

Dear Dealer,

We continue to work diligently on the move to Becklar's infrastructure on June 16th. We are making great efforts to provide you and your customers with the industry's best customer experience and the most advanced false alarm dispatch reduction technology. Over the past several decades, we have led the industry in innovation in processes and procedures, many of which you and your customers will experience as we complete the migration. Please read the details below describing a few initial changes that your customers can expect:

- If an abort, cancel, or open signal is received, and an operator has not yet begun calling on the alarm, we will disregard the burglar alarm per the abort, cancel, or open. Customers can see the list of events in their Becklar Chat link, when enabled.
- Our platform will send automated calls for all low-priority signals on security accounts (low battery, power loss, trouble signals, failed test timers, etc.), enabling prompt notification and an industry-leading response time for emergency alarms.
- We are implementing our award-winning product, Becklar Chat, **on every burglar alarm account that currently utilizes the existing Dynamark Chat feature**. Becklar Chat allows customers to dispatch the authorities or disregard the alarm via a secure link texted to designated contact list members immediately upon receipt of a burglar alarm. If no one accesses the link or decides to dispatch or disregard the alarm via the chat link within 60 seconds, an operator will begin calling from the contact list. Over the past several years, Becklar Chat has reduced false dispatches by over 54% on burglar alarms and has allowed customers to promptly manage their alarm response. Please click here for [white-labeled marketing material and statistics about Becklar Chat](#).

We urge you and your staff to take advantage of the webinar training sessions on Tuesday, May 26th, and Thursday, May 28th. There will be a live Q&A surrounding the tools you will soon have access to at the conclusion of the presentations.

May 26th - 11:00 am Eastern Time - [Meeting Link](#)

May 28th - 1:00 pm Eastern Time - [Meeting Link](#)

For your convenience, please visit our [Help Center](#), where you can find additional articles and training resources from Becklar.

We look forward to serving you.