



Spring 2024 Newsletter

P.O. Box A
290 West Street
West Rockport, ME 04865

(207) 236-4876
800-654-8800
Fax: (207) 236-8517

www.seacoastsecurity.com

Visit us on Facebook,
LinkedIn and Instagram!

BRANCH OFFICES

Bangor, ME:

32 Lexington Drive
Hermon, ME 04401

Caribou, ME:

159 Bennett Rd, Suite 3
Caribou, ME 04736

Freeport, ME:

4 Summer Street
Freeport, ME 04032

Greenville, ME:

35 Pritham Ave.
Center Suite
Greenville, ME 04441

Waterville, ME:

270 KMD, 3 KMD Plaza
Waterville, ME 04901

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)**

Valued Customer,

We can finally feel spring is approaching and there's no more welcomed season we have here in Maine. Some of us have weathered the mild winter here, and others are just returning from warmer homes. No matter your situation, we have some reminders:

- Please make sure you place your security system on your spring-cleaning list. Dust off all detectors, wipe away cobwebs and winters grime from your cameras and ensure your visibility is still clear.
- Test your system to ensure it's working like you expect and that you understand what zone ties to which area/component in your home or business so it can be identified quickly during an alarm. Need help, we're here!
- It's also a great time of year to schedule your annual service inspection and add any components to your system that you've identified needing throughout the winter months. We're here to support you with any needs you have.

We have heard from many of you that you are enjoying the new alarm notification services, and the simplicity of our new alarmontest.com website. With change always comes questions, so we've collected the most asked questions with our answers and listed them on the back of this letter and on our website for your reference. Still have questions? Please 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 our team in Rockport, Maine is still here 24/7 and 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 personally.

Enjoy your spring.

Stephen Haynes
Owner



What We Think You Might Ask...

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. Need help? Call us at 207-236-4876 and choose option 8 to reach us 24/7.

Is NMC in the US?

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

I'm not sure what my new alarm notifications are telling me.

~We've placed a list of common abbreviations used in our notifications on our website under the Our Company/Frequently Asked Questions page to guide you. Still unsure? Reach out to us any time.

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 local 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 in your neighborhood 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 exact password to access your account or service your alarms. Any variation will not be accepted (plural vs. singular for instance). 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 do I need to do when I'm notified of an alarm?

~Always respond by following the options at the end of the call or click the link on a text if given. We will know you or your responsible party are aware of the alarm and further notifications will stop.

Can I pay my bill online?

~Yes! Please visit <https://payments.seacoastsecurity.com/seacoastsecurity/Account/Login> and register as a new customer. Once you have logged in, you'll have the ability to pay all bills online. Need help? We're available at 800-654-8800 ext. 5 to get you started.

