



IMPORTANT NOTICE REGARDING YOUR ARMED RESPONSE TEAM ACCOUNT

November 20, 2018

Dear Customer,

For many years, we at Armed Response Team 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 Tennessee, Kentucky, North Carolina, South Carolina, Ohio, West Virginia and Pennsylvania, 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 over the next few months we will be sending you a packet with new window/door stickers and a yard sign that lets criminals know you are protected by Select Security.

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.

To complete the transition of your alarm signals, we will need to perform a quick update to your alarm panel software which will require us to visit your site. A member of our team will be reaching out to you soon to arrange for this visit, which will be provided free of charge. In the meantime, your alarm will continue to operate as normal, and you should continue to call the number provided by Armed Response Team if you need to reach your monitoring center or cancel a false alarm.

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 care@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 Dave Meurer.

Dave Meurer
President, Armed Response Team