



Alarm Users Beware - Don't Fight One Threat By Risking Another!

Inquire Before You Hire!



Don't Put Your Life & Property

In the Wrong Hands

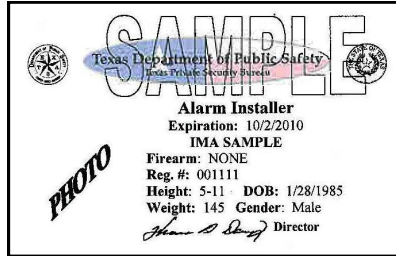
Be Sure Your Alarm Company Has A License

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

Visit www.tbfaa.org- For More Information On

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



Texas Burglar & Fire Alarm Association

Texas Consumers Have Registered Many Complaints, Including:

- Customer unwittingly agreed in contract 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.
- Accounts are sold to another company preventing the customer from getting proper 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

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

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.

Produced by the False Alarm Reduction Association FARA and the Texas Burglar & Fire Alarm Association TBFAA

Unlicensed Alarm Companies Pose a Threat to You.

- **They Cost You Money**
Substandard work by unlicensed alarm companies can lead to costly repairs and corrections that require the services of a licensed company. Thus the consumer may pay more money for the job than if they had initially hired a licensed company.
- **They Often Defraud & Exploit You**
Hiring unlicensed companies encourages "roving", unlicensed individuals who are involved in illicit practices. These companies often take money for jobs that are never started, not completed, or are poorly installed with little or no recourse for dissatisfied customers.
- **You Can Be Liable for Damages & Injuries On The Job**
The consumer is responsible for any damages and injuries incurred on the job site since unlicensed companies often do not have general liability and workers compensation insurance.
- **They Do Substandard Work**
Since unlicensed companies do not go through the process of obtaining a license, they are not aware of required standards understood by licensed companies. This leads to shoddy and substandard workmanship.
- **They Fail To Meet Texas State & Local Standards**
Unlicensed companies do not meet requirements of many local ordinances so they may be unable to request a public safety response when your alarm system is activated.
- **They Do Not Play By The Rules**
Unlicensed individuals and businesses operate illegally. They do not follow acceptable standards or abide by a code of conduct. They steal business away from legitimate businesses and professionals who follow the rules. They hurt the economy because they often do not pay taxes.