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AS YOUR LIFE CHANGES, YOUR SECURITY SYSTEM CAN TOO

We help you protect what matters most by designing custom security systems for the way you live. Did you know those systems can also change to meet your needs as your life changes?



Maybe you have little ones at home. Door and window sensors will alert you if one is opened when it shouldn't be. And our cameras can help you keep an eye on your property.

Maybe you have teenagers that come home to an empty house and you'd like to know they arrived safe after school. Are you always rushing off to evening activities? Our automation services allow you to lock doors, turn off lights and change the temperature remotely in case you forget in your rush out the door.

Maybe your children have grown and you're traveling more. Our environmental sensors provide protection against disasters such as fire and smoke, freeze damage, sump pump failure, water damage and carbon monoxide poisoning. Our automation services allow you to set lighting schedules to give off the impression that you're home when you aren't and allow you to change the temperature remotely from your smart device when you're heading back home.

Wherever you are in life, we have the security products to fit your needs. We can also take your existing system and transform it to meet different needs as your life changes. Rest easy knowing that if something seems amiss at any time, our systems will alert you and our 24/7 monitoring center immediately so action can be taken.



THE ONE SENSOR YOU CAN'T DO WITHOUT

Do we have enough coverage? That is a frequently asked question that has no easy answer because each person and place is different. Our recommendations are always based on your personal situation. But there is one sensor we highly encourage every customer to include in their system.

WH Security technician Kevin Solorz always stresses having at least one monitored smoke sensor in every home, and preferably one on every level. Kevin said customers often point out that they have an existing smoke sensor, but those don't do any good if no one is home to hear the alarm.

About 10 years ago, Solorz installed a security system in a new home. The customer hadn't moved in yet. That very night a fire tripped the new monitored smoke sensor, and the authorities were contacted. A deputy, who was nearby,



could see the fire, broke in and controlled it until the fire department showed up. It saved the house.

"Bottom line - install a smoke," Solorz said. "It makes no sense to me having a monitored system without one."

Adding smoke sensors does not increase your monthly monitoring fee and is one more way WH Security can help you protect what matters most.

SIX THINGS YOU CAN DO TO AVOID PHONE SCAMS

At WH Security, we help you protect what matters most, which is why we are sharing these tips from the Federal Trade Commission (FTC) to help you spot and avoid phone scams.

1. SPOT IMPOSTERS. Scammers often pretend to be someone you trust, like a government official, a family member, a charity or a company you do business with. Don't send money or give out personal information in response to an unexpected request - whether it comes as a text, a phone call or an email.

2. DO ONLINE SEARCHES. You can search for phone numbers to see if other people have reported them as scams.

3. DON'T BELIEVE YOUR CALLER ID. Technology makes it easy for scammers to fake caller ID information, so the name and number you see aren't always real. If someone calls asking for money or personal information, hang up. If you think the caller might be telling the truth, call the number back so you know it is genuine.

4. DON'T PAY UPFRONT FOR A PROMISE. Someone might ask you to pay in advance for things like debt relief, credit and loan offers. They might even say you've won a prize, but first you have to pay taxes or fees. If you do, they will probably take the money and disappear.



5. CONSIDER HOW YOU PAY. Credit cards have significant fraud protection built in, but some payment methods don't. Wiring money through services like Western Union or MoneyGram is risky because it's nearly impossible to get your money back. That's also true for reloadable and gift cards. Government offices and honest companies won't require you to use these payment methods.

6. HANG UP ON ROBOCALLS. If you answer the phone and hear a recorded sales pitch, hang up and report it to the FTC. These calls are illegal, and often the products are bogus. Don't press 1 to speak to a person or to be taken off the list. That could lead to more calls.

Safety is a top priority at WH Security and we hope these tips from the FTC will help keep your identity and finances safe. If you spot a scam, please report it to the FTC at 1.877.FTC.HELP or online at ftc.gov/complaint.

REFER A FRIEND AND GET \$50!

Receive a \$50 credit* when your referral signs up to be protected by WH Security.

*Certain restrictions may apply. Medical alerts are not included.



DO WE HAVE YOUR CURRENT CONTACT INFORMATION?

Updating your security system's contact information is easy to overlook, but doing so will ensure the proper people are alerted should your alarm be set off.

To update your information, simply call WH Security at 763.477.3664 or the monitoring center at 763.477.4275 and a representative will work with you to update your contact list. Please also make sure your email address is on file so you can receive our email communications.

Updating your call list with accurate and up-to-date names and phone numbers will ensure the proper people are alerted

should your alarm be set off. At WH Security, we want to make sure your customer experience is superior, so update your contact information as soon as possible anytime it changes.

Since you're already on the phone with us, take a moment to test your system to ensure it is functioning properly and that all alarm signals are received. Give us a call to place your system in test mode, arm your system and then trip each sensor (one at a time) to make sure the alarm goes off.

When you finish testing your system, call the monitoring center again and ask for

a history of the account to confirm that the alarms went through. Then they will remove your system from test mode.

WH Security helps you protect what matters most. We recommend testing your system monthly to ensure it is functioning properly and that all alarm signals are received by our monitoring center. Give us a call at 763.477.3664.

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