

ADVISOR

Newsletter

2007
Oct - Dec
FALL Edition

ACME SECURITY GROUP

At a Glance!

CORPORATE PROFILE

HEADQUARTERS:

1632 West 6th Avenue
Vancouver, B.C.
V6J 1R3

ESTABLISHED: 1930 in Vancouver

NUMBER OF OFFICES: 2

NUMBER OF EMPLOYEES: 60

TYPE OF SERVICES PROVIDED:

- **ELECTRONIC SECURITY SYSTEMS**
COMMERCIAL AND RESIDENTIAL
- **INTEGRATED SECURITY ACCESS CONTROL/CLOSED CIRCUIT CAMERA SYSTEMS (CCTV)**
- **TELEPHONE/VOICEMAIL SYSTEMS**
'PANASONIC' SPECIALISTS
COMMERCIAL & RESIDENTIAL
- **STRUCTURED COMPUTER SYSTEM WIRING**

PLUS

OUR OWN ULC LISTED MONITORING STATION LOCATED IN VANCOUVER

CONTACT INFORMATION:

604-731-8204 VANCOUVER AREA SALES AND ADMINISTRATION

1-800-663-6693 SALES & ADMINISTRATION OUTSIDE THE LOWER MAINLAND

604-731-4126 MONITORING STATION DIRECT

604-714-1100 ASIAN DIVISION

604-738-0140 FAX NUMBER

email: mailbox@acmeprotective.com

website: www.acmeprotective.com

AFFILIATIONS & ACCREDITATIONS:



CANASA
CANADIAN ALARM & SECURITY ASSOCIATION



CSAA - ♦♦♦♦
CENTRAL STATION ALARM ASSOCIATION - FIVE DIAMOND



SNA
SECURITY NETWORK OF AMERICA



ULC UNDERWRITERS LABORATORIES OF CANADA

KASTLE SECURITY SYSTEMS



Effective July 1, 2007, Acme Protective Systems Limited assumed responsibility for Kastle Security customers.

Phil Graham wanting to retire from the day-to day operation of the business, approached Acme Protective Systems with the hope that an acquisition could be achieved. Acme's reputation to provide professional security with the best installation, service and Vancouver based ULC monitoring was a major factor in Phil Graham's decision to choose Acme as the security provider for the Kastle clients.

Letters from Phil Graham were mailed to all Kastle customers informing them of the changes. In addition, a member of our Customer Care Department is in the process of contacting all customers by phone to introduce Acme and to ensure all Kastle clients are aware of the change of security account responsibility and to answer any questions.

Welcome Kastle customers to the Acme Protective family.

It is important for you to know that your security is in good hands with us.

Enclosed with each letter from Kastle was a client verification sheet requesting updates to your account data we have on file. If you have not yet returned it ~ please do so at your earliest convenience. Current account information is essential for us to accurately respond to your alarm situations.

REMEMBER... All security companies are NOT equal

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- NOT equal in service
- NOT equal in workmanship
- NOT equal in experience
- NOT equal with security licensing
- NOT equal in location
- NOT equal with a caring attitude
- NOT equal in training
- NOT equal with knowledge
- NOT equal in responding to your needs
- NOT equal in scheduling service in a timely manner
- NOT equal with professional staff

ACME PROTECTIVE SYSTEMS LIMITED

serving the Lower Mainland since 1930 with a proven quality reputation providing Professional Security Services to thousands of customers.

REMEMBER... with ACME you are with the very best!

Daylight Savings November 07

It's almost time to "Fall Back" into a colder climate and shorter daylight hours. Don't forget that Daylight Savings times have been changed. Commencing with longer daylight hours in March of 2007 the standard period for Daylight Savings now ends on **November 4th** of this year.



Depending on the type of security system you have, this **MAY** impact the operation of your alarm, CCTV or Access Control system. Alarm systems that do not have an LCD keypad which displays the time, older single zone and smaller basic panels will not be affected. To ensure your system will continue to function properly post time change, we strongly suggest that you contact our service department to discuss the options available to you.

Call our Service Department at
604 731-8204

Don't "Fall Back" without us!



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Do you have questions or require advice?

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Don't hesitate to contact any of our departments to speak with a member of the **Acme Team**. We will do our utmost to assist you!

Service Department – for trouble or operating issues with your security system, basic enhancements to your system or to arrange for a service technician.

Accounting Department – for bill payments, enquiries with automatic banking transactions or your account balance.

Monitoring Station (Data Entry) Department – for changes to your property reference list, specific instructions with your monitored account or to advise us of your out of town dates.

Sales Department – for enhancements and upgrades to your existing security system, questions about new security products available, to arrange for a quotation and installation at a new location or for referrals to family members, friends or neighbours.

Customer Care Department – to discuss concerns and to provide compliments, to advise of upcoming moves, account cancellations and transfers, queries with your monitoring contract and false alarm bylaws, to subscribe to alarm runner service or extended warranty packages, to request Insurance verification letters and any other issue.

Our Management Team is also available to assist you in any way possible.

Call us at 604 731 8204 and you will be transferred to the appropriate department.

A Warm Welcome to our newest staff members

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Seonaid (pronounced Shawnish) - Customer Care

Joanna - Service Department,

*Kayta (from Kastle Security) - Accounting Department
and Patrick (from Kastle Security) - Technician.*

We are pleased to have them all as part of the

ACME Team

as each brings a little something extra to the table.

TELL your Relatives, Friends, Neighbours and Business Associates about ACME

When they sign up with ACME for our Security Services, you will receive a gift of "**Thanks**" from us ~ a \$ CREDIT on your account which can be used against Monitoring, Service or System upgrades.



*The Fall Wind Storms will be coming soon.
Don't forget to ensure your alarm system is in peak
operating condition.*

*Is your alarm panel battery fully charged??
Call our Service Department to arrange for
a "Battery SPECIAL" service inspection.*

*It's back to school time
again.*

*One of the biggest
concerns
facing parents these days
is
knowing the whereabouts
of their children.*

*Do you want to know
when your
children leave for and
arrive home
from school when you
cannot be*

there in person?

*ACME can arrange
for the alarm arming and
disarming
signals to be emailed to
you immediately
upon their exit or arrival.*

*Call us to inquire about
this terrific option
to provide you with
Peace of Mind*