

Date: Letter Date

Works Order Contact  
WO Account Name  
WO Address 1  
WO Address 2  
WO Address 3  
WO Address 4  
WO Post Code

Dear [INSERT NAME],

We have been working with our partners to deliver the latest security technologies to drive higher standards of customer service, reduce call waiting times and improve your security management. This letter is to share with you some of the changes you will see to your alarm service over the coming months.

**THIS IS AN ADVISORY LETTER AND YOU NEED TAKE NO ACTION.**

**What is happening?**

Our teams have been busy testing and installing state-of-the-art technology to deliver smarter, faster and from anywhere alarm monitoring. This includes upgrading our alarm receiving centre servers, digitising our operations and investing in the latest machine learning technologies.

**Two examples of how this will improve your service:**

1. You will receive automated informational alerts (such as for Low Battery or Testing Cycle notifications) via a digital operator, text or email. This will drive consistency, improve response times and ensure our skilled operators focus on handling your higher priority alarms
2. We will process your CCTV feeds through the latest machine learning systems. This will reduce your false alarm activations and ensure our skilled operators are able to isolate and inform you of genuine security threats

In all, these upgrades will ensure we drive better consistency in our service, improve response times and ultimately deliver you greater security. Over the past year, our partners have been trialling these services to great effect. In fact, we have handled in **excess of 100,000 alarms** globally with our digital operators with **improved customer satisfaction**.

Please note that throughout our technology upgrades, you will continue to receive the same high levels of service. Our digital operators will deliver the same information as before, and you will still be able to contact our alarm receiving centres to speak directly to our staff if needed.

**What do you need to do?**

The technology will be rolled out in phases and will automatically apply. There is nothing that you need to do. However, please do contact us if you want to find out more and opt out of any service.

Yours sincerely,