

Huronia



ALARM SYSTEM SCAM - BE AWARE.

In the past week we have been advised by a number of our Customers that they have received telephone calls from an individual claiming to be "*from your alarm company*". These individuals went on to say that "*your alarm system is not functioning properly*". The callers were aggressive. And in a number of instances they tried to convince our Customers to divulge personal information about their security system.

If you receive one of these calls please be aware that **this is a telephone scam**.

Do **NOT** give the caller any of your personal details or details about your security system.

In the event that there is a legitimate problem with your Huronia monitored security system, a Huronia Monitoring or Customer Service Representative will contact you (or the main key holder listed on your account) and identify themselves as an employee of Huronia. They will then let you know what the problem is and the steps that are being taken to get your security system back up and running.

If at any time you feel in doubt about the legitimacy of a call, simply ask the caller for a number to call them back at. At Huronia, **we will always provide you with a callback number**.

If you have any questions, or have received a telephone-scam call about your security system, please let us know. Email us at monitoring@huroniaalarms.com or call us at 1.888.363.9311.

Thank you.

Kevin Leonard, A.Sc.T
President & CEO

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