



Employee of the Quarter: Evan Mooney

Evan has been in the industry for 15 years. He has been a great asset to Certified in the short time he has been with us. He has excelled in giving good customer service and is a can-do person. He is very knowledgeable in all phases of this industry: fire, security, access control and CCTV systems.



Many of our customers have let us know what a professional Evan is and the quality of work he has done for them. He recently worked on a job installing a CCTV system. The contractor installing the fire alarm system asked him for a little assistance in getting his fire alarm working, so he could open a school. With his vast experience in fire alarm systems he was able to assist in getting the system operational for the Contractor's fire inspection. With his help the inspection was a success. This was beyond the call of duty. Job Well Done. ●



- Jacksonville 904-268-9454
- St. Augustine 904-825-1144
- Ft. Lauderdale 954-978-3998
- Tallahassee 850-942-1400
- Palm Coast 386-446-0123
- Orlando 407-365-8636

www.CertifiedSecuritySystems.com

FREE YEAR OF MONITORING

January 1st we kicked off a brand new program to reward our customers who refer their friends to us. Here is how it works ... when just 3 of your friends become customers of Certified Security this year (2006) you will receive 1 year of free monitoring service added to your existing agreement. We have already had hundreds of names and numbers turned in, so just contact our office to submit a few of your friends, family, co-workers or anyone you might want to consider recommending.

Certified Security Systems (CSS) 1st & 2nd Quarter Customer Survey Winner

Certified Security is proud to present our first two winners for 2006 in our Customer Survey Contest.

First Quarter (Jan. - March) winner — Edna Pitts of Jacksonville, Florida.

Second Quarter (April - June) winner — Neil Hostrick of Crawfordville, Florida.

Both Edna and Neil took just 5 minutes of their time to grade the performances of **Brian George, James Douglas, and Shannon Hines**, our Sales Consultant and Technicians, who performed their respective service and installation calls. **For their time and valuable candidness in scoring our performance, both have won one additional year of Free Monitoring — a value of more than \$300.**

Congratulations Edna and Neil!

Certified Security Systems appreciates customers, like Edna and Neil, who help us know how well we are doing our jobs. If you have a new system put in, new monitoring service activated, or service call performed on your system, your technician should be leaving you a survey to fill out. This survey is very quick to complete. Plus, we provide you a postage paid envelope to send it confidentially to our Customer Care Department. You can be perfectly candid about your experience with our company.

Upon receiving your survey, your name is entered into a drawing made once a quarter to win either one free additional year of Monitoring, or two free years of Extended Warranty - your choice. Most important, your name stays in the drawing until you win. So, you have four chances a year for as long as this Contest is in place to possibly win. Don't we wish the Florida Lottery was this good? ●

CSS Provides New Moving Relocation and Reassignment Programs

Florida is a very transient state. According to statistics, the average life of a Florida resident residing in one location is less than five years. A large percentage of you who are reading this are in the process of moving or will do so very soon. CSS is very conscious of this reality, so we have developed two programs to assist you with regard to your monitoring service and its related obligation.

CSS Relocation Program

For all customers who have been with CSS for more than two years, we will relocate your basic security system to any new address in Florida or South Georgia at no charge. For customers with less than two years' service, the charge is only \$295.

Customers will be required to sign a new three- year agreement to qualify for the move at no charge.

CSS Reassignment Program

The easiest, and financially, most beneficial choice you can make with regard to your security system is to sell it as an amenity with your home.

continued on back



Security Systems Add Value to Homes

continued from front

Real estate experts confirm that the security system can add \$1,500 to the value of your home. A full perimeter system, with fire, can add \$2,000 in value. If you think about your invested costs with CSS, this is an instant way to make a profit on our relationship!

More important, the home purchaser typically appreciates the value the system provides and the associate monitoring service. Because most customers will have a remaining monitoring term to fulfill, we recommend that you include an "Assignment Clause" for your monitoring in your Buy Sell Agreement. This action is very common. The monthly rate you will be assigning is very competitive. The purchaser perceives the rate to be as good, if not better, than if they shopped for the service on their own. As an additional incentive, CSS does not charge the purchaser a Transfer or Activation fee for the conversion.

In short, there are zero out-of-pocket costs for the purchaser to be monitored.

Our Customer Care Department will be happy to assist you with the assignment exercise. Please call our Customer Care Department as early as possible in the transaction process

for our guidance.

Again, this is the smartest path to take for all three parties involved.

If you've sold the security system with the house and the purchaser is adamant that they do not want to take advantage of the monitoring assignment, please call our Customer Care Department to discuss

other alternatives. Remember, moving does not eliminate the obligation owed on the monitoring term. However, CSS prides itself in assisting our customers with creative ways to move the system and the responsibility.

For those of you moving, we look forward to your call. ●

**Contact our
Customer Care
Department at
904-680-3744**



9456 Philips Highway, Suite 7
Jacksonville, FL 32256
www.CertifiedSecuritySystems.com

IMPORTANT

Due to the extreme increase in fuel costs, all service calls will be assessed a \$25 Trip Fee.

Night Vision Problems?

Having trouble seeing while driving at night? Before you have your eyes checked, clean your headlights. Auto experts say dirty headlights can reduce night vision by as much as 75%. ●

Burglary Prevention Smarts

These days, the safety of your family can't be taken for granted. One of the best ways to reduce your chances of being burglarized is by installing a First Alert Professional Security System. When you combine this protection with the following safety tips, you can create a home that is an uninviting target for burglars.

- Trim shrubs back to avoid giving burglars cover.

- Keep garages and sheds closed and locked at all times.
- When advertising valuable items for sale, give only your phone number, not your street address.
- Do not leave doors unlocked while working in the yard.
- Consider installing an electronic security system to monitor for burglary, fire and personal emergency. ●

Reminder to Our Customers

We want to make sure you have the best service possible, so don't forget:

- Test your system monthly.
- Let us know if you have changed your keyholders or phone numbers.