



The Pulse of Wholesale Monitoring

Innovation continues to drive everything we do at Securitas Technology, and this month's updates are all about helping our dealer partners stay ahead. From **new automation tools** to enhanced **communication features** and **training opportunities**, we're focused on strengthening your connection to the customers you serve.

In this issue, you'll find the latest technology highlights, event announcements, and practical insights designed to make your business more efficient and responsive.

Together, we're building a smarter, more connected future—one solution at a time.

📍 Event Spotlight



[LLSSA 2025 Convention](#) – Register Now

Join Us at the 2025 LLSSA Annual Convention

Mark your calendars for **November 19–20, 2025** as the Louisiana Life Safety & Security Association hosts its Annual Convention! This event is the premier gathering for Louisiana's security, fire, and life safety professionals.

What to expect:

- CEU-approved training and regulatory updates
- Networking with industry professionals across Louisiana
- Exhibits showcasing the latest products and technology

- Insightful sessions designed to support your business growth

→ **Stop by and see Securitas Technology** to learn how we're partnering with dealers for monitoring, technology, and growth solutions.

Stay tuned for registration and agenda details — we look forward to seeing you in November!

2025 TBFAA Convention Highlights



Employee Spotlight



Employee Spotlight: Meet Jenny Yaeger – Dealer Relations Specialist

This month we're proud to feature Jenny Yaeger, a 14-year team member whose dedication and versatility have made a lasting impact at Securitas Technology.

Jenny began her career as an Administrative Assistant with SentryNet in Pensacola, FL, supporting multiple departments and helping organize memorable SentryCon events. After relocating to Memphis, TN, she continued to grow with the company and, in 2021, stepped into her current role as Dealer Relations Specialist. Known for her professionalism, reliability, and passion for learning, Jenny continues to deliver exceptional support to our dealers every day. Please join us in celebrating her outstanding contributions! 🙌

Important Information/Updates

● 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 a **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 separate Subscriber Agreement is **not required**.

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



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Our Vision

We imagine a world where homes and buildings are good for the planet, where technology works to simplify everyday life. In that world, people are healthy, happy and secure.

Our Purpose

To help create this future, we will work every day... To simplify the connected world so people have peace of mind and can focus on what matters most.

[Click Here for Information](#)

Dealer Update Webinars Return in January 2026

Monthly updates on **services, technology, and initiatives**, with guest speakers from vendor partners and industry experts — plus live Q&A with our leadership and technical teams.

 **Save the Date:** January 13, 2026 — Dealer Update Webinar.

 [\[Register Here\]](#)



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>



We are FM Approved

Securitas Technology is compliant with FM Approval Standard 3011 "Central Station Service for Fire Alarms and Protective Equipment Supervision." [LEARN MORE](#)

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