



First Choice for Security!



January 2012

Seasons Greetings



The team at Casa would like to take this opportunity to wish you all a very merry Christmas and a safe and prosperous New Year.

We look forward to continuing our commitment in keeping you and yours safe and secure in 2012!

Security Tips for Christmas –Using Your System s potential

Here are a few reminders on how best use your Alarm to is fullest potential over the upcoming Christmas and Holiday period.

Up to date Contact and response information

Unfortunately, for the majority, security seems to be the last thing thought about - particularly when it comes to keeping us informed about changes to personal circumstances. This includes changes to contact numbers and most importantly changes to response and contact lists - that is, who we call when an alarm or emergency situation occurs at your home or business.



We remind you all again leading into this holiday period of the importance of maintaining correct and up-to-date response details. **We will not know if we are never told.** Please remember, that we ask for this in writing from an authorised account holder, because we value the importance of your security and safety and not because we like to make things hard. It is important for us to know that we are given and we record correct information, and that the right people have asked us to do so.

Regularly change access codes and assign individual codes



Another area often not given enough attention is that of changing security access codes regularly and restricting access to those who require it. Using the same access code over long periods of time is certainly not as safe as regularly changing the code.

In almost all cases, your security system can have multiple codes programmed for access. Each code is assigned a user identification number and we can often identify which of the users accessed the system at a particular time.

Special points of interest:

- Updating contact details
- Testing and maintenance
- Access to our Web site
- Christmas Closure

For Enquiries please contact us on 9241 9000



Consider a CCTV system

There are many things to consider when thinking about installing or updating your CCTV system. The most important aspects should always be reliability and quality. Speak to expert consultants who know their products and can design a system to suit your individual needs and who can consider the surrounding circumstances when designing.



Updating your monitoring contact details

Updates can be sent via e-mail to info@casasecurity.com.au or by mail to our postal or physical address. The information can also be faxed to 9248 1122. Please ensure that you include your account name and address and all the relevant details we need to act fast and efficiently if your alarm is activated and we need to contact you.

Temporary Updates should include the date that the information takes effect and the date it finishes and reverts back to the normal callout list.

If you need assistance with any update or wish to find out who is on your current list, please contact our office on 9241 9000.

Access to Information on our Web Site

A lot of useful information can be found on our web site at www.casasecurity.com.au and includes:

- User Manuals for most of our systems
- Information booklets which provide guidance on understanding the monitoring processes and recommendations on when and how often to test your alarm.
- Past news letters and general information relating to products and services

Testing and maintenance of your Security System

Leading up to the holiday period where many people decide to take some time away from home and the office, we offer a reminder to arrange for a routine maintenance visit and service, at the very least, if you have not had one in this past 12 months. This is one way of adding peace of mind that your home and offices are secured properly in your absence.

Christmas Closure

Our offices will be closed from noon December 22 and will re-open as normal on January 3. We will of course, as usual, have an on-call Technician for emergency callout assistance only.

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).

Please be aware that if the accounts are not paid by the due date, additional administrative fees will be attached to the account. To avoid this, please pay your account by the due date.

If you are experiencing difficulties in making the full payment, we are always willing to discuss a payment plan with you so please contact our office to discuss your circumstances.

If you choose to cease the monitoring on 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 in turn are required to pay to the monitoring centre).

We offer many payment options including:

- Direct Debit,
- (Automatic) Credit Card Deduction,
- Direct Credit

BSB 306 051

Account 0174898

(You must advise your "Cust No" and Invoice Number when transferring money)

- Cheque, Money Order or Cash

Please send any inquiries you may have to

accounts@casasecurity.com.au

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Customer Referral

We would like to refer the following people

1. _____

Contact details _____

2. _____

Contact details _____

3. _____

Contact details _____

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Unit 1/13 Enterprise Crescent, MALAGA WA 6062
Phone 08 9241 9000 Fax 08 9248 1122

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.

Please note: in order to obtain your referral reward, this form must be submitted to Casa before any sale or connection is negotiated.

Your Name _____

Customer Account # _____

Address _____

Phone _____