



KEY CONTACTS

Natalie Mills

Chief Executive Officer

Herman Moller

Service and Installation Manager

Darryl Frugniet

Business Development Manager

Karen Waite

Accounts Administrator

Donna Willie

Building and Customer Liaison

MONITORING SERVICE

Whether it be the current economic climate or simply the season, we report that we are seeing an increase in burglary activity over the past months.

We remind you all that since you have your security system monitored with an ASIAL Certified Grade 1 Monitoring Station - you should be entitled to premium discounts of up to 25% off both home and contents insurance policies. When you take this into account, your monitoring fees are heavily subsidised and in some cases subsidised to 100% of the annual value of monitoring by your insurance company.

That being said, it is important to remember that if for whatever reason, your circumstances change and you absolutely must cancel the monitoring service, don't forget a couple of things:

- You will need to notify your insurance company and they will consequently adjust your premiums to reflect this change (that means you will be charged more and avoid possible decline of claim if they haven't been advised); and
- You will need to make sure that you provide the appropriate notice to us - since we pay all monitoring fees 3 months in advance on your behalf - you will therefore need to provide us with 3 months notice or make payment of 3 months in lieu of notice not provided.

Special points of interest:

- **Monitoring Service**
- **Going away —have you updated your contact details**
- **Get Free Security Alarm Monitoring with our referral Program**



For Enquiries please contact us on 9241 9000

Don't forget to update your contact details if you will be away. Please complete the details below and send, fax or email to us: Fax: 9248 1122, e-mail: info@casasecurity.com.au

Your Name _____

1st Keyholder _____

Customer Account # _____

Contact details _____

Address _____

2nd Keyholder _____

Contact details _____

Phone _____

3rd Keyholder _____

Contact details _____

Away from _____ Return _____

4th Keyholder _____

Contact details _____

Your Alarm Communicating

A reminder that your alarm communicates and sends signals to the monitoring station using your normal telephone line, and therefore it is very important to ensure that your line remains active to allow for such communication. If you install ADSL or make any internet changes, you will probably need a filter - alternatively contact us for instructions on conducting a test to verify the system is communicating properly.

Can you remember your voice code?

It may have been some time since you had to use it but..... it is necessary that you know your voice code when calling up the Monitoring Station—if you need to renew this, please contact our office on 9241 9000 or e-mail to info@casasecurity.com.au and we will be happy to discuss.

Have you changed your contact details?

Please remember to notify us of any change in contact details such as mobile or work numbers so that we can easily contact you in the event of an activation on your security system.

For any changes please send, fax or email the new details to us: Fax: 9248 1122, e-mail: info@casasecurity.com.au

FROM OUR ACCOUNTS DEPARTMENT

We remind Customers that monitoring invoices are due and payable by the first day of the monitoring period relating (generally on the first of each quarter).

If you choose to cease monitoring your alarm we require three months notification in writing to our office. If you do not give the three months notification then you will need to pay for the entire quarterly period as a cancellation fee (that we inturn are required to pay to the monitoring centre).

We offer many payment options which include:

Direct Debit, (Automatic) Credit Card Deduction, Direct Credit (BSB 306 051, Account 0174898—don't forget your Customer and Invoice Number) Cheque, Money Order or Cash

Please send any inquiries you may have to accounts@casasecurity.com.au

CASA SECURITY PTY LTD

Customer Referral

We would like to refer the following people

1. _____

Contact details _____

2. _____

Contact details _____

3. _____

Contact details _____

4. _____

Contact details _____



Unit 1/13 Enterprise Crescent
Malaga, WA 6062
Phone: 08 9241 9000
Fax: 08 9248 1122
E-mail: Info@casasecurity.com.au

Casa Rewards

Refer a friend

For Monitoring only and receive 3 months free monitoring credited to your account.



For a new Alarm System with monitoring and receive 12 months free monitoring credited to your account.

Your Name _____

Customer Account # _____

Address _____

Phone _____