



**ADT Security Services Canada, Inc.**  
 5700 Henri-Bourassa Ouest  
 Montreal, Quebec, Canada  
 H4R 1V9

**SSB084**  
**14525 110A AVENUE**  
**SURREY, BC V3R 2B4**

2/13/2018

Dear Valued ADT Customer,

ADT is constantly working to enhance the services we provide to you. Currently, there is incomplete or incorrect Customer Representative (CR) List and contact information on your system. Your Customer Representative List contains the people we will call if your security system is activated and we can not reach you at the protected premises.

It is critical that your CR List and premises phone number(s) be kept accurate and up-to-date. Complete Information is essential to provide prompt notification of alarm activity. Please take a moment to provide us with your current information and CR list for the following site:

**SSB084**  
**14525 110A AVENUE**  
**SURREY, BC V3R2B4**

Current Premises Phone Number(s): (604) 584-4754 (604) 584-3261

Description	Area Code	Premises Phone 1	Area Code	Premises Phone 2 (Optional)
Premises Phone(s)	( )		( )	

Please list from 3 to 5 individuals in the order they should be called. You may provide up to 2 phone numbers for each person. Please indicate a phone type of (C)ellular, (W)ork, or (H)ome. Those listed may need to meet the authorities in response to an alarm signal, so they'll need to have access to the protected premises, the ability to reset the system, and a Personal Identification Code (PIC).

ADT has also implemented Enhanced Call Verification (ECV). ADT will attempt to call everyone selected for ECV before we notify the Police Department or guard on a burglar alarm signal. This provides you with an extra opportunity to verify a false alarm, and potentially avoid fines and penalties from your local authorities. ECV is a proven method of reducing false alarms, and ADT highly encourages you to make use of it.

Name	ECV Y/N	Phone Type	Area Code	Phone 1	Phone Type	Area Code	Phone 2 (Optional)
			( )			( )	
			( )			( )	
			( )			( )	
			( )			( )	
			( )			( )	

Please take a moment to update your information and notify us of any changes through one of the following methods. You may also contact us with any questions at the listed number, and we'd be glad to assist you in any way we can.

- Email us at [TechnicalHelpDesk@adl.ca](mailto:TechnicalHelpDesk@adl.ca) with the changes. If you like, we can e-mail you this form electronically.
- Fax the request to 514-495-5417
- Call us at 1-888-238-3282 to make corrections over the phone. Please have this letter available.

• Make corrections on this form and return to:  
**ADT Security Services Canada, Inc.**  
**5700 Henri-Bourassa Ouest**  
**Montreal, Quebec, Canada**  
**H4R 1V9**

Your Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Since 1874, ADT Security Services Canada, Inc. has built our business based on serving the customer's needs and exceeding their expectations. Please help us exceed your expectations by keeping your account information current and secure. We look forward to serving you.

Sincerely,  
 ADT Data Team