



Securitas

Version september 2025

Welcome to
Securitas



Who do you call, and when?



In case of an alarm: 040 289 41 41

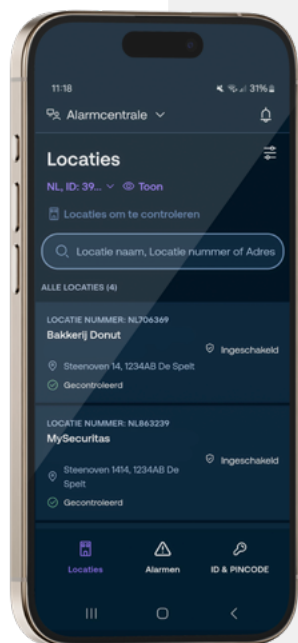
Call the Securitas Alarm Center in case of an alarm, even if it turns out to be a false alarm. You will be asked for the ID code on your ID card.

Then you will be asked for the PIN code of your ID card.

Customer Service: 040 285 34 35

For all operational, contractual, and commercial questions regarding the alarm center services, contact the Customer Service department. Permanent changes to customer information or address changes should be sent by email to meldkamer@securitas.nl.

Note: Changes are only processed when you provide the ID code on your ID card.

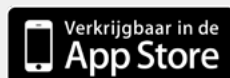


Get a clear overview of your security

With the Alarm Center, you manage the follow-up of your alarm connected to the Securitas Operation Center (SOC). Gain access to real-time and historical information about your alarm status, control over your data, and much more. All in one digital environment, so you can quickly see what happened and at which location.

- ✓ Add one or more temporary schedules.
- ✓ Get insight into the status of the alarm system: armed or disarmed.
- ✓ Receive a notification when the alarm is triggered and verify it if necessary.
- ✓ Cancel an alarm before a mobile security officer is sent for verification.
- ✓ View the alarm system log.
- ✓ Easily manage the status of your location(s).

Download the app from the [Google Play Store](#) or [Apple App Store](#). You can read all about it on our [website](#).



Customer Care:

088 322 11 00, customercare@securitas.nl

Contact Customer Care for:

- Questions about your invoice
- Questions about (additional) services
- Other inquiries

If you have operational problems, malfunctions, or technical questions about your alarm system, please contact your installer.

Welcome to Securitas

Dear Subscriber,

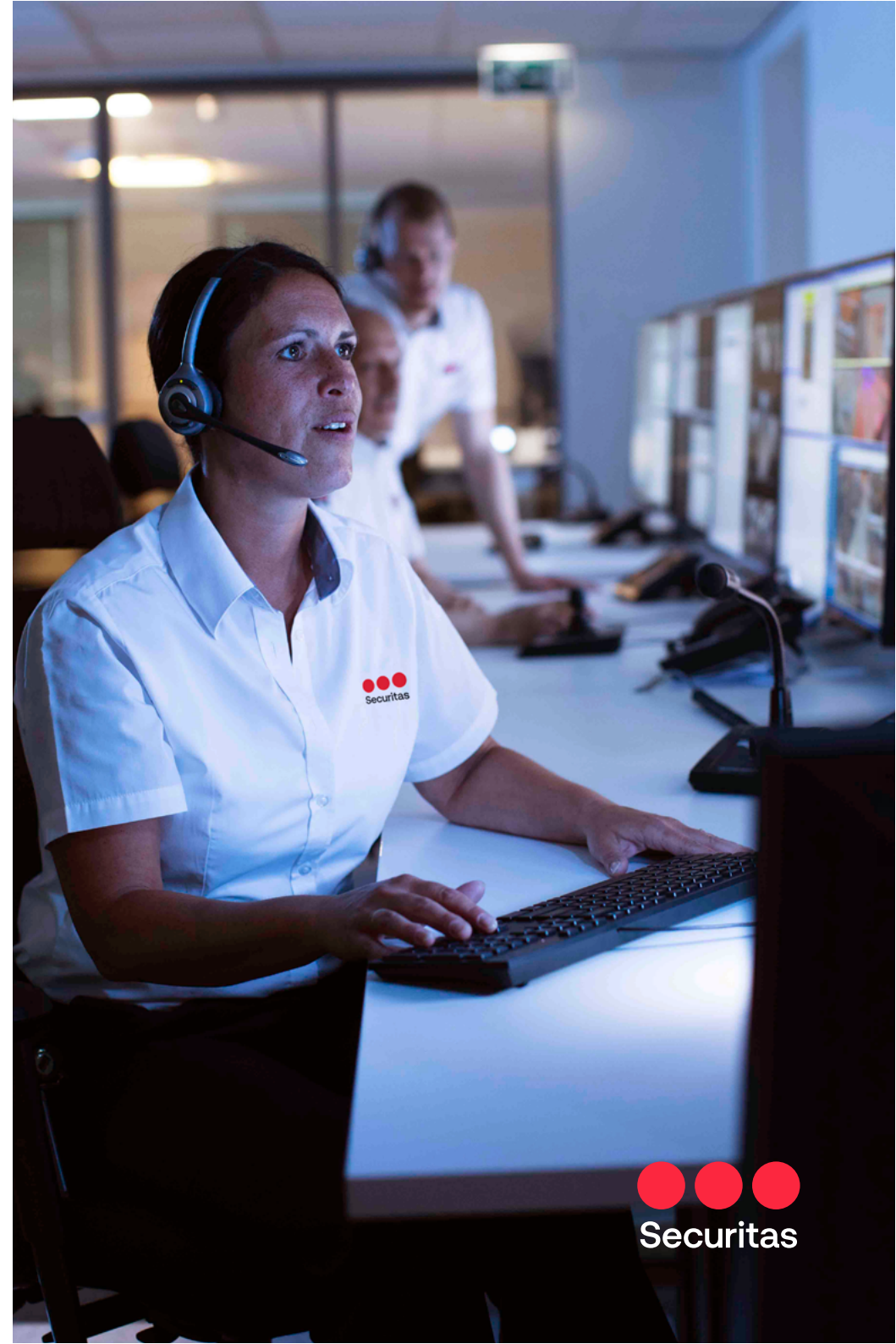
Securitas congratulates you on your (new) alarm system! Just like the alarm systems of over 80.000 other businesses and private individuals, yours is now connected to our alarm center. Securitas is one of the largest alarm centers in the Netherlands. As part of the Swedish Securitas AB, we are also widely represented worldwide. Securitas is recognized by the Ministry of Justice under PAC number 46 and certified by Kiwa N.V. according to the CCV Certification Scheme for Private Alarm Centers.

At Securitas, you are directly connected to the alarm center — the most modern of its kind. The alarm center is staffed by expertly trained and professional operators who ensure that incoming alarm notifications are handled correctly.

In addition, Securitas offers a wide range of other security services to enhance your safety and that of your environment and/or to simplify your business operations.

For more information, we invite you to visit our website: securitas.nl.

This brochure explains what you can expect from the alarm center. Please read it carefully to avoid any surprises.



Important terms



Protocol

The measures the alarm center takes on your behalf in case of an alarm at your home and/or premises, such as notifying designated persons and/or emergency services.

Contact persons

Individuals the alarm center will reach out to after an alarm notification, according to the agreed protocol.

Emergency services

Police, fire department, surveillance service, technical service, etc.

Customer card

An overview of your details as recorded by the alarm center.

Identification card:

This card, which includes an ID code, is provided to you so that you always have the correct details on hand when contacting the alarm center.

ID code and pin code

The numeric code combination you use to identify yourself when calling the alarm center. If you provide the ID code together with the correct PIN code, you can cancel an alarm or submit temporary changes for up to one week. Always keep your PIN code confidential.

Identification card

Once your system has been installed and connected to the alarm center, Securitas will send you your identification card(s) with your six-digit ID code. You are registered at Securitas with your name and this code.

Activating your card / pin Code

The identification cards are delivered with a default PIN code. To activate your card, you must change this default code to a new PIN code yourself.

To do so, call the Securitas Alarm Center at 040 289 41 41.

You will enter the voice response menu and hear:

“Good morning (afternoon/evening), you have reached the Securitas alarm center.”

Follow these steps:

Enter your ID code and end with #. Enter your PIN code and end with # (don't forget the #, as it grants access to the voice response menu). If you forget the #, the system will indicate that the code is incorrect and transfer you to an operator. Afterward, you will reach the menu where you can choose to change your PIN code.

You can also use the voice response menu to:

- ✓ Check the status of your alarm system (armed/disarmed)
- ✓ Be transferred to an operator

Card activation

Explanation of the customer card / stickers



Identification card

You have received your customer card by mail along with your identification card(s) and stickers. The customer card contains the following information:

- 1 Secured Property: The address details of your secured home or business.
- 2 Systems: Technical details of your installation and your installer.
- 3 Contacts:
Authorized Persons: These individuals can cancel an alarm but will never be called in case of an alarm. They are registered with Securitas by name and ID code.

Notification Contacts: These individuals can be called in case of an alarm and can also cancel an alarm. They are registered with a sequence number, name, phone number, and ID code. The sequence number indicates the order in which contacts will be called during an alarm notification.
- 4 General Instructions: Any additional services you have purchased are described here.
- 5 Procedures: The measures the alarm center will take on your behalf in case of an alarm at your home or business, such as notifying persons and/or emergency services. Procedures are outlined for each type of alarm.

False alarm

Many alarm notifications turn out to be unnecessary (false or accidental).

If you notice your alarm going off and you know it is a false alarm, immediately call the Securitas Alarm Center, provide your ID code and PIN, and cancel the alarm.

Panic alarm

As of July 1, 2021, the protocol for panic alarms has changed. This change was made because 99% of these alarms turned out to be false. Previously, the police were notified immediately when the alarm center received a panic alarm. Now, the alarm center will first verify the alarm.

Verification can be done:

- By phone
- By video
- By audio

Verified panic alarms are treated by the police as priority 1.



You can use the provided stickers at your own discretion to indicate that your home and/or business location is secured.

Avoid unnecessary alerting of emergency services.

Cancelling your subscription or relocating

Termination

If you wish to terminate your agreement with the alarm center, you must do so in writing, observing the applicable notice period.

The notice period can be found in the General Terms and Conditions, which you received with your contract.

In addition, you must ensure that your installation is disconnected; your installer can assist you with this. Once the installation has been properly disconnected, we can proceed with terminating the agreement. Please note: the agreement and its associated costs will remain in effect until the system has been fully disconnected and no longer sends notifications.

Finally, we kindly ask you to indicate the reason for termination. This helps us gain insight into the reasons and frequency of cancellations, allowing us to further improve our services.

Relocation

If you are moving, you can take your alarm center subscription with you. Alternatively, the new resident or tenant can take over the subscription.

You can indicate your situation on the Subscriber Data Change Form, which you can find at securitas.nl/formulieren. We are happy to continue serving you at your new address.



Filing a complaint

If you have a complaint or claim regarding the handling of an alarm, you must report it to Securitas within six (6) weeks of the incident date.

- A complaint or claim must include the following information:
- Name and address of the connected location;
- Name of the contact person;
- Date and time of the incident;
- Description of the background or reason for the complaint;
- The grounds for submitting the complaint;
- If applicable, the amount of any damages incurred.

Within six working days of receiving your complaint, the Customer Care department will send you a confirmation of receipt. The matter will be investigated as soon as possible, and you will receive a written response within four weeks.

The Customer Care department is available on working days from 08.30 to 17.00 uur at 088 322 11 00 or customercare@securitas.nl. There are no fees associated with filing a complaint. Please note: complaints or claims submitted without complete information will not be processed.



You can download the change request forms from the Securitas website at securitas.nl/formulieren.

Securitas complaint policy

Options to expand your alarm center services



Video Services

Video surveillance is an extremely efficient way to enhance security and serves as an excellent complement to traditional security measures. Based on a pre-agreed protocol, the alarm center can remotely verify alarm notifications and monitor situations during emergencies. Additionally, the following services can be provided:

- Opening and closing assistance
- Granting access outside regular business hours
- Performing inspections in the evenings, nights, and weekends

Scheduled monitoring

We check whether your alarm system is armed or disarmed at the times you have specified. For example, if your alarm system should be armed at 6:30 PM but isn't, the alarm center will take action according to the protocol you provided. We also monitor when the system should be disarmed. By activating schedule monitoring, you can be sure that your property is secured exactly when you want it to be.

One-time activation check

We perform a one-time check between 10:00 PM and 12:00 AM to verify whether your alarm system is armed. If your system is not armed, the alarm center will take action in accordance with your protocol.

Reporting

You will receive a detailed report of your alarm system's arming and disarming times over a specific period. This provides you with an additional control measure and allows you to take action in case of unauthorized use of your alarm system.

Securitas supports businesses, organizations, and individuals in the field of security. Our starting point is always you, the customer — what makes your situation unique?

We uncover these specific needs by truly engaging with you.

It starts with careful listening to fully understand your circumstances and wishes.

Together, we assess which risks are acceptable and which ones need to be mitigated with smart, affordable solutions or measures.

Securitas offers, among other services:

- Alarm verification
- Mobile surveillance
- Security officers
- Remote video solutions
- Safety and visitor experience services
- Camera and alarm systems

For the full range of options, visit securitas.nl. Want to know more about these additional options? Contact us at 088 322 11 00 or customer@securitas.nl

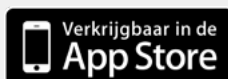
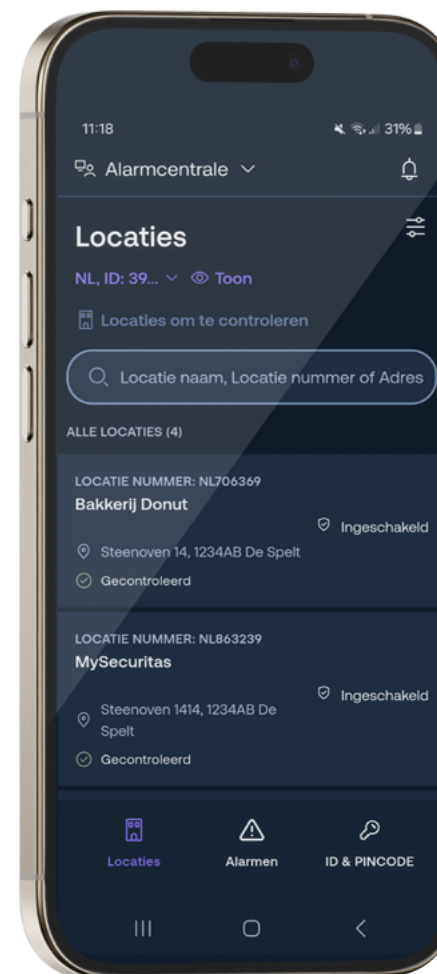
What else can Securitas do for you?

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Securitas

088 322 1100
securitas.nl

Een nieuwe kijk op beveiliging

De missie van Securitas is om deze continu veranderende wereld te transformeren naar een veiligere plek om in te leven en werken. Securitas staat voor een proactieve, integrale en gastvrije aanpak met een digitaal hart. Deze nieuwe kijk op beveiligen resulteert in preventieve oplossingen met maximale synergie tussen mens, kennis en technologie. Securitas is dé innovatieve partner voor beveiligingsoplossingen. Nu en in de toekomst.