The Pulse of Wholesale Monitoring

Innovation continues to drive everything we do at Securitas Technology. As we move through 2026, our focus remains on delivering practical, scalable solutions that help our dealer partners operate more efficiently, communicate more effectively, and navigate an evolving security landscape with confidence.

This month's Pulse highlights key technology insights, upcoming events, and important updates designed to keep you informed and better equipped to serve your customers.

Together, we are building a smarter, more connected security ecosystem—one designed to support long-term growth, operational stability, and shared success.

✦ Event Spotlight

We are excited to be part of the upcoming **IAF Annual Tradeshow and Convention** in Orlando, FL. Join us to connect with our team and explore how we can better support your business. To schedule a time, reach out to Michael Russell at **michael.russell@securitas.com**.

Dates: February 16-18, 2026

Location

Rosen Plaza Hotel
9700 International Dr.
Orlando, FL 32819
UNITED STATES

Our Dealer Update Webinar series relaunched in January, delivering current wholesale monitoring updates along with guidance on business growth, attrition reduction, and upcoming industry events. Additional sessions are planned for this spring—registration details coming soon.

Employee Spotlight

Lori McClure, Wholesale Operations Coordinator

Lori McClure, our Wholesale Operations Coordinator, delivers expert technical support to dealers and customers while helping expand service coverage nationwide. With 20+ years of field installation and service experience, she is a trusted expert in M2M, AlarmNet, and Alarm.com platforms. Lori sums up her field skills best: she's *"an artist with a 6-foot drill bit."*

Important Information/Updates

Request – Update Contact Information

To ensure timely communication, please confirm that we have a current email address and phone number on file for your Dealer Relations team. If you use a separate email for invoices and statements, please let us know.

News to Know

🔴 **Dealer Notice: Numeric PINs Preferred for Upcoming System Enhancements**

To ensure compatibility with upcoming automation features—such as Automated Cancel Options—all dealer accounts are encouraged to use numeric PINs for their customers.

These tools are designed to streamline operations and improve response efficiency; however, they perform best when PINs are numeric.

Please review your current customer PIN structures and begin transitioning to numeric-only formats where possible to take full advantage of these features.

🔴 **Accounting Reminders & Helpful Tips**

We want to ensure your billing experience is smooth and hassle-free. Please review these helpful reminders to keep your account running seamlessly.

Cancellation Requests

Email any cancellation requests to wholesale-changes@securitas.com by the 20th of the month to avoid billing for the next cycle. Be sure to save the confirmation email you receive for your records.

Quarterly, Semi-Annual, or Annual Billing

If a site is canceled mid-cycle, an automatic credit will be issued.

- If the related invoice is unpaid, the credit will apply automatically.
- If it's already paid, the credit will roll forward to your future invoices.

🔴 **Passcode Verification Changes – Effective December 1, 2025**

Passcode verification

- Name provided must match name associated with passcode (unless generic/universal code without name)

- Allow for 2nd chance to verify passcode when calling premise (aligns with industry standard)

- Passcard not required from call list contacts unless specified within alarm response procedure

🔴 🔒 **Important Notice: Subscriber Agreements Required**

Per the **Master Monitoring Agreement**, all dealers must include an executed **Subscriber Agreement** when submitting new accounts to **wholesale-changes@securitas.com**.

This documentation is required to ensure compliance and proper account activation.

Please note: If you are submitting the customer through **MASweb using the Long Form**, a Subscriber Agreement does not need to be submitted separately, however, you are required to have an executed agreement on file and must be able to provide upon request.

Thank you for helping us maintain consistent and accurate account records.

Dealers remain responsible for notifying the appropriate fire authorities when required.

🔴 🔒 **Account Activations**

A quick reminder that before monitoring can be activated on any new account, we must receive the following items:

- Successful test signals from the system
- Current contact list and passwords (if applicable)
- Complete zone descriptions
- Signed monitoring contract
-

These requirements are outlined in your dealer agreement and reflect industry best practices. Providing these items prior to activation ensures a smooth start-up and helps us deliver reliable, accurate monitoring for your clients from day one.

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Contact Alarm.Com

| OUTAGE UPDATE PAGE | View notices by logging into the Dealer Portal |

| UPDATE CONTACT INFO | Has your company or contact info changed? |

WEBSITE and DEALER PORTAL ADDRESS

WEBSITE - http://www.securitastechnologydealers.com
DEALER PORTAL - http://www.portal.securitastechnologydealers.com

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