



SECURELY® *Enabling you to live with confidence and independence*

Important Updates! - November 2020 Newsletter

- We have upgraded our **Standard Response Plan**
- Going away over the Christmas Break and need a **Temporary Response Plan**?
- Changes to landlines and your security system
- Latest burglary stats
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We've upgraded our Standard Response Plan

We have improved how we respond to your alarm activations by increasing the actions we take to ensure the safety of your home or business and to keep you more informed.

You can review our new **Standard Response Plan** on our website. Alternatively, you can choose to set your own Response Plan by filling out the **Individual Response Plan Form** on our website, or by calling us on **0800 906 906** Mon-Fri during business hours (excluding Stat Holidays).

If you haven't previously set up an Individual Response Plan, we will automatically follow our new Standard Response Plan.

If you don't need to make any changes to your Response Plan, sit back with a cold one, as you don't need to do a thing.

Guard call outs under your Response Plan

It is now part of our Standard Plan to send a guard if we can't contact you to verify if an activation is genuine or accidental. We will also now send you a text to alert you of the activation.

If you would like to choose when a guard is sent you can do so by filling out the Individual Response Plan form on our website.

Everything you need to know about **Commercial Standard Response Plans, Commercial Individual Response Plans, Residential Standard Response Plans, Residential Individual Response Plans** can be found on our website and by reading our T&C's.

Christmas Break

If you're going away over the upcoming holiday period you may want us to change the way we respond to any activation. You can do this by either calling us on **0800 906 906** (a special number just for Response Plans during business hours and excluding Stat Holidays) or by filling out a **Temporary Response Plan** and letting us know what you need.

For all other enquiries phone **0800 904 904**.

According to NZ Police the latest crime stats show 47,432 burglaries at residential properties in the last 12 months and 16,783 burglaries at non-residential properties

Burglars hate our stickers because they know we're watching 24/7

It's a well-known fact that burglars avoid buildings and properties that have a monitored security alarm, in favour of easier targets. If you want fresh, or more, stickers for your home or business we're happy to put those in the post for you too! Email comms@securely.nz with a request for 24/7 monitoring stickers with your name and postal address, and how many you'd like of each size.



Changes to landlines and how this affects security devices



Chorus are making changes to copper landlines. Because Chorus provide landline services to many different companies, these changes will affect all copper landlines regardless of which telecommunication provider you use.

If you receive a letter from your service provider about changes to your copper landline, or you are having fibre installed in the meantime, give our friendly SECURELY® Service Delivery team a call on **0800 904 904** and they will work with you to ensure your alarm service is not interrupted.

SECURELY® is certified by the New Zealand Security Association as a Grade One Monitoring Centre for our systems and processes. We are a 24/7 monitoring station for critical services which include medical, fire, duress, burglary alarms as well as electricity supply.

Logo and website changes

We've recently redesigned our website and redirected the Safeguard and Main Security sites to our SECURELY® site to deliver a single point of all information for you about our services. If you think we should have other info available to you on our website, send your suggestion to comms@securely.nz.

We are moving to the SECURELY® name on all our invoices.

Why are you receiving this newsletter?

It's important that we are able to communicate with you and share important news happening in both SECURELY® and the wider security industry.

If you choose to unsubscribe please be aware that you may be missing out on valuable updates from us. We will keep the newsletter short and succinct and we hope you find it useful.

Our communications team would love to hear feedback from you about the way we communicate. Email us at comms@securely.nz



Want to tell us about something we can do better?

We are continuously looking at ways we can improve our business and provide a better experience for our customers. If you have any feedback regarding our service or experiences with SECURELY®, please email us on customer care@securely.nz with your name, contact info, the details of your feedback, and how you would like us to respond (e.g. via phone/email) or not respond.