence they have received from their local alarm's administration office, we as a company feel that we need to address this with you directly.

We chose to offer our customers an opportunity to opt in for a guarded response for their alarm system should it signal a confirmed intruder alarm. It is our customers choice if they wish to opt for this additional FREE OF CHARGE service that will benefit them.

The service we offered our customers is a guard response from the world's largest security company, which provides a GUARANTEED response should their alarm activate a confirmed intruder signal. The guards will attend the property and shall contact the Police should it prove to be a genuine burglary. The guards will also stay at the property to ensure it is secured before departing, instead of leaving it as the keyholders' responsibility. This also helps the strain on the Police force resources, and also cuts out false alarms. We believe this is not only a help to our customers, but also a great help to under resourced Police Officers.

We know of other companies working in this sector that have implemented this service to great effect for its customers and we as a company are only concerned about the wellbeing of our customers, their property and possessions.

Yours Sincerely

M Reed
Director

Specialists in Monitored Security Systems

Company Registration No. 09729650