

Protect Yourself From Fraud

Be on the Lookout for Door to Door Salespersons Who:

- Say they want to upgrade your old or outdated system.
- Say that you need to take advantage of the offer TODAY!
- Say that the system you have is vulnerable or can be disabled easily.
- Say that their system doesn't use a phone line.
- Say that it is not necessary to contact your existing alarm company prior to having a new company work on your system.
- Claim to work for your alarm company, or a manufacturer or to have purchased your alarm company.

Avoid Having Your Service Switched & Being Double Billed

Unfortunately, if you sign a contract with a new company you will end up paying two companies for the same service.



Help prevent these problems for yourself and others by reporting unlicensed companies and individuals.

Texas Attorney General's Consumer Protection Division

Consumer hotline: (800) 621-0508 toll-free

Private Security Bureau Consumer Information/Complaints

(512) 424-7710

www.txdps.state.tx.us/psb/consumer/info_complaints.htm

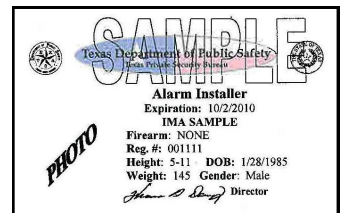
Your Local Police or Sheriff's Department

Protect yourself

The best safeguard against faulty and hazardous work is to make sure the company you hire has a **valid license** from the Department of Public Safety.

Do **NOT** accept just a company ID!

Ask to see their license!



Texas State Pocket Card

Produced by the False Alarm Reduction Association and the Texas Burglar & Fire Alarm Association (www.tbfaa.org)

Why Take A Chance! Use a Licensed Texas Professional!

Individuals may be unlicensed because they may not:

- meet financial requirements.
- be able to pass a background check.
- meet experience requirements.
- meet insurance requirements.

For More Information On

- How systems operate
- Licensing requirements
- Options to enhance your system
- Tips to avoid false alarms

Visit tbfaa.org



You Have a Right to Cancel

If you change your mind within 3 business days, you can get out of a door to door sales contract and receive a full refund. You should be given two copies of a cancellation form that you need to sign, date and mail. You don't have to have any reason for canceling.

If you didn't get a cancellation form, write a letter. Because the seller broke the law by not giving you a cancellation form, you have extra time to cancel. You still must cancel in writing. The sooner you do this, the better.

Investigate Both the Seller and the Offer

- Take your time making a decision.
- Get several estimates & compare.
- Check with the Better Business Bureau or consumer affairs office.
- Read the information carefully to be sure you know what the quoted price includes.



Texas Consumers Have Registered Many Complaints, Including:

- Customer unwittingly agreed to pay for fines charged to the unlicensed company and/or lengthy terms.
- Companies claim to represent the customer's existing alarm company, and falsely tell the customer that they need an upgrade. After the customer signs, they become obligated to two companies for the same services.
- Companies claim to offer a "free" system when in reality customers are committing to an extended contract that has a built in fee for the equipment.