

Important Update from the Chubb Alarm Response Center – False Alarm Mitigation Program (Burglary)

Dear customer,

As part of our commitment to consistently deliver vigilance, value and satisfaction in our security monitoring services, the Chubb Alarm Response Center is pleased to announce our False Alarm Mitigation Program. This program is in response to the increase of nuisance & false burglary alarm activity, which impacts the reaction time of our police and emergency services, first responders and our Alarm Response Center.

Effective February 23rd, 2024, our Alarm Response Center will only provide keyholder notification for single point burglary alarms. By providing a notification only response on single point alarms (and multiple alarms from the same zone point), Chubb ensures that your security network remains ready to promptly action high-risk alarm sequences and life safety alarms. Unless otherwise directed, alarm triggers from multiple zone points will prompt an immediate police or guard dispatch while simultaneously engaging the keyholder list to provide notification of the alarm.

We strongly recommend you conduct a thorough review of your alarm zones to ensure that they provide you with sufficient coverage and protection throughout your premises. Should you observe any vulnerabilities or would like to engage us to conduct the review on your behalf, please contact our Customer Experience via ca_customerexperience@chubbfs.com.

We would like to remind customers of their responsibility to keep their alarm systems in proper working order. Sensors and/or systems that experience malfunction or require adjustment should be serviced promptly. Runaway or excessively alarming systems will be subject to mitigation measures by local authorities and our Alarm Receiving Center. Should your system require service, please contact our Service Dispatch via [1-800-668-2482](tel:1-800-668-2482) or ca_nsd@chubbfs.com.

Finally, please ensure to keep your alarm contact list up to date. A valid call list is a critical component of alarm notification and ensures we can reach the right party in a time of emergency. Our recommendation is to always have 2-3 responsible people on your call list. To update the keyholders on your call list please send an email to ca_cam@chubbfs.com.

For alarm notification, our Chubb ARC automated system – Operator Assist – will make calls to your keyholder list in succession and will endeavour to leave voicemail messages for one phone number at the first opportunity. Please remind your call list keyholders that calls made by our Alarm Response Center will appear as SMC ARC, an abbreviated form of Security Monitoring Centre’s Alarm Response Center.

Depending on your telco provider and cell phone manufacturer, our outbound toll-free number – [1-866-271-8415](tel:1-866-271-8415) – may also be displayed. Please save this number and ensure it is not on your spam list. Our inbound toll-free phone number – [1-800-387-0771](tel:1-800-387-0771) – continues to be in-service for your needs.

We thank you for your continued trust and partnership.