



Integrated Security Professionals

ACO # 5548 ACQ # 4828 CSL #833563

Dear Valued Customer:

Integrated Security Professionals strives to provide quality products and services to our customers and the marketplace. We support professional relationships within our industry by joining the Electronic Security Association (ESA), California Alarm Association (CAA), East Bay Alarm Association (EBAA) and the Better Business Bureau.

Each year, usually during the summer months many clients are contacted at their homes and businesses by “door to door” alarm salespeople. They are told that their alarm company has either gone out of business, been sold to another company, or are told that their existing alarm system is no longer being manufactured.

Some customers become concerned and invite these individuals into their homes or businesses. The salesperson then works to convince them that their existing alarm system is inferior and that they should buy a new system and switch their monitoring to the new company. The customer is offered new “state of the art” equipment at no charge and then is advised that they will monitor the system for a monthly fee equal to their existing amount. In some cases, they even offer to “buy out” their existing monitoring agreement. If the customer agrees, and signs their contract, the system is installed within a very short time, usually the same day that they sign the contract.

When these customers continue to receive an invoice for monitoring service they immediately learn that they were misled by the “door to door” salesperson and in fact, their alarm company was in business and their alarm system was in working order. Efforts to contact the “new” alarm company to complain, or rescind the transaction prove difficult because they are told that they signed a valid contract that is enforceable.

Integrated Security Professionals wants you to know that this type of activity is occurring and that you should beware of anyone who represents themselves as an alarm company and making any statements such as the ones illustrated above.

There is no law prohibiting “door to door” alarm sales however, California State Law prohibits unlicensed activity and misleading sales tactics by alarm agents. If you are contacted by one of these individuals, ask to see their “Alarm Company Agent” card which is issued by the California Department of Consumer Affairs and the Bureau of Investigative Services. If they do not have a valid card, they are guilty of a misdemeanor and your local law enforcement agency should be contacted.

In addition, if you are told that Integrated Security Professionals is out of business, been sold, or your alarm system is not working, please call us immediately at 925-277-9777. We will answer any questions your have regarding your security service.

At Integrated Security Professionals, it is our goal to provide quality security service for your home and office. We are in business, and we will continue to offer these products and services for years to come.

Thank you for your business.

From Your Security Family – Integrated Security Professionals