



# ADVISOR

2007  
MARCH - MAY  
Spring Edition

Newsletter

## 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:** 56

**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

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](mailto:mailbox@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

Remember... Spring Ahead and Fall Back

# DAYLIGHT SAVINGS ~ TIME CHANGE '07

## ~ IS YOUR ALARM EFFECTED?

The Federal Government has introduced a change to the start and finish dates of Daylight Savings Time (DST). This year, DST will begin on **March 11<sup>th</sup>** and end on **November 4<sup>th</sup>**, considerably earlier and respectively later than years prior.

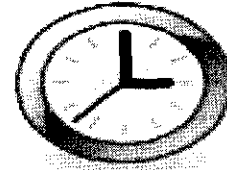
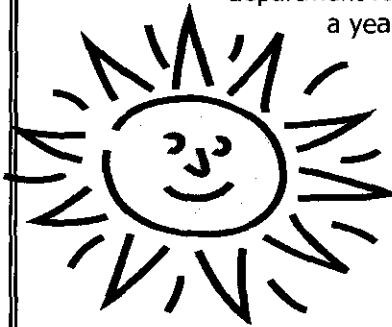
*Depending upon the type of security system you have, this MAY impact the effective operation of your Alarm, CCTV or Access Control system. ALARM SYSTEMS THAT DO NOT HAVE A LCD KEYPAD WHICH DISPLAYS THE TIME, OLDER SINGLE ZONE AND SMALLER BASIC PANELS WILL NOT BE EFFECTED.*

*Without ACME service, your system may not display the correct time, may not auto arm and disarm at your programmed open and close times, may not allow access through selected scheduled doors and may not associate accurate time for CCTV recording.*

To ensure your systems are operating effectively, we strongly suggest you contact our service department to discuss the options available to reprogram your system. If a site visit or remote change is required by our technical department for DST programming, we are offering special "twice a year" reduced rates for this service. Please understand the requirement for the DST service is beyond the control of ACME.

**CALL 604 731-8204 NOW ~**

The service department is booking up quickly.



## MAY WE HAVE YOUR EMAIL ADDRESS ?

We are gradually building our email database so that we may communicate valuable information to you more effectively. If you have not yet sent us your email address and would like to be included; please remember to send an email to [mailbox@acmeprotective.com](mailto:mailbox@acmeprotective.com) and put "MY EMAIL" in the subject line. In the body of the email please include your name & account #. As your security company we protect you, your home, your business and your valuables. Your confidential information also forms part of this protection. We respect your privacy and will not sell, release or provide your email address or personal information to any other company...

*We guarantee this!*



# NEWS FLASH

The **ACME** Group of Companies has a new Website  
[www.acmeprotective.com](http://www.acmeprotective.com)



The design and content of the website is for your assistance. We have been that provides our customers with a resource various departments. We invite you all to appreciate your feedback and opinions.

still in the final stages and we are asking working extremely hard to design a site of valuable information and easy access to view this site and we would very much

Does the content in the website appeal to you? Is it informative? Would you use the links to the departments? Is there any information you would like to see included. Please let us know.... As this website has been designed for you, our valued customer, it is extremely important to us to ensure it will be beneficial.

To provide us with your opinions, go to the site and click on the link *Website Comments*. All responses received in March will be entered into a draw for a \$100.00 service voucher to be used for Acme technical service valid any time in 2007. Four lucky winners will be notified by e-mail in the beginning of April. We will also mention the winners in the next Summer **ADVISOR**; however in respect to your privacy, we will not post specific details such as your address etc... **THANKS FOR YOUR FEEDBACK!** Don't forget to check our *Website* often.

## *Good Bye and Welcome*

Diane Cummings our long term and valued dispatcher has left ACME to move to Nova Scotia. She will be missed! Please join us in wishing Diane all the best with her new adventure in life. Gary, hired as our new Service and Installation Dispatcher has been training alongside Diane for the past month or so. Welcome to the ACME team GARY!

At **ACME**, we are constantly striving to ensure you are receiving the very best care from us. Have you had a positive experience with a member of the ACME Team? We would love to hear from you. Please take a few minutes to drop us a line and let us know if we are meeting or exceeding your expectations; you can send via mail, email to [customercare@acmeprotective.com](mailto:customercare@acmeprotective.com) or fax to 604 738-0140. As a Thank you for sharing your comments, we will enter your name into a draw for \$100.00 gift voucher to be used at either Safeway or IGA.

## *A Reminder - as your urgent response is required Alarm Panels that utilize Analog Cellular Back-up Systems Must Now be Updated. These Changes affect All Alarm Companies and All ANALOG Cellular Customers.*

The Majority of Analog Cellular Back-Up Units will be unable to process Alarm Signals as of May 31, 2007. In order to maintain your current level of security, it is imperative for you to respond immediately. For more information please call 604 731 8204 and ask for Tracie Williams.

All customers using these cellular back up units have now been contacted by mail. If you have NOT received your notification please call our office now as our replacement program is well underway.

## **IS YOUR \$\$\$ SAFE?**

**Identity Theft and Fraudulent Banking is increasing at an alarming rate.**

**MAKE sure you take every precaution to protect yourself from being a victim.**

- Review your bank balances and statements frequently.
- Watch for duplicate and/or unfamiliar transactions,
- Report any "suspicious" activity on your account to your Financial Institution immediately
- Use extreme caution while using your debit or credit card for purchases; **even** when using trusted and established businesses – don't let your card out of your site *and ALWAYS cover the keypad when entering your PIN #. Be wary of someone looking over your shoulder.*
- Be alert to any double swiping of your card
- If you are unfamiliar with the Business establishment,,,use **CASH**
- Consider reducing your daily cash withdraw limit from Bank Machines in the event someone is successful in accessing your account
- Shred all your financial information, receipts and bills once finished with them. Basic shredders can be purchased fairly inexpensively at any office supply store – *it's one of the best investments you can make.*

It is recommended to have a credit check done on yourself to ensure you don't have loans or credit taken out in your name without your knowledge.

Something worth knowing,,,Those unsolicited Pre-authorized Credit Card applications that arrive by mail should be shredded. The information on these applications is enough for someone to obtain your personal information and obtain a Credit Card in your name.

***BETTER TO BE CAUTIOUS  
THAN A VICTIM OF FRAUD!***