



## **Maintaining Contact with your Alarm Company**



### **Haven't received a call from your alarm company lately?**

Maybe your contact numbers are not updated! In today's busy world, the simple things like updating your alarm company with current cell phone numbers and other necessary number changes are all too often forgotten.

When an alarm is received from your place of business or residence, your alarm company will need current contact information to verify your emergency and notify you of the alarm dispatch.

1. Ask your alarm company to send you a copy of your current call list. Review your list and make any necessary changes. Most companies will accept changes via email or may even have the capability for you to make changes directly to your account online.
2. Advise your alarm company about who has keys to your home or business. Make sure those people are on your call list. Your local police department may require that a key holder must respond to an activated alarm, so your alarm company must have current and accurate phone numbers.
3. Include all phone numbers (including cell, work, home, etc.) for each contact on your call list, and list them in order of priority.
4. Please remember to review your call list with your alarm company at least once a year, and notify them of any changes to contacts and/or phone numbers when they happen.

Taking the time to keep your alarm company informed of your latest contact information will ensure that there is no confusion about "who to call?" when an alarm occurs. This will also help ensure the quickest processing!