

WELCOME TO



# Important contact details

## In case of alarm: 040 289 41 41

- In case of alarm call the Securitas monitoring center;
- You will be asked to provide the ID code of your identification;
- You will then be asked to provide the pin number of your identification;
- If the combination ID code/pin number is correct, you can take the next steps in the voice response menu;
- The menu also offers the option to speak with one of our employees at the monitoring center

## Also contact the monitoring center in the following cases:

- For cancelling an alarm (for instance, in case of an operational error);
- For temporarily switching your alarm system to testing mode (option 3);
- If activities are being performed on your alarm system;
- For changing the pin number (optioncenter 4);
- For reporting overtime (if roster times are activated);
- For passing on temporary changes (less than one week) that must be activated immediately

## Customer Care: 088 322 11 00, [customercare@securitas.nl](mailto:customercare@securitas.nl)

Contact Customer Care in case of:

- Questions related to an invoice;
- Questions about (extra) services;
- Any other questions

### Questions about your system?

Should you experience operational problems or errors, or have any technical questions, please contact your installer.

## Service Center: 040 285 34 35, [meldkamer@securitas.nl](mailto:meldkamer@securitas.nl)

Contact the Service Center in case of:

- Reporting permanent changes (always via e-mail);
- Reporting temporary changes that last more than one week (always via e-mail).

Should you have any questions about the above mentioned changes, please contact us by phone via 040 285 34 35.

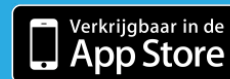
Please note! Changes without the submission of your ID code will not be processed.

### Selfcontrol with Securitas Alarm App

Managing and modifying data from the Securitas alarm system yourself, 24/7. That is possible with Securitas Alarm: a Dutch application where you have your own data available by logging in with your personal ID-code and pincode.

Securitas Alarm is free to download in the Dutch [App Store](#) and [Google Play](#).

To use Securitas Alarm you should change your standard pincode first. Therefor you can contact 040-289 41 41 (option 4).





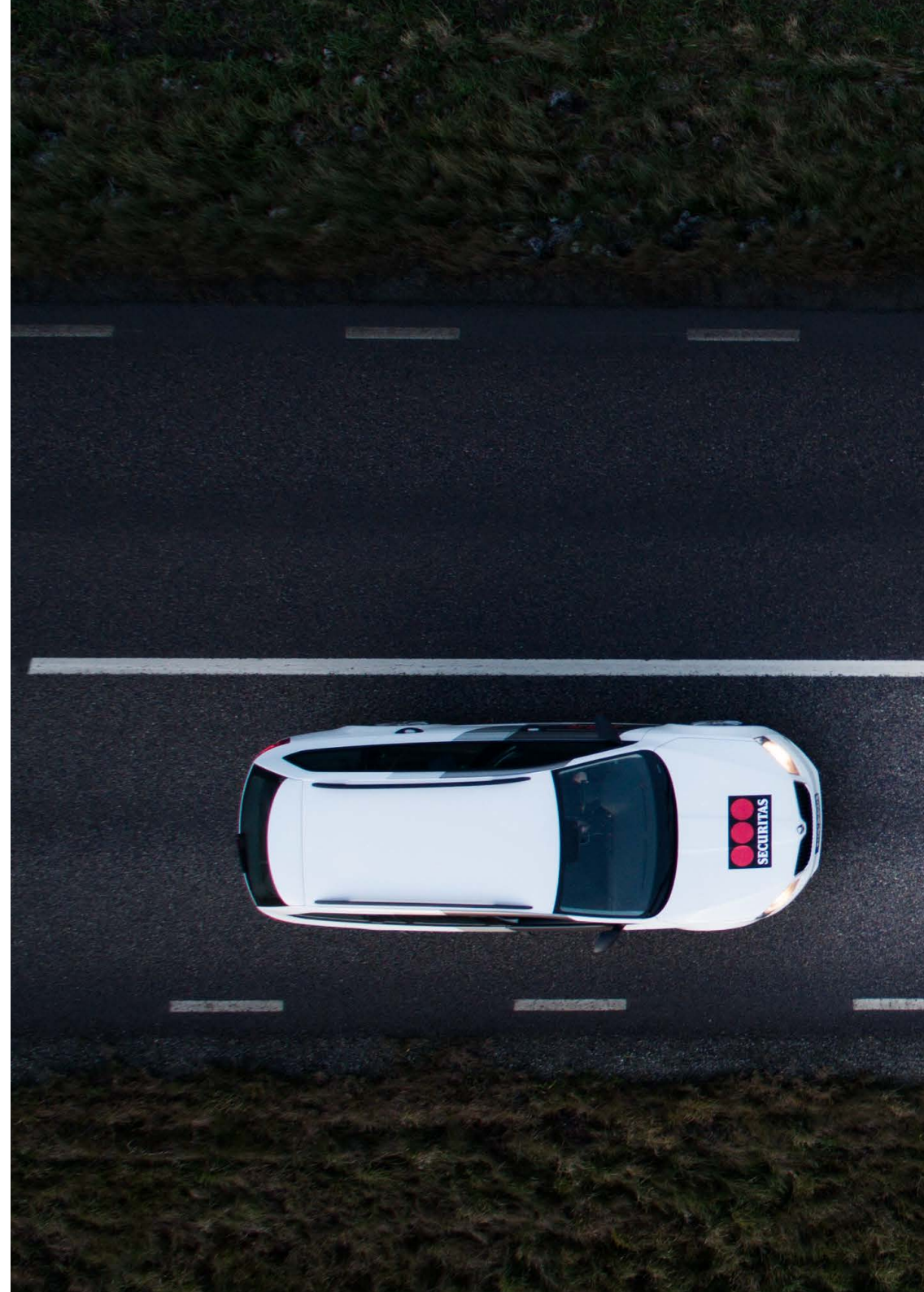
# Welcome to Securitas

**Dear client,**

Securitas wants to congratulate you with your (new) alarm system! Like the alarm system of over 100,000 other companies and individuals, your system is connected to our monitoring center. Securitas has one of the largest monitoring centers in the Netherlands. Moreover, as part of the Swedish Securitas AB we are also represented throughout Europe. Securitas has been recognised by the Dutch Ministry of Justice under PAC number 46, and is also certified by Kiwa N.V. in accordance with the BORG scheme for private monitoring centers.

Securitas offers you a direct link to the monitoring center, which is the most modern in its kind. The monitoring center provides expertly trained and professional employees who will ensure the correct processing of any alarm notifications received. Additionally, Securitas offers a wide range of other security services to improve the safety of yourself/your business and your surroundings and/or simplify your operational processes. For all these services and more, visit our website: [securitas.nl](https://www.securitas.nl).

This brochure explains what you can expect from our monitoring center. Please read it carefully to prevent any unwelcome surprises.



# Important terms

## Protocol

Measures taken in your home and/or business by the monitoring center on your behalf: alerting individuals and/or emergency services.

## Contacts

Individuals that will be contacted by the monitoring center after an alarm notification in accordance with the protocol.

## Emergency services

Police, fire brigade, surveillance, technical services, etc

## Client card

An overview of your information as known to the monitoring center.

## Identification

This card with ID code is supplied to you to ensure you always have the right data at hand should you need to contact the monitoring center.

## ID code and pin number

The ID code / pin number is the series of numbers you use to identify yourself when you contact the monitoring center by phone. When the combination of ID code and pin number is correct, you will be able to cancel an alarm or make temporary changes for up to one week. Always keep your pin number private.

# Activating your identification

## Identification

As soon as your system has been installed and is connected to the monitoring center, Securitas will send you your identification(s) and six digit ID code. You are known to Securitas by your name and this code.

## Activating card/pin number

The identifications are standard supplied with the pin number 0000. To activate your card, you must change this code into a new pin number. To do so, call the Securitas Monitoring Center via 040 289 41 41. You will hear the following message in the voice response menu: "Good morning (afternoon/evening), you are connected to the monitoring center of Securitas." Enter your code and conclude with a #; (the code is the ID code on your identification). Enter your pin number and conclude with a #; (your card is standard supplied with pin number 0000). It is important to remember to enter the #; this activates the access to the voice response menu. Should you forget to enter the # the voice response menu will indicate that the code is incorrect and connect you to a monitoring center employee. You will now come to a menu in which you can choose to change your pin number.

Other options are:

- on/off status
- being connected to an employee



# Clarification client card / stickers

You received a client card by post together with your identification(s) and stickers.

The client card includes the following information:

1. Secured object (the CNA information for your secured home or business)
2. Systems: technical data of your system and installer
3. Contacts  
Contacts are divided in two categories: authorised individuals and notification individuals. Authorised individuals can cancel an alarm but are never contacted in case of an alarm. These persons are registered by Securitas with name and ID code. Notification individuals can be contacted in case of an alarm, and can also cancel alarms. These persons are registered with a serial number, name, phone number and ID code. The serial numbers indicate the notification order in case of an alarm.
4. General instructions (extra services purchased are described here)
5. Procedures: measures taken in your home and/or business by the monitoring center on your behalf: alerting individuals and/or emergency services. The procedure is indicated per alarm type.

## Prevent needless alerts to the emergency services

### False alarm

In hindsight many alarm notifications turn out to be unnecessary (false). Should you notice your alarm going off, knowing that it is a false alarm, immediately contact the Securitas monitoring center, providing your ID code and pin number to cancel the alarm

### Yellow and red cards

Because the police departments encounter many cases of false alarm every year, they have established clear agreements with the security sector. This means, for instance, that the police will only turn out in case of a verified alarm. An alarm is considered to be verified when two components of your alarm system from successive zones in your home/business report an alarm or if an alarm notification is verified by an individual or camera. Additionally, we apply a yellow and red card system. This means that you will receive a yellow card from the monitoring center in case of two false alarm incidents within three months. If another false alarm takes place within three months after the yellow card was handed out (and in which the police was notified) you will receive a red card. This means that the police cannot be notified for a period of three months. NB: A false alarm that is cancelled in time will not be subject to the yellow and red card system.

### Break-in alarm (not standard included)

A break-in alarm has highest priority for both the Securitas monitoring center and the police. However, many private alarm systems in particular cause a high number of false break-in alarms. The police therefore has a national policy for private parties, in which only registered break-in alarms are passed on to the police for follow-up. To directly pass on a break-in alarm to the police, you can contact the police department in your region by downloading the 'passing on private break-in alarm' form via [securitas.nl/formulieren](https://www.securitas.nl/formulieren). After completing the form, send it to [sales@securitas.nl](mailto:sales@securitas.nl). The request will be submitted to the police department in your region which will inform you whether your request is approved or denied. After receiving this information you should pass it on to us

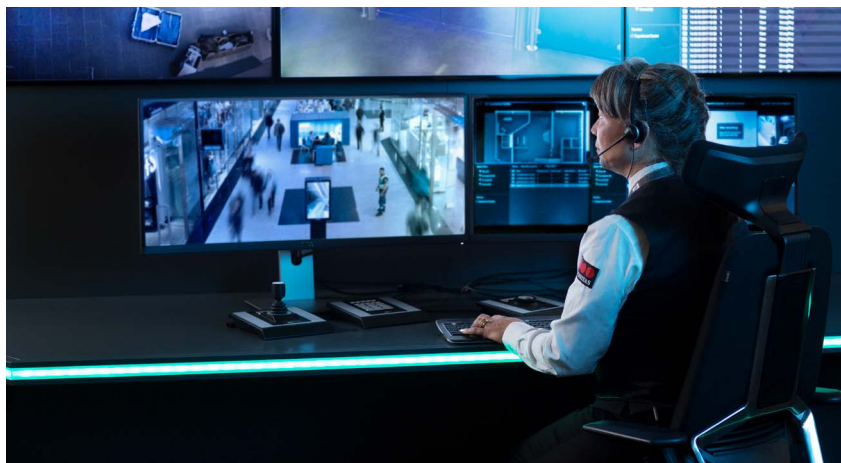
The provided stickers can be used as you wish to indicate that your home and/or business is secured.

## Termination of contract with monitoring center / moving

Should you wish to terminate the agreement with the monitoring center, this should be done in writing taking into account the period of notice as indicated in the General Conditions which you received with your contract. Additionally the system should be disconnected. This can be realised by your installer. As soon as the system is properly disconnected, we can finalise the termination of the agreement. The agreement and the associated costs will remain in full force until the system is entirely disconnected and provides no more notifications. Finally we ask that you indicate your reasons for termination. This will give us insight into your motivation for termination and allow us to further optimise our services.

### Moving

If you are planning to move, you can choose to move your monitoring center contract to your new location, or have the new tenant/resident take over your contract. Please indicate which option is applicable on the contract details mutation form, which is available via [securitas.nl/formulieren](https://securitas.nl/formulieren). We hope to continue to be of service to you at your new location



## Securitas client scheme

Should you have a complaint and/or reclamation about how an alarm was processed, please report it to Securitas within six weeks after the incident date.

A complaint or reclamation should contain the following information:

- name and address information for the contract;
- name contact;
- date + time incident + description;
- basis for the complaint/reclamation;
- description of the desired solution;
- in case of damage: the damage amount and a copy of the original invoice.

Customer Care will send you a confirmation six days after receiving the report. The report will be investigated as soon as possible, and you will receive feedback in writing within four weeks.

Customer Care can be reached on week days from 8.00 to 18.00 via 088 322 11 00 or [customercare@securitas.nl](mailto:customercare@securitas.nl). Complaint procedures are not subject to extra costs. Complaints/reclamations with incomplete information will not be processed.

### Forms

Mutation forms can be downloaded via the Securitas website: [securitas.nl/formulieren](https://securitas.nl/formulieren).



# Options for expanding the monitoring center services

## Video services

Video surveillance is an extremely efficient security method and very suitable as an addition to traditional security. Based on a predetermined protocol, the monitoring center can verify alarm notifications remotely and provide supervision in case of calamities. Other services available include opening and closing supervision, granting access outside of opening hours, and inspections on evenings, nights and in weekends.

## Roster security

We can check whether the alarm system was actually switched on at the time you indicated. For example, if your alarm system should have been switched on at 18.30 but this is not the case, the monitoring center will take action in accordance with the predetermined protocol. We can also check if the alarm system is switched off when it should be. By activating roster security you are assured that your home/business is secured when it needs to be.

## One-off switch-on check

We perform a one-off check between 22.00 and 24.00 to see whether the alarm system is switched on. If not, the monitoring center will take action in accordance with the predetermined protocol.

## Reporting

You will receive a report on the switch on/off times of your alarm system for a specific period. This provides you with an extra control measure and allows you to address the unauthorised use of your alarm system.

**Want to know more about your options?**

Contact us via 088 322 11 00

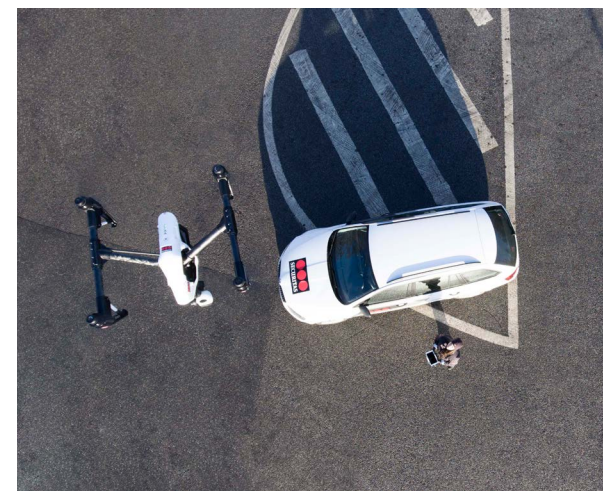
or [customer@securitas.nl](mailto:customer@securitas.nl)

## What else can Securitas do for you?

Securitas supports companies, organisations and individuals in the field of security.

For us, the client is our starting point: which characteristics are unique to your situation?

These characteristics can only be clearly identified in a face-to-face meeting, starting with listening closely to understand your specific circumstances and demands. Together we can determine which risks are acceptable, and which should be covered with affordable smart solutions or measures. Securitas offers services such as alarm verification, mobile surveillance, security employees, remote video solutions, visitor experience (under our Welcome! label) and camera and alarm systems. For a complete overview, visit our website [securitas.nl](https://www.securitas.nl).

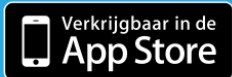


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### A new vision on security

Securitas' mission is to transform this fast and ever changing world into a safer place to work and live in. Securitas stands for a proactive, integrated and hospitable approach with a digital core. This new vision on security results in preventive solutions with maximum synergy between people, knowledge and technology. Securitas is the innovative partner for security solutions. Now and in the future.

