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Portsmouth, NH:

280 Heritage Ave., Unit C
Portsmouth, NH 03801

Montpelier, VT:

81 River St., Suite 205
Montpelier, VT 05602

**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)

Winter 2024 Newsletter

Valued Customer,

We have made some changes to our monitoring procedures to further enhance the services we provide you. Please read over this newsletter for additional explanation of these changes. We've heard from our customers that you need clearer detail on what you should expect. We also know that some of you have experienced some challenges with these recent changes. We hope this newsletter will answer your questions and urge you to contact us at newtech@seacoastsecurity.com or 800-654-8800 ext. 7, if you need further explanation.

We appreciate your business and want you to know that Seacoast Security is as strong as ever. We are still the proud owners and our team in Rockport, Maine is busier than ever. All of our 8 branches are open, across Maine, New Hampshire and Vermont, and the names you've come to trust with your security, are still here to serve you 24/7.

We wish you a healthy, prosperous 2024.

Scott and Stephen Haynes
Owners

What's Changed

On January 9th, we partnered with National Monitoring Center (NMC) to perform the monitoring of our customers' accounts. This shift was crucial to support our alarm response time during the 24-hour service provided to our customers. This partnership also allows us to add interactive text messaging services and email notifications to keep our customers aware of any signal your home or business sends our way.

We are now able to offer every customer the flexibility to place your alarms on and off test for maintenance purposes and access reports of your alarm activity without having to hold for a person. We are excited for the ease of this new technology and know you will find it efficient to complete many tasks. Ultimately, if you would prefer to have us help you, we're still here and are happy to speak with you personally!



We understand that change comes with questions. We have put together a list of the most frequently asked questions we've heard in hopes it helps you. If you still need clarification, please reach out to us at newtech@seacoastsecurity.com or 800-654-8800 ext. 7, and we would be honored to talk with you.

How do I put my account on test so I can work on my alarm system?

~Please log onto alarmontest.com with your new customer number and password. The system allows you to place all or parts of your system on test 24/7. You can even run a report of all tests for documentation.

Is NMC in the US?

~Yes! You will be contacted by a person who speaks clear English and is highly trained on your alarm system and how to guide you through any situation.

Do I need to do anything to make this switch to NMC?

~No. We've taken care of ensuring that all of your account details are in place in the event you have an emergency.

Was Seacoast Security sold?

~No. Scott and Stephen Haynes still own the company and our team of experts is still in place to help you with any need you have. Our branches are all still open and our Technicians are still local so we can get to you quickly.

What if I can't remember my account password? Do I need it?

~Yes, you'll need to know your password to access your account or service your alarms. If you're unsure what that password is, please email us at newtech@seacoastsecurity.com or call 800-654-8800 ext. 7 and we'll help you.

How do I remove or add people to my call list?

~ We're happy to assist you with account updates at any time. Please email your request to data@seacoastsecurity.com for processing.

What changes can I expect under this new monitoring process?

- ~ You'll notice that in addition to receiving calls in response to an alarm, you may also receive texts and/or emails alerting you to the detail of the alarm (i.e. address and alarm type).
- ~ Some calls may be automated instead of a live person. This call will still be informative and allow you the opportunity to speak with a live person if you'd prefer.
- ~ In the event of a burglary, fire, panic or medical alarm, you'll be able to communicate with other members of your call list to quickly assess emergencies and avoid unnecessary calls to authorities.

