



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**





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

AFFILIATIONS & ACCREDITATIONS:

-  **CANASA**
CANADIAN ALARM & SECURITY ASSOCIATION
-  **CSAA - ♦♦♦♦♦**
CENTRAL STATION ALARM ASSOCIATION - FIVE DIAMOND
-  **SNA**
SECURITY NETWORK OF AMERICA
-  **ULC** UNDERWRITERS LABORATORIES OF CANADA

A GREETING FROM OUR PRESIDENT

A new year is fast approaching as 2007 comes to a close. As we enter this busy season of parties, family gatherings, and shopping, I wish each of our clients and friends a very happy Holiday Season. It is truly hard to believe that time passes so quickly; I feel like it was only yesterday that I was preparing for my summer vacation.

2007 has been an interesting year full of constant change. The holiday season is a time to reflect upon the experiences and challenges we personally faced during the months past. Each year brings new lessons to learn, and this year was no different. At Acme, we were in a constant "state of busy". In addition to the day-to-day operations, we purchased Kastle Alarms and finalized the company acquisition with Pacific Protective Systems. By the sheer nature of expansion, our staffing levels needed to increase. The hiring and training process is always a challenge as we integrate new employees into a fast paced business. We also continued to enhance our internal networks, phone communication systems and Monitoring Station receiving equipment. I am truly grateful to our staff and management team who maintained their professionalism during some very hectic times.

I wish to personally thank each and every one of our valued clients for your patience with us through this year of growth and ensure you that we will continue to provide the exceptional service levels you have come to depend upon. Enjoy the time you have with your family and friends, and be sure to relax and appreciate the spirit of the season. It's important to be able to enjoy the present as it happens.

GOOD HEALTH AND HAPPINESS TO YOU AND YOURS FOR 2008



"TIS THE SEASON"

Are you travelling? Is your office closed for extra days? Remember to always advise our monitoring station of your Holiday schedule and confirm that your property reference call list is correct and up to date. Having accurate information about your account ensures our Operators provide you with the best response to your alarm condition.

Call Erin at 604 731-8204, fax her at 604 731-9183 or email to mailto@apssecurity.ca

Let it Snow, Let it Snow, Let it Snow

Remember to be prepared for the winter weather.

Have you had your alarm serviced and Battery replaced lately?

IF NOT - Call our Service Department to arrange for your

"Battery Service Special". **ONLY ~ *\$89.00 ~**

inclusive of labour, battery and taxes. *December 19th - 26th /07 excluded.

Value Added Services

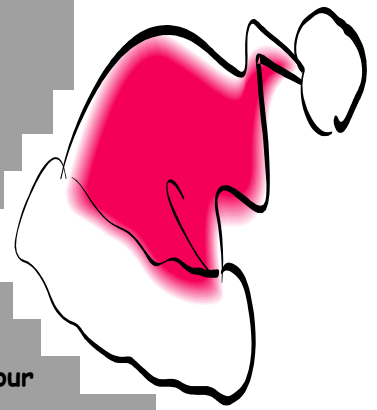
Did you know that we can...

- ✓ Provide a monthly, weekly or daily test with your system to confirm integrity between your Alarm Panel and our Monitoring Station
- ✓ Provide Open and Close Reporting for user activity on your alarm system
- ✓ Notify you immediately by email if a specific problem occurs with your system
- ✓ Provide Extended Warranty Programs
- ✓ Provide an Annual System Inspection

These are just a few of the extra services we can provide you with to ensure your

Peace of Mind

Contact our office to enquire about these and other Value Added Services.



Important Note ~ Did you change telephone service providers?

Have you switched to VoIP?

The incompatibility between VoIP and alarms systems is common and may affect the integrity of your system. Your Alarm may appear to be working, but there is a very high percentage that the signals, in the event of an alarm, will NOT reach the monitoring station. Most VoIP providers don't advise their customers about the incompatibility issues with security systems. They take the position that the onus is on their customers to ask "what about our security system?" People are choosing VoIP due to lower monthly costs. Unfortunately the intended savings often ends up costing much more when one realizes they have actually jeopardized their security.

If you are considering switching to VOIP ~ please contact us first.

If you have switched already - Please DON'T DELAY - test your ALARM!!

Have you...

advised your Insurance agent that you have a monitored alarm? You may be entitled to a discount on your annual insurance premium by having an Acme Monitored Alarm. Please contact our Customer Care Department to request a Monitoring confirmation letter that you can present to your insurer.

SAVE MONEY
while **Acme** protects your property!

AT ACME WE ARE ALWAYS STRIVING TO IMPROVE...

We decided to give a questionnaire to our staff, asking them what they believe our customers like best about our company. Here are the most common responses:

"We are genuinely concerned and care about our customers"

"The employees are knowledgeable";

"Our service is done promptly";

"We are professional",

"We have our own Vancouver based Monitoring Station",

"We have a lot of long term employees",

"Our willingness to take that "extra" step",

"We try to find the best solutions for their concerns",

"Our phones are answered by a person during the day".

WHAT DO YOU LIKE BEST ABOUT OUR COMPANY?

WHAT CHANGES WOULD YOU LIKE TO SEE?

Send us a note and let us know your thoughts before January 15th, 2008. All those received will be entered into a draw and one lucky winner will receive an ACME gift certificate valued at \$150.00 to be used towards a system upgrade, additional devices or system service. Please send via regular mail - ATTN: Customer Care Dep't or email to customercare@acmeprotective.com

THANKS FOR YOUR FEEDBACK,,, and GOOD LUCK!



Has a member of the Acme Team made an extra effort to help you? If so, please let us know. We are proud of our staff and take pleasure in passing along your "Words of Thanks" to our employees.

DO YOU HAVE MONITORED SMOKE DETECTORS INSTALLED? You should!

A monitored smoke detector can make all the difference between saving a life and property ~ or Not!

In a fire every minute is critical.

Fast intervention by our Monitoring Station in dispatching the FIRE TRUCKS will make all the difference. You protect the things you cherish most from unwanted Intrusion,,, FIRE IS WORSE.

Don't wait ~ call us for an estimate!

During the Holidays - PLEASE be extra cautious when using fireplaces, Christmas Trees, candles and ovens!