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Visit us on Facebook,  
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### BRANCH OFFICES

#### **Bangor, ME:**

32 Lexington Drive  
Hermon, ME 04401

#### **Freeport, ME:**

4 Summer Street  
Freeport, ME 04032

#### **Greenville, ME:**

18 Moosehead Lake Rd.,  
Unit 5  
Greenville, ME 04441

#### **Waterville, ME:**

270 KMD, 3 KMD Plaza  
Waterville, ME 04901

#### **Montpelier, VT:**

81 River St., Suite 205  
Montpelier, VT 05602

#### **Portsmouth, NH:**

280 Heritage Ave., Unit C  
Portsmouth, NH 03801

**\*\*\*NEW\*\*\***

#### **Caribou, ME:**

**159 Bennett RD, Suite 3  
Caribou, ME 04736**

\*\*If you refer a friend to  
Seacoast Security and  
they sign a contract with  
us, **you'll receive 3 free  
months of monitoring!**  
(up to \$100)

Valued Customer,

As we close out 2021 and look back at the mountain we've all climbed the last two years, we can't help but be grateful. We're grateful to our customers who've trusted our products and services when people shifted to more time at home and for trusting in us when it was extremely hard to welcome strangers into your personal space. During the pandemic we've grown an even stronger appreciation for our team. Our employees took on the responsibility of being essential workers and were here, day and night, pushing through the unknown to ensure we remained open and able to service our customers 24/7/365. That's right, we did not close one day! Our team has been dedicated and for that, we are so extremely grateful.

Not only have we been here, we've been pushing forward with new ways to better service you as the priorities in our world have changed. We are thrilled to be announcing a new service which will only better enhance the visual security we provide our customers. Please take a moment to review the segment below about our new SeaView Visual Monitoring product. We know you'll want to see it in action and add it to your existing system. Watch our social media pages for additional detail, videos and to understand how it can work with your home or business.

We wish you all a safe and healthy holiday season. We promise to be here if you need us so don't hesitate to reach out to our dedicated team.

Stephen Haynes, Vice President and Owner



### **Coming Soon --- SeaView Visual Monitoring!**

*SeaView Visual Alarm Monitoring will soon provide our alarm Dispatchers with actual video when an event happens on your site, using your installed video system and detection devices, giving Seacoast a truer understanding of what's actually happening during an alarm. In real-time, a dispatcher is virtually at the scene of the crime! From there, they can help you decipher what activated the alarm by watching live video. This accuracy allows the Dispatcher to understand the difference between a high threat alarm (a crime in progress) and a low threat alarm (caused by animals, authorized employees or environmental conditions). SeaView Visual Alarm Monitoring will soon provide Seacoast customers with a smarter security system by coupling on-site, real-time video feed with our existing superior security systems to result in a much higher level of service. Email us at [sales@seacoastsecurity.com](mailto:sales@seacoastsecurity.com) for more details.*



**Friendly Reminders This Fall**

If you didn't assign a secondary contact on your account when it was initially set up and you would like to add someone, please contact [data@seacoastsecurity.com](mailto:data@seacoastsecurity.com). Having a second contact can be very important because if you are ever unable to discuss the account, this gives Seacoast Security another person to reach out to. This is also important for monitored businesses. If the primary contact on the list leaves the business, there will still be other parties to contact regarding the security services at that location. It is good practice for commercial locations especially to review their contacts regularly and update when necessary so that they are covered in the event an employee leaves.

Are you leaving your home for the winter months? Don't forget to test your system and review your contact lists before you go to ensure your property is fully protected and we're calling the right person in the event of an emergency. We also highly recommend environmental alarms to prevent low temperatures from damaging your pipes and more in the event of heat loss in your absence. Your help ensures that we can do our best watching over your valuables while you're gone.

*Have you updated your passwords recently? Your security codes should be on schedule with your other passwords. Now's the time to switch them all up so your information and your property is safe. Call our Data department or email [data@seacoastsecurity.com](mailto:data@seacoastsecurity.com) and we'll help you cross that off your list!*

*As you all know, the cost of doing business has risen dramatically. In order to continue to provide the reliable service you've come to expect, we find it necessary to increase our monthly fees in order to help offset our costs. Our last increase was in 2011 and we feel fortunate that we have not had to increase our rates since then. Due to the continuing increase in fuel, taxes, labor rates and insurances, we now need to increase rates slightly to help offset those costs. This increase was effective on August 1, 2021.*



**We've Moved!**

**Our Presque Isle branch has moved to Caribou so that we may better service our customers in our northern most points in Maine! Mario will still be handling sales, installation and service for the area so don't worry, you're in great hands! While the branch is open for appointments only, we welcome your call if you need anything at all!**

**What Our Customers Have to Say...**

Harrison just left a short time ago and I want to let you know that I was very impressed with how professional, knowledgeable and helpful he was in getting the system upgraded and explaining everything to me. He gets a gold star! – **Hartland, Maine Customer**

You and your company have always been great for us to work with and the projects you've completed...are always professionally done. It's really nice when we can do business locally and you and your company are a great example of that!! – **Warren, Maine Customer**

