

DOCKET NO. HHD-CV-07-4031933S	:	SUPERIOR COURT
	:	
STATE OF CONNECTICUT	:	JUDICIAL DISTRICT OF HARTFORD
<i>Plaintiff</i>	:	
	:	AT HARTFORD
v.	:	
	:	
SAFE HOME SECURITY, INC.,	:	
SAFE HOME MONITORING, INC.,	:	
AND DAVID G. ROMAN	:	
<i>Defendants</i>	:	APRIL 4, 2019

**MOTION FOR CONTEMPT AND PETITION FOR CIVIL PENALTIES UNDER
GENERAL STATUTES § 42-110o(a) OR, IN THE ALTERNATIVE, MOTION
FOR APPROPRIATE EQUITABLE RELIEF**

Pursuant to Connecticut Practice Book § 1-21A, the Plaintiff State of Connecticut (the “State”), moves for a contempt order against Defendants Safe Home Security, Inc., Safe Home Monitoring, Inc., and David G. Roman (collectively, the “Defendants”), for failure to comply with the Stipulated Judgement (the "Judgement") entered by this Court on March 21, 2014.¹ A Memorandum of Law in support of this motion is attached hereto. In the alternative, if the Court does not find the Defendants in contempt, the State moves for the Court to fashion appropriate equitable remedies to enforce the Judgment and petitions for civil penalties under General Statutes § 42-110o(a).

¹ In addition to filing this Motion, the State reserves its right to initiate a new action under Connecticut General Statutes § 42-110m to seek further relief based on the numerous complaints it has received concerning Defendants' conduct since entry of the Judgment.

I. FACTUAL AND PROCEDURAL BACKGROUND

Safe Home Security, Inc. and Safe Home Monitoring, Inc. are corporations registered in Connecticut that sell, install, service, and monitor home alarm and security systems in Connecticut and other states. Prior to the commencement of this action in 2007, the Office of the Attorney General (hereinafter, "OAG" or "Attorney General") and the Connecticut Department of Consumer Protection ("DCP") received numerous complaints from consumers claiming that Defendants had engaged in various abusive and predatory business practices. Some of these complaints asserted that Defendants' alarm systems were defective or that Defendants failed to honor their warranties. *See Complaint, Counts 1-4*. Other complaints claimed that Defendants made misrepresentations that unfairly locked them into long-term contracts and made it difficult for them to cancel, *id.*, *Counts 5-10*, and still other complaints alleged that Defendants performed work without the proper licenses and registration and that their contracts did not comply with Connecticut law. *Id.*, *Counts 10-15*.

The State commenced this sovereign enforcement action in 2007 pursuant to the Connecticut Unfair Trade Practices Act ("CUTPA"), General Statutes § 42-110a, *et seq.* On March 21, 2014, the Court entered Judgment against the Defendants (*see* docket entry no. 106). This Judgment, among other things, contained 13 specific prohibitive injunctions relating to Defendants' business practices that the State alleged violated CUTPA, and an additional 14

affirmative injunctions.² *See Stipulated Judgment, sec. 3 and sec. 4.* The injunctions addressed the specific conduct that the State alleged violated CUTPA in its complaint. Accordingly, Defendants were on notice at the time that the Judgment was entered that the State regarded such conduct as constituting CUTPA violations.

Since entry of the Judgment, the Attorney General and DCP have continued to receive complaints from consumers concerning Defendants' business practices.³ Most, if not all, of these complaints specifically allege conduct that violates the injunctions contained in the Judgment. The State therefore respectfully moves this Court to find Defendants in contempt for failure to comply with the Judgment and impose sanctions or, in the alternative, to fashion appropriate equitable remedies to enforce the Judgment and petitions for civil penalties under General Statutes § 42-110(a).

II. VIOLATIONS OF PROHIBITIVE INJUNCTIVE PROVISIONS

A. Prohibitive Injunctions

The prohibitive injunctions in the Judgment were intended to address specific unfair sales and business practices. For the purposes of this motion, the relevant prohibitions are:

² The Judgment also required Defendants to establish a restitution fund in the amount of \$30,000 to pay restitution claims and make a payment to the State in the amount of \$70,000. *See Judgment at sec. 5.*

³ As documented in the attached affidavit of an OAG investigator, the Attorney General and DCP have received 365 complaints by consumers since the entry of the Judgment. *See Ex. 1, Affidavit of Christine Shanley Buck.* While some of these complaints have since been resolved, they were only resolved after consumers complained to a governmental agency.

- 3.4 Knowingly offering, selling, leasing or renting any goods or services to any Consumer that is defective, or that does not otherwise work, operate, or function.
- 3.5 Failing to honor any warranties provided to by Defendants to Consumers.
- 3.7 Failing to Timely cancel Contracts when Consumers request cancellation, as required by General Statutes § 42-126b(c)(1).
- 3.9 Collecting, charging, requesting or billing for any fee, charge, surcharge, cost, or expense to any Consumer for services provided during any time period when the Consumer's account was inactive, suspended or terminated, or was not being monitored by a home security system.
- 3.11 Failing to provide a new Contract to a Consumer when terms and/or fees are changed.
- 3.13.9 Taking any action that may adversely affect any Consumer's credit report, credit score, or the Consumer's ability to receive credit, unless the Defendants have a legitimate factual basis for doing so.

B. Affirmative Injunctions

The Judgment also contains several affirmative injunctions including section 4.14, which provides that Defendants "shall comply with all obligations and requirements imposed by Connecticut law, including but not limited to all lawful requirements of CUTPA...." The Judgement also requires, at section 4.5, that "Defendants shall promptly respond to complaints received by Post-Judgment Out-of-State Safe Home Security Consumers and agree to comply with those consumers' respective State laws and Regulations relating to, but not limited to home alarm systems and home alarm monitoring products and services."

C. Consumer Complaints

The State has received 365 consumer complaints concerning Defendants' sales and business practices since entry of the Judgment. The volume of these complaints, made by a variety of consumers at different times from different parts of the state and from other states, combined with the similarity of the conduct alleged therein, tend to corroborate the truthfulness of these consumers' accounts.⁴ Moreover, the complaints received by the State since entry of the Judgment likely represent only a small portion of Defendants' actual abusive practices, especially since many of these complaints relate to inconvenience and loss of service rather than large financial claims.

The following complaints are illustrative of all of the complaints the State has received concerning Defendants since entry of the Judgment.⁵

1. Beverly Buker

In August 2017, Beverly Buker moved from her home in California to Nevada. *See Ex. 2, Buker Complaint, Bates No. 001-002, 012.* According to her complaint, Defendants told her that

⁴ The fact that a complaint was ultimately resolved does not negate Defendants' conduct that gave rise to the complaint in the first place. The fact that Defendants resolved a complaint may even raise the inference that the complaint had merit. Defendants certainly did not see the need to resolve many of these complaints until after the consumer had contacted a governmental agency.

⁵ These complaints are offered in lieu of attaching all 365 complaints received. If desired by the Court, the State is happy to provide these other complaints.

her monitoring system could be de-activated in California and reinstated when she settled into her home in Nevada. *Id.* When she requested reinstatement of her service in November 2017, Defendants told her that she would need to sign a new three-year contract, which she did. *Id.*, *Bates No. 020*. Thereafter, however, Defendants were unable to reinstate her service after Ms. Buker attempted on several occasions to schedule a service appointment. *Id.*, *Bates No. 001-007, 020*. Although Defendants were not providing monitoring services—and were fully aware that they were not providing monitoring services—they continued to charge Ms. Buker's bank account. *Id.*; *see also Bates No. 008-010, 013, 017-018, 022*. In or around the middle of 2018 she contacted her bank to discontinue her automatic payments to Defendants, and thereafter Defendants billed her and made a negative report to Equifax that has lowered her credit worthiness. *Id.*, *Bates No. 011-012, 014-016*. By email dated January 7, 2019, Defendants finally acknowledged what had become obvious, that "the area you moved into is an unserviceable area." *Id.*, *Bates No. 006*. Despite this fact, however, Defendants *continued* to demand that Ms. Buker pay them a penalty of over \$1000 to terminate her contract early. *Id.*

Defendants' conduct violated section 3.9 of the Judgment, collecting, charging or billing for any fee during any time when the consumer's home was not being monitored by a home security system, and section 3.13.9, taking any action that may adversely affect any consumer's credit score without a legitimate factual basis for doing so. Their conduct also violates section

4.5, which requires Defendants to promptly respond to post-Judgment out-of-state consumers' complaints. Ms. Buker seeks rescission of her contract with no penalty and seeks to have Defendants remove any and all negative reports to credit bureaus.

2. Alex Vishnevsky

Alex Vishnevsky is locked into a contract that does not expire until 2021. *See Ex. 3, Vishnevsky Affidavit, Bates No. 001-002.* In October 2018 his remote control stopped working and he called Defendants to set up a service appointment. *Id.* After waiting 2.5 weeks for an initial appointment, once a service call was scheduled the technician never showed up. *Id.* In total, Mr. Vishnevsky has scheduled five appointments with Defendants to repair his monitoring system, which subsequently stopped working altogether, and Defendants failed to show up for three of those appointments. *Id.* Defendants have been unable to repair the system on those occasions when they did send a technician. *Id.* As if Defendants' inability to keep appointments weren't enough, Mr. Vishnevsky reported that he had to call multiple times and speak with multiple representatives to even schedule those appointments in the first place. *Id.* Mr. Vishnevsky cannot get his service repaired, cannot get out of his contract, and to add insult to injury, is being charged every month. *Id.*

Defendants' conduct violated section 3.9 of the Judgment, collecting, charging or billing for any fee during any time when the consumer's home was not being monitored by a home

security system. Their conduct also violates section 4.5 which requires Defendants to promptly respond to post-Judgment out-of-state consumers' complaints. Mr. Vishnevsky seeks rescission of his contract with no penalty.

3. Ronald Wojcik

Mr. Wojcik was approached by Defendants' salesperson in May 2016 when he put his house on the market and was offered a three-year contract. *Ex. 4, Wojcik Complaint, Bates No. 001*. Because he was concerned about being committed to a long-term contract when his house was on the market, Mr. Wojcik stated that the salesperson assured him that the contract could be cancelled if the house were sold. *Id.* Based on this assurance, he signed a contract for monitoring service. *Id.* The house sold about four months later and Mr. Wojcik contacted Defendants to cancel his service. *Id.* He was asked to forward proof that the house was sold and he stated that he did so. *Id.*

Mr. Wojcik assumed that his account had been terminated, but discovered after a year and a half that, in fact, Defendants had not cancelled his contract and had instead withdrawn \$42.55 a month from his checking account. *Id.*

Defendants' conduct violates section 3.7 of the Judgment, which prohibits Defendants from failing to cancel a contract in a timely manner when the consumer requests cancellation.

Mr. Wojcik seeks rescission of his contract, without penalty, and seeks restitution in the amount of \$765.90.

4. Alice Healey

Alice Healey was 88 years old when her cousin, Robin Starchak, submitted a complaint to the Attorney General on her behalf. *See Ex. 5, Healey Complaint, Bates No. 001.* Ms. Healey was admitted to the hospital in July 2018 and thereafter entered a nursing home. *Id.* Her cousin, Ms. Starchak, contacted Defendants to have service at Ms. Healey's home terminated and was directed to send proof of residence in the nursing home, which she did. *Id., Bates No. 004-005.* On September 14, 2018, Defendants sent Ms. Healey a letter—evidently in response to her notice of cancellation—telling her that her contract did not expire until August 5, 2021, and that she would need to cancel 60 days prior to that time. *Id., Bates No. 006.* Ms. Starchak called Defendants and resent her letter on September 20, 2018. *Id., Bates No. 002.* She heard nothing thereafter. *Id.* Ms. Healey died on October 12, 2018, and in the course of setting her affairs in order Ms. Starchack noticed that Defendants had continued to debit her account \$57.96 a month. *Id.*

Ms. Starchack contacted Defendants and was told that "there were no letters in her file" and that someone would get back to her within 24 hours. *Id., Bates No. 002.* No one got back to

her. *Id.*, Bates No. 003. As of the date of her complaint to the Attorney General, Defendants had debited her cousin's account \$231.84. *Id.*

Defendants' conduct violates section 3.7 of the Judgment, which prohibits Defendants from failing to cancel a contract in a timely manner when the consumer requests cancellation. Defendants even continued to debit her account after her death. Ms. Starchack claims rescission of the contract and restitution on behalf of Mrs. Healey's estate in the amount of \$347.76.

5. David Crow

Mr. Crow signed a three-year contract with the Defendants in 2013. *See Ex. 6, Crow Complaint, Bates No. 005.* He states that when he signed the contract he was told that he could renew that contract when it expired or simply continue on a month-to-month basis. *Id.* He recalled being contacted in 2016 and being asked if he wanted to renew his contract, and he stated that he told the representative that he wanted to continue on a month-to-month basis. *Id.* He also stated that the representative told him that he would be sent "some papers" but he did not receive anything. *Id.* Mr. Crow noted that his monthly fee went up, but he assumed that the price rise was related to his switching from a fixed-term contract to a month-to-month contract. *Id.*

When Mr. Crow called Defendants in September 2017 to cancel his service, he was directed to cancel his service via email and provided with an email address. *Id.* Mr. Crow sent

an email cancelling his service and assumed he was finished with the Defendants. *Id.* In July 2018, however, he learned that he was still being charged monthly. *Id.*, *Bates No. 005-006*. When he contacted Defendants, he was told that he had signed a five-year contract in 2016 and could not terminate his service.⁶ *Id.*, *Bates No. 006*. When he demanded a copy of the contract, he was sent a document that he claims contains a forged signature. *Id.*, *Bates Nos. 001 and 003*.

Defendants' conduct violates section 3.7 of the Judgment which prohibits Defendants from failing to cancel a contract in a timely manner when the consumer requests cancellation. Defendants conduct also violates section 3.11, which prohibits them from failing to provide a new contract to a consumer when the terms and/or fees are changed. Mr. Crow's claim that Defendants had forged a contract violates the general affirmative provision in section 4.14 to comply with CUTPA. Mr. Crow seeks rescission of his contract without penalty and restitution in the amount of \$494.91.

6. Julie Hipp

Julie Hipp reported that she had "multiple communications" with Defendants to try to get a technician to come to her home to repair parts of her security system that did not work. *See Ex. 7, Hipp Complaint, Bates No. 004*. She eventually signed up for an upgraded service plan in October 2018 that included a new warranty. *Id.* According to Defendants' representations,

⁶ As of August 2018, when he filed his complaint with the OAG, the Defendants had charged his credit card \$494.91 for nine months of service after he cancelled his contract. *Id.*, *Bates No. 001*.

"customers with the additional Service Warranty received preferred scheduling for service calls." *Id.* Ms. Hipp had second thoughts about the contract, however, and cancelled during the three-day rescission period. *Id.*, Bates No. 004-005. Although Defendants verbally confirmed to her that she had properly cancelled the contract during the rescission period, they continued to bill her as if the contract was still in effect. *Id.*, Bates No. 005.

The Defendants' conduct violates section 3.7, which prohibits Defendants from failing to cancel a contract in a timely manner when consumers request cancellation. Ms. Hipp seeks rescission of her contract without penalty.

7. Allan Devine

Mr. Devine claims he was asked to sign a five-year contract when his previous contract expired, but he declined and told Defendants that he would like to continue on a month-to-month basis. *See Ex. 8⁷, Devine Complaint, Bates No. 002.* When Mr. Devine tried to cancel his service in December 2018, he was told that he had signed a contract committing him to service until 2023. *Id.* When he asked for proof, Defendants sent a hard copy of a contract "which was electronically signed with a stamp with my name on it." *Id.* Mr. Devine indicated he did not have such a stamp and that he did not authorize the contract. *Id.* Mr. Devine also claims that

⁷ Exhibit 8 also contains, at pages Bates No. 007-008, an email Mr. Devine sent the OAG as a follow-up to his complaint.

Defendants made an adverse report to credit bureaus, resulting in a significant reduction in his credit rating. *Id.*, *Bates No. 007*.

The Defendants' conduct violates section 3.7 of the Judgment, which prohibits Defendants from failing to cancel a contract in a timely manner when consumers request cancellation. His claim also violates section 3.13.9, taking any action that may adversely affect any consumer's credit score without a legitimate factual basis for doing so. His claim that Defendants had forged or otherwise electronically stamped a contract with his name without his consent violates the general affirmative provision in section 4.14 to comply with CUTPA. Mr. Devine seeks rescission of his contract without penalty.

8. Riddhi Desai

Mr. Desai claims that his liquor store was broken into twice while being monitored by Defendants' alarm system and that the alarm was not triggered on either occasion. *See Ex. 9, Desai Complaint, Bates No. 001*. Despite the fact that the burglars smashed a window and tried to open a locked cash register with a screwdriver, Defendants "don't know why" the alarm did not trip. *Id.* Mr. Desai reported that when he asked to terminate his contract, justifiably dissatisfied and disappointed, he was told that he would have to pay a penalty for early termination. *Id.*

The Defendants' conduct violates section 3.7 of the Judgment, which prohibits Defendants from failing to cancel a contract in a timely manner when consumers request cancellation. Defendants' conduct violated section 3.9, collecting, charging or billing for any fee during any time when the consumer's home was not being monitored by a home security system.

Additional Injured Consumers

As indicated above, the Attorney General has received numerous other complaints from consumers, both directly and through the Connecticut Department of Consumer Protection and the Connecticut Better Business Bureau. *See Ex. 1*. While the State asserts that these other complaints also give rise to additional violations of the Judgment—and specifically reserves its right to seek further relief in the future, if necessary—for the purposes of this Motion, the State seeks restitution for the consumer complainants identified herein and equitable relief as set forth below.

CIVIL PENALTIES AND OTHER RELIEF

As set forth in this Motion, the Defendants have failed to bring their business practices in compliance with the law and have violated the specific injunctive terms of the Judgment repeatedly, resulting in harm to consumers. The Defendants' violations have been willful inasmuch as they knew or should have known that their conduct violated the Judgment.

WHEREFORE, the State seeks the following relief:

1. An order finding the Defendants in contempt of the Judgment.
2. An order, pursuant to General Statutes § 42-110o(a), directing the Defendants to pay civil penalties of up to \$25,000 for each of the specified violations of the Judgment set forth herein.
3. An order directing the Defendants to pay restitution to the consumers identified herein for the harm caused by their noncompliance with the Judgment.
4. An order directing the Defendants to remove negative reports they have made to any credit bureaus concerning the consumers identified herein.
5. An order directing the Defendants to rescind, without penalty, all of the contracts relating to consumers identified in this pleading.
6. An order directing the Defendants to attempt, in good faith, to resolve the complaints submitted as Ex. 1—and any consumer complaints received by the Attorney General during the pendency of this proceeding—which shall include the offer to allow consumers to rescind their contracts with Defendants, without penalty, and to submit a report to the Attorney General no later than sixty (60) days after entry of the Court's order setting forth their efforts to resolve each such complaint.
7. Such other and further relief as the Court deems appropriate.

THE PLAINTIFF,
STATE OF CONNECTICUT

WILLIAM TONG
ATTORNEY GENERAL

By: 

Jonathan J. Blake (Juris No. 426816)
Assistant Attorney General
Office of the Attorney General
110 Sherman Street
Hartford, CT 06105
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ORDER


The foregoing motion is hereby ordered: GRANTED/DENIED.

By: _____
The Court

CERTIFICATE OF SERVICE

I hereby certify that the foregoing Plaintiff's Motion for Contempt and Petition for Civil Penalties under General Statutes § 42-110o(a) was served by first class mail, postage prepaid, this 4th day of April 2019 to the following counsel of record and non-appearing parties:

Robert M. Casale, Esq.
Law Offices of Robert M. Casale
1944 Rt. 77
Guilford, CT 06437



Jonathan J. Blake
Assistant Attorney General

Exhibit 1

DOCKET NO. HHD-CV-07-401933S	:	SUPERIOR COURT
	:	
STATE OF CONNECTICUT	:	JUDICIAL DISTRICT
<i>Plaintiff</i>	:	OF HARTFORD
	:	
v.	:	
	:	
SAFE HOME SECURITY, INC.,	:	
SAFE HOME MONITORING, INC.,	:	
AND DAVID G. ROMAN	:	
<i>Defendants</i>	:	APRIL 2, 2019

AFFIDAVIT OF CHRISTINE SHANLEY-BUCK

Christine Shanley-Buck, being duly sworn, says:


1. I am over the age of eighteen and understand the obligation of an oath.
2. I am currently employed as an Investigator in the Office of the Attorney General of Connecticut (OAG). In that capacity, I have reviewed all consumer complaints in the possession of the OAG relating to the above-captioned matter that relate to occurrences that occurred after March 21, 2014, the entry date of the Stipulated Judgment.
3. In addition to complaints that were filed directly to the OAG, we also received complaints forwarded to us by the Department of Consumer Protection.
4. At the direction of Assistant Attorney General Jonathan J. Blake, I prepared a chart, attached hereto as **Attachment A**, summarizing the following information regarding said consumer complaints: consumer name; consumer's town and state; the date a matter was opened and closed; and a description of the complaint. In some instances, the consumer did not identify the nature of the complaint, and in those cases the description of the complaint was left blank.

5. In some instances in which the consumer did not identify the nature of their complaint, the OAG did not open a matter.


6. The chart accurately summarizes the information contained in the consumer complaints.

Further affiant sayeth not.

AFFIANT,


Christine Shanley-Buck

Christine Shanley-Buck, known to me to be the person described within, personally appeared before me, and made oath as to the truth of the foregoing Affidavit this 2nd day of April, at Hartford, Connecticut.


Jonathan J. Blake
Commissioner of the Superior Court

Attachment 1

	Compl Last	Compl First	Town	State	Date Opened	Date Closed	Complaint Description
1	Alberino	Cristi	West Hartford	CT	11/12/2014		Per consumer, he is disputing a bill with SHS, has had interruption of service, his alarm system is not compatible th his new internet carrier, SHS refuses to cancel. Requests SHS removes bill from my account and my account closed in good standing.
2	Albert	Amanda	New Britain	CT			Taking money out of an account that has already been cancelled. Possibility of automatic renewal without notifying consumer
3	Andreas	Roosevelt	Bridgeport	CT	9/26/2016		After being a customer of SHS for 10 years, in 2015, complainant decided to leave SHS. However, in 8/2015, a SHS Manager called complainant and offered a 3 year contract at \$19.99/month + tax = \$21.26/month with the first 5 months free of charge. After a couple of months, he did not receive the free service and SHS continued to draw money off his c/c. Complainant called SHS in November and they were to take care of this and give 5 months of free monitoring but this never happened. Per Andreas on 4/10/18, SHS stopped billing him once he stopped paying them which he did as he never received the 5 free months. SHS turned the matter over to collections. He will look for letter from collections co. and mail to me. He could not locate the contract and does not have any billing statements.
4	Ashe	Charles	New Haven	CT	3/27/2017	1/23/2018	Complainant closed their account with SHS but SHS has been making withdrawals from complainant's account for 4 years
5	Atkins	Rebecca	Norwich	CT	6/17/2015		Contract initiated on 4/15/09. On 2/3/14, complainant sent e-mail to SHS cancelling her account. No e-mail confirmation sent by SHS but automatic withdrawals stopped from complainant's account. Then, complainant was contacted by a collection agency advising she owed \$1500+. Complainant called collection agency and was informed he had a new contract for her dated 7/2013. Atkins informed him she had not signed a new contract and her equipment no longer worked after 2012. But, she was told she would have to pay through the end of the contract, so she did, despite there was no working equipment to monitor between 2012 and the end of the contract in 2014. Atkins received a copy of the contract dated 7/13 and states it has a forged signature.
6	Baker	Carolyn					

7	Bigard	Tara	New Haven	CT	11/7/2015		<p>I am questioning the signature and date of the so called 60 month contract with the Safe Home Security for services to monitor my home. I requested and received a copy of the so called contract that was hand written (not by me) and dated also (not by me). The signature and date does not look authentic. I have since tried to terminate my service with them by letter and they are stating that I can not terminate due to this so called contract. I want to be released from the contract immediately! I do not want to be held responsible for a 60 month contract that I did not sign. Requesting an immediate release from contract.</p>
8	Bigelow	Deborah	Griswold	CT	5/28/2014		<p>I have an ongoing dispute with this company. The system hasn't worked in a year but I have a contract. As a way to get me to sign a new contract they performed a free system repair. The system continues to not function as expected false alarms, sensor malfunctions and more so I refused to sign a new contract for a service I cannot possibly receive. They threatened me to send me to collections for the service, which I never received a bill for, and I refused to pay. They now it appears that they just put it on my credit card without my permission. Their salesman Barry had the service authorized as no charge from his manager who has left and apparently no one will honor that. Barry was transferred to collections and will no longer assist in correcting this matter. On my last phone contact with this company in April I was told that the vice president would call and that never happened and then I noticed that they charged me the service call along with my useless monthly service charge. I would like the charge of \$90 refunded to me and any personal credit damage corrected.</p>
9	Binder	David	Brookfield	CT	7/15/2014		<p>Safe Home Security continues to bill me for services that I have not requested nor signed any contract agreeing to continue doing business with them. They have sent me contracts for renewal of services which I no longer want. I have not returned their request for contract for at least two years and ask them to rescind any amounts they are trying to collect from me back to the expiration date of the last signed contract I had with them. Refund for charges not requested nor approved. Correct any adverse conditions that they caused because of this with all credit reporting agencies, if any.</p>
10	Bocian	Nancy	Newtown	CT			<p>Became a customer of SHS because her previous alarm co sold her contract to SHS. Bocian received calls in the dead of night from SHS telling her her alarm has gone off when it had not, including times when her alarm was not even turned on.</p>
11	Bonacci	Perseo	Shelton	CT	7/20/2015		<p>This is the email sent to Theresa Iannotti from Safe Home Security in addition to David Roman CEO/On the morning of Saturday, June 6th, 2015, my wife and I were both not home. Our home security alarm went off twice. The police were dispatched twice. When we want a competent technician to come out and repair the system to our satisfaction. If this cannot be done, we want to cancel our contract, the new 3 year contract, which we signed because we were promised upgraded system with warranty.</p>

						SHS came out to service the system and informed complainant her system is not compatible with her phone provider, Vonage, which she had switched to 6 months prior. Thus, her system was not working during this time, yet SHS continued to bill her and be paid for a non-functioning system. SHS also deducted money from her account for the technician's visit, which complainant was told was covered under her contract. Complainant tried to cancel by sending a letter 60 days prior to expiration of contract and was told it could cost her \$1700 to do so.
12	Boodram	Irene	Hartford	CT	2/6/2018	
13	Brayboy	Lynette	Norwalk	CT	6/17/2014	I have signed a contract over the phone with the rep that is no longer with the company. He promised that my contract would be the same service and monthly charge but it increased. I have spoken with 10+ reps and have called over 30 times. I was told if i cancel, I have to pay my entire contract.
14	Burns	Gloria	Bridgeport	CT	4/25/2016	
15	Call	Christine	Fairfield	CT	7/23/2014	Issues with alarm system not working; technician did not have proper equipment; debited account without permission; called to cancel service and they are threatening with 4 year contract
16	Clark	Eric	Hartford	CT	11/23/2015	
17	Clark	Linnette	Hartford	CT	6/2/2009	3/10/2011
						I am writing you in regards to account CT 06120. Let me give you some history on this account it was acquired in the year 2000 and ended Dec 2005(5yr contract). During the 2005 Year ending I was deployed with the Military, the account was obviously inactive but payment in the increment of \$99.71 were continuously being made via Bank of America from my family checking account to Security System Inc. 8278 Innovation Way Chicago, ILL 60682-0082 until Nov 2015. I am requesting a look into the matter as a refund was never rendered as payment were being mailed out via "Pay to" set up from Bank of America my family checking account and there wasn't a continuation of monitoring . My Parent has since been deceased as of last month and I am trying to cancel my family checking account but I can not until this dilemma has been rectified in which a refund of \$11,965.20 should be made available .

18	Colianni	Salvatore	Bristol	CT	12/13/2018	3/7/2019	<p>Mr. Colianni is represented by Atty. Patrick Scully P # 860-673-7141. Per letter from Atty Scully to SHS on 12/6/18, Mr. Colianni cancelled his service with SHS effective 8/2018. In a later phone conversation with SHS, it was confirmed the last payment of \$47.85 would be withdrawn from his account in August. However, another withdrawal occurred in Sept., causing an overdraft fee of \$35. 2/6/19: I called and I/m for Atty Scully, asking if his client has any other docs, such as the contract, billing statements, cancellation letter. NOTE: AFFIDAVIT SHOULD BE SENT TO ATTY PAT SCULLY FOR HIS AND COLAIANNI'S REVIEW. Rec'd undated letter sent to SHS requesting cancellation as of 8/11/18 but letter refers to knowing there was a 60 day written notice necessary prior to the expiration date of 8/11/18. However, also included is a response from SHS dated 5/19/18 which acknowledges receipt of Colianni's cancellation request, so clearly the cancellation request letter was sent within this 60 day time frame.</p>
19	Davis	Joseph & Jeanne	Enfield	CT	1/14/2016		<p>First contract signed on 11/5/09 with Smith & Wesson Security Services. 60 month contract at \$33.87/mo. New contract sent 5/2014 by SHS (took over S & W) for 60 months at \$33.98/mo. On 10/27/15 Davis called SHS asking how to terminate as system not working properly. Told would have to pay 90% of remaining contract. Davis then asked for service call, as system not working properly and when SHS ran a check on it, no signal being received. No return call to schedule service ever rec'd by Davis. 3/12/18: s/w Jeanne. Her matter with SHS has been resolved, as their attorney contacted them and let them out of the remainder of their contract. Jeanne will forward me the e-mail she rec'd from SHS. Jeanne will also discuss with her husband and let me know if they want us to pursue monetary damages against SHS for the time they paid for a non-functioning alarm system. 3/20/18: per e-mail rec'd today from Davis, they are satisfied with the resolution reached with SHS in 2016 and do not wish to pursue this matter further (per 6/24/16 e-mail to Davis from SHS, "your account has been cancelled and there are no further obligations to SHS. Your monthly electronic payments will be stopped).</p>
20	Dugan	Phyllis	Milford	CT			<p>Consumer did not want to continue services with SHS so they did not sign the contract SHS sent but SHS continued to charge her American Express card. Consumer requesting \$347.22 be returned.</p>
21	Martinez-Escalona	Myrtha	Sherman	CT			

22	Evanoff	Mark	Milford	CT	9/13/2014	<p>Tried to cancel agreement as I am moving out of state. Rep told me that in 2012 I signed a five year agreement. I had no idea that I was signing an agreement. I was told by the technician who presented it that it was "to update the records" as the original company who serviced the account sold it to Safe Home Security. They did not give me a new system, only transferred service. I had to pay 50% more with the new company and stuck with them. Called the rep who laughed at me and said pay more attention to what you sign. I deal with this all day long and there is nothing you can do. The way this was represented was underhanded. As the tech was leaving it was like I was signing the work order. Nobody explained that I was stuck in a five year contract. If you look at their Facebook page, it is clear that they have bad business practices. This is the worst company I have ever dealt with. Cancel the agreement as I no longer need service.</p>
23	Ford	David	Suffield	CT	3/7/2016	<p>I have proof of this agreement in e-mails sent between Brian Plumb and myself documenting this payment term in the renewal agreement.</p> <p>Last month we started to get charged on our credit card the \$19/month plus tax. I reached out to Brian via e-mail and explained to him that we have received a charge and that per our agreement, the monthly charge was not supposed to start up again for another 7 months. He replied back to me on e-mail, dated 2/28/16, no problem. I will take care of that today. He never took care of it as we have not received a credit. Additionally, we have been charged another monthly fee again of \$19 plus tax after I explained to him that he was not authorized to charge my credit card.</p> <p>I now want to cancel my agreement. I would like a refund of the last two month's charges of \$28 plus tax and cancellation of our agreement.</p>
24	Frempong	Cecilia	Stratford	CT	3/30/2018	<p>She wanted an outside camera for monitoring her house and despite not receiving it, she was charged for it and other services she did not have with SHS.</p>

25	Gangakhedkar	Sri	Enfield	CT	8/12/2014		I have an issue with Safe Home Security regarding my renewal contract. I have been with this company since 2008 and they provide home security service. But since last May 2013 I am not getting any signal which means my home is not monitored. I called customer service several times about my issue but nothing has been done. I wanted to cancel my service but they said I cannot until my contract expires in September 20, 2014. When I called again on August 8, 2014 to cancel my service they said I cannot cancel the contract never seen business ethics like this before. I really need your help in resolving this issue. I would like to cancel my service.
26	Greaves	Sharon	Hartford	CT	7/24/2014 and 2/23/2015		Tried to cancel her contract with SHS. They can not provide a clear settlement. Sent a cancellation letter on 7/29/2013. Due to financial difficulties, I could no longer afford to keep the service. I agree that I owe SHS some monies, all I've asked during this drawn out time was to receive a final accurate bill for monitoring service through the end of my contract, not an inflated bill for additional fees and penalties. I've dealt with 5 different reps that came up with several different settlement figures all needing to be paid in full and only valid through the end of the month. If not paid in full, the balances accrued late fees and additional penalties which defeat the purpose of needing to cancel to begin with. I'm still receiving regular statements showing my account is still in active status and the balance growing in excess of \$1400. It appears SHS is only willing to forgive a large portion of my debt & start credit repair, if I agree to continue monitoring service with them in what they call "fresh start". The settlement figure if I accept the (fresh start) offer is extremely less than of what they are actually reporting monthly to the credit bureau and what they are claiming I'm in debt for which is crippling my credit significantly. I would like a fair accurate bill of service up to my cancellation period per my contract and my account to be closed. As of today SHS still has my account as active with monitoring. I would like for them to stop reporting negatively every 30 days to the 3 major credit bureaus as if they are not communicating with me. I would appreciate time to pay off my debt and (or) a payment arrangement and stop giving me "only good through offers" with only minimal time allotment.
27	Greubel	Cheri	Cromwell	CT			
28	Gutierrez	Glcela	Bridgeport	CT	11/30/2015		Safe Home took over existing alarm co. Interruption in service in 2 months of no monitoring that consumer was paying for. Sent cancellation letter. Issues with cancelling.
29	Hannah	Bruce	Vernon	CT			

30	Harasimowitz	Tracy	Colchester	CT	9/8/2014		I'm extremely disappointed with their customer service, or lack thereof. I've been a customer for over 3 years and am now on a month to month contract. On a number of occasions, their representatives indicated they would call me back to follow up on a question / issue, but never did. One of their representatives provided inaccurate information on my system / alarm record and adamantly insisted I was incorrect because that's what her system told her. My alarm went off on several occasions and I never received any response or phone calls. In addition, their dispatch center canceled an installation of new product service call, while I was waiting for their arrival, when I missed their 'on the way' phone call. I'm horrified that they were protecting my home and my family.
31	Harris	Karen	Wallingford	CT	5/29/2018		SHS refused to cancel her contract and continued to bill her c/c for many months following her cancellation in 8/2014. SHS said her contract did not expire until 3/2016 and filed a late payment notice to the credit reporting bureaus, causing her credit score to decrease.
32	Hart	William	Avon	CT			
33	Hartford Prints		Hartford	CT			
34	Harvey	Kenneth	Windsor	CT	9/2/2014		Piece of system broke and consumer is without protection. Safe Home has offered little/no help with this matter
35	Healey	Alice	Southbury	CT			2/4/19: Complainant is deceased and her estate is being handled by her cousin, William Starchak, who is the executor. Their contact info is as follows: 681 Main St. South in Southbury, CT 06488. Their daughter, Robin Starchak, is assisting her 87 year old father with this. Robin's p #s: 203-264-5931 (h) and 203-770-3508 (c). Robin does not have a computer. She does not recall her aunt mentioning a contract with SHS and has been unable to locate one but did find paperwork indicating her aunt had service from SHS since at least 2013. SHS continues to debit withdrawals from her aunt's Wells Fargo account, despite requesting them to stop. Robin was able to go to WF today and put a stop on these withdrawals. 2/6/19: rec'd paperwork naming William Starchak as Executor of Alice Healey.

36	Hendrickson	Lynne	Woodstock	CT	2/5/2015		Safe Home was authorized to debit my account \$26.53/month until the end of the contract. I sold the home where the monitoring was provided in October 2014 and agreed to pay monthly service fee until the end of the contract. Safe Home debited the account November and December 2014 for \$26.53. In January 2015, the Company debited my account \$131.00. I called the company and was told this was the contract buy out (\$131.00/\$26.53 = 4.94 payments?). I was then transferred to their Collections department where I left a voice message asking for a return call. I did not receive a call back and sent an email to Customer Service requesting to be contacted regarding this unauthorized debit. I received a generic email response the Company would get back to me. I did not receive a response. I then sent another email requesting a response and if I did not get a response I would be filing a complaint with the BBB. I would like my bank account credited the \$131.00 and Safe Home will debit my account the monthly amount until the contract expires.
37	Hughes	Ralph (deceased)	New Haven	CT			4/9/18: PER VM FROM RALPH'S SON, COMPLAINANT IS NOW DECEASED AND HIS FAMILY IS NOT PURSUING THIS MATTER. SHS CREDITED THE FATHER'S ACCT.
38	Humphries	Virginia	Torrington	CT	2/26/2018		On 8/31/17, 1/15/18 and 2/23/18, complainant wrote to SHS and asked them to shut off her system and discontinue her service as she was no longer employed and could not afford the service. 1/25/18 statement from SHS has ending balance at \$1010.29. 3/28/18: called Humphreys. SHS still has not disconnected her alarm service, despite her many requests. SHS sends her a bill every month. She has not had a signed contract with SHS since her last contract expired in 2/24/2013. She is mailing me the last invoice she rec'd from SHS. 4/2/18: rec'd last statement rec'd by Humphreys from SHS, which is dated 2/25/18. It has ending balance of \$1163. the amount being charged on this statement would make monthly payments \$42.54, yet the last contract signed, in 2010, had monthly charges at \$20.14.
39	Jaffer	Mark	Southington	CT	2/8/2018		Jaffer provided more than 60 days prior written notice to cancel his contract. He paid \$46 he was advised by SHS that was owed til end of his contract and his account would then be considered closed on the contract date of 12/20/17. This \$46 payment made on 11/16/17 via his bill pay account at Peoples, in same manner as all other payments to SHS. Payment cleared on 11/24/17. On 12/30/17, Jaffer then rec'd bill from SHS stating \$41.03 due. Jaffer submitted complaint to BBB. On 1/2/18, Jaffer rec'd response to BBB complaint that "nothing was owed on his account and to ignore any invoice. He had no further obligation on his account." on 1/17/18, Jaffer rec'd letter from SHS dated 1/3/18 that his acct is past due and he has been reported to multiple credit bureaus. SHS (Shar Burge) e-mailed Jaffer that his account was submitted to be closed on 1/8/18. Jaffer was customer for 16 years.

40	James	Jannette	Cromwell	CT			Complaint form does not contain a statement of her issue but it appears to be a billing/cancellation dispute 3/14/18: rec'd e-mail from Jeudy. She has been with SHS since mid 90s but at 2 different addresses. She could not locate the contract from 2005. Her issue with SHS is that the billing does not reflect payments accordingly and her credit report was damaged. She provided me with her contract from 2009, which is the one for her current address. 4/16/18: per e-mail from Jeudy, her most recent bill was incorrect. I asked her to send me a copy. They are adding late fees and interest as well.
41	Jeudy	Marie	Newington	CT	12/5/2017		
42	Johnson	Glen	Trumbull	CT	5/19/2015		Security account was with father who passed away. Safe Home reinstated contract with Glen and refuses to cancel; threats of reporting past due amounts to credit bureaus
43	Leonard	James	New Britain	CT	11/20/2017		2/8/19: rec'd vm yesterday from Mr. Leonard, asking for the status of this case. I ret'd his call and l/m on both p #s advising I have been waiting for a complaint form and his contract since last year. Rec'd call back from the son. He was the one that had left me the message yesterday. He will send the information in again. He thinks he sent it to a wrong fax #. 3/13/19: rec'd contract e-mailed to me by another son, Ricahrd. We can use his e-mail address, which i added to s/s.

44	Maffucci	Lucia	Wethersfield	CT	6/2/2014	<p>I recently sold my home and needed to cancel my alarm system contract. I called to find out what the cancellation fee would be and I was quoted a price prior to selling my home. Once the closing happened I called again and was quoted another price and canceled the system. I noticed my credit card was still getting charged after 2 months so I called once again to find out how to cancel my account. The representative quoted me \$150.08 instead of \$355.68. I asked the representative to send me the email with the instructions and price which I have saved. Two weeks went by and I called SHS to find out where my final bill was as I never received it in the mail The manager stated they quoted me the incorrect price of \$150.08 and the correct buy out was over \$500 now. I not only had to follow up with the company to close my account and now need to pay over \$500 to cancel? I asked to speak to the executive of SHS and I was told he was too busy to take my call and they will give me a large discount and all I need to pay is \$300. I never received the invoice via mail and reached out once again. The representative sent the invoice via email with and only gave me 2 days to pay the bill or the price will increase. I asked the manager to provide me an updated invoice with the proper timing my signed contract along with any email/voice conversations I had with the representatives, its been over a week with no response. The representatives throughout my time with SHS have been unprofessional and seem not trained properly. they are scamming their customers and this needs to stop! I would like to only pay the \$150.08 fee that the women quoted me via email and over the phone. Since I received this information the company should honor the quote even though they stated it was incorrect.</p>
45	Mahajan	Vijay	New Haven	CT	10/7/2015	<p>Excessive Billing. Wrong reporting to the Rating Agencies. Medicare products offering in comparison to their competition. Avoiding the responsibilities Prolonged delays in resolving a simple issue and making same mistakes again and again. Confirm in writing 1.) I have made all the payments and settled all the outstanding bills until the final maturity i.e. April 29th, 2016. 2) Honor the Termination Contract Notice dated August, 26th, 2015 for the final expiry of the contract agreement on April 29th, 2016. & 3) Inform all the 3 Credit Rating Agencies to withdraw my name from the " Payments Past Due (2) Status.</p>

46	Manning	Joseph	Guilford	CT	8/18/2014		<p>Signed contract 6 years ago; always had issues with system; SHS claims he signed contract 3 years ago; wants out of contract. I have tried to cancel service now for a year. When I called in August 2013 I was told that I had to cancel in writing before the renewal of the contract. So I've waited a year now, a year when we have not had the service turned on since because it does not work and we've tried to get things fixed a few years ago. When I called today, I spoke with a rude and very surly gentlemen who kept on asking me why I wanted to cancel, and then said I had signed a three year contract last year. I did no such thing because I've wanted to cancel for a year. The agent claims that he will send me a copy of the contract, but I never signed it; I remain curious about the claim. I think it is consumer fraud. I want out of this awful awful business relationship. I believe that SHS should not be allowed to continue in business in CT; and I believe I am not alone in this sentiment. Cancel service immediately, without any more claim to fees related to the service.</p>
47	Massey	Janet	Avon	CT	11/24/2014		<p>The last contract consumer has from SHS is 2011. SHS sent threatening letter to consumer that if he does not pay bill within 30 days, his acct will be turned over to credit bureaus. System has not worked for years. Calls to SHS to discuss have not been returned.</p>
48	McCardle	Patricia	New Haven	CT	3/19/2015		<p>I am a longtime customer with this company for alarm services coverage. Last year for several reasons the service no longer worked out well for my living situation. I had too many instances when the alarm was set mistakenly and police came. The city threatened to fine me. This was not the alarm company's fault but this circumstance, along with my financial situation changing and my having difficulty affording it, made me decide to end the service. I verbally communicated this to the company many times. I requested to come to a settled agreement to end my account. No response from them and they continue to charge me. They send negative comments to credit reporting agencies. When I call them, I have to play phone tag. I can only talk to one person. For collection purposes they have contacted people who are listed as contacts for my alarm. This is not appropriate. What this boils down to is that they are making it extremely difficult for me to end the service and continuing to charge me as long as they can. I wish to end my account with this company. I want to pay my bill prorated to an amount that reflects when I first told them I needed to end the account. I want negative comments removed from all three credit agencies with the account listed as paid in full and with a letter provided to me that states that.</p>
49	Mendolia	Dominic & Samantha	Bristol	CT	10/30/2014		<p>Contract fraud , bullying tactics to get business</p>

50	Meneo	Elio	Orange	CT				
51	Midgett	Angelica	Clinton	CT	10/14/2014			Company does not honor government military relocation orders as a reason for close of the contract, despite providing military change of station orders. Husband was deployed overseas and family relocated to Hawaii.
52	Miller	Glen	Manchester	CT	1/20/2015			Filed for bankruptcy and cancelled the contract with Safe Home, still continuing to bill them, damaged his credit
53	Mitchell	May	New Haven	CT	8/14/2017			Complainant having problems with system and cannot get someone to come out with needed parts. Per conversation with csb on 1/11/18, she will send me in amount she is seeking in refund. S/w Mrs. Mitchell on 3/5. She will send me in a better copy of her contract.
54	Monaco	Prisco	Guilford	CT	12/5/2017			Complainant had SHS for 10 years but then changed phone provider to Comcast, which was not compatible with SHS system. Complainant called SHS to cancel and receive refund of 3 month advance payment. SHS offered her a cellular connection but never provided. I do not have a written contract the agreement was a three month time period renewable every three months. Per 1/25/18 e-mail response to my request for a copy of her contract, consumer states "I was with them for about 10 yrs. the original contract was for three years it has expired."
55	Neminger	Linda	Bozrah	CT	11/15/2016			Complainant had SHS system that went off but no record of it going off at the company and complainant's mom thought she was signing repair order when it was actually a contract, which she did not have the authority to sign a contract since mother was not the owner of the home.
56	O'Neill	June	Hartford	CT	2/24/2016			O'Neill wrote to SHS to cancel her service when she sold her house and was advised by SHS it could cost her \$790.48 to cancel (she was told by SHS she would owe 90% of the contract cost if she cancelled). She is 82 years old and cannot afford to pay this and no longer lives in the house.

57	Padilla	Jose	Waterbury	CT	1/16/2015		I've been a customer of safe home security since January 2008. The service alarm and sensor have been in par since 2008 except for 2012 in which, one incident, cops came to my house without alarm indication, a mistake from their part I forgive. In 2013 I renewed the contract again for a better system plus with smoke alarm. Only then I discovered this product was the same, everything the same except that no longer was communicating with phone line, and smoke alarm new. It would wake us up 3am every week with beeping sounds indicating communication failure. Technicians have not fixed issues regarding why the machine beeps failure communication. The services are not 100% percent security because it is not communicating in par. The beep is constant every week because of failure communication. They gave a service that is not working properly. I continued paying my dues until last September 2014. I asked to cancel services but they continue to default back to contract or to pay in full anyways no matter if services are not in par. Why should I pay for a service that is not 100% secure. They have not fixed it and cannot. The contract should not obligate the customer to pay in full regardless if service is not 100% safe home security. Because of this, I want out. I don't want to continue paying for services that doesn't meet all requirements for security communication. I don't want this service and I want to cancel contract because it doesn't communicate with them through the system.
58	Patel	Samir					
59	Petrosino	Joanne	Branford	CT	8/17/2016		In 4/2016, Petrosino called SHS to cancel her service as she never uses the alarm. She was advised she needed to wait until June when her 3 year contract was up, but SHS would lower her bill on both accounts by \$5. She was e-mailed a new contract online. It ended up being a new lease for 5 more years. This is not what Petrosino asked for--she wanted to cancel not extend her contract. The house was turned over to her children in 9/2013. 4/2/18: the contract dated 2011 (?) is not legible so I called and I/m for Joanne asking if she can fax me a darker copy.
60	Plummer	William	Newington	CT	4/7/2016		Plummer sent 3 notices to SHS to cancel his services as of 4/1/16. Notices were sent via e-mail on 3/29/16 and 4/6/16 and a letter (undated). After 5 and 2 year contracts, Plummer refused to enter into another contract with SHS and went with a month to month. SHS phoned Plummer and advised it rec'd his cancellation notification and that services were discontinued. Plummer then rec'd a letter from SHS stating he had a contract until 12/17/16.
61	Poulos	Stacy	Beacon Falls	CT	8/15/2017		Complainant being billed incorrect amount each month. Per 2/4/18 e-mail, his last bill was correct.
62	Pricone	David	Marlborough	CT			Overcharging/breach of contract

63	Quinones	LaMecca & Nestor	East Haven	CT			System stopped working. Service man came to house and advised system needed to be upgraded in order to work. Said someone would come out but never did. SHS kept billing for a system that did not work.
64	Henebry-Rafford	Ann Jim	Middletown	CT	12/11/2015		Purchased security system @ 2003 with monthly monitoring. Henebry purchased a new system in spring of 2014 and attempted to cancel their contract with SHS but SHS was abusive. Henebry rec'd a monthly bill for \$450 + late fee and interest. NOTE: PER E-MAIL FROM HER HUSBAND, JIM RAFFORD, ANN IS DECEASED SO I ADDED HIS NAME AS COMPLAINANT AND MADE CHANGES IN LAWBASE. Jim provided me with contracts from 2003, 2012 and 2014 and letter dated 1/1/2015 stating that per the terms of her contract dated 3/8/2003, she has to give SHS 60 days notice to terminate her contract and asked SHS to do so.
65	Riddhi	Desai	Enfield	CT	10/16/2018		The customer had a SHS system installed in his liquor store. The store was broken into twice and the alarm never went off. SHS refuses to reimburse customer for his loss.
66	Rigogliso	Anthony	Brookfield	CT	4/1/2015		Problems with cancelling contract/ still getting billed after cancelling contract with Safe Home. I am a longtime customer with this company for alarm services coverage. Last year for several reasons the service no longer worked out well for my living situation. I had too many instances when the alarm was set mistakenly and police came. The city threatened to fine me. This was not the alarm company's fault but this circumstance, along with my financial situation changing and my having difficulty affording it, made me decide to end the service. I verbally communicated this to the company many times. I requested to come to a settled agreement to end my account. No response from them and they continue to charge me. They send negative comments to credit reporting agencies. When I call them, I have to play phone tag. I can only talk to one person. For collection purposes they have contacted people who are listed as contacts for my alarm. This is not appropriate. What this boils down to is that they are making it extremely difficult for me to end the service and continuing to charge me as long as they can. I require a refund of \$256.10 for payments made that extend beyond my account termination date.
67	Saini	Gulraj	Stratford	CT	6/19/2017		Complainant states system not working properly since upgrade done and he is being charged incorrect amount and for non-operating system

68	Saucier	Jason	New Britain	CT	2/6/2015		<p>I had renewed my contract with Safe Home Security several years ago, after I was told me they would reduce the billing cost and cover anything that goes wrong with the system under warranty. We had constant problems with the system and, when I brought up some of those issues last year, I was told that the unit may need a new battery, which was not covered under my warranty (although I was specifically told it covered batteries previously). I was told I could either pay a large sum for a replacement battery or they could raise each bill by \$5 from that point on to cover the cost. I advised them to just raise the billing cost by \$5 and install the battery as they had no interest in hearing about how I was previously promised batteries were covered. An extremely rude service tech came out, replaced the battery, and asked me to sign a document stating he was there -- which I signed off on. The alarm system continued having issues (going off randomly and without reason) so we stopped using it all together in September 2014. I spoke to a monitoring rep regarding the issue and was promised a call within 24 hours to discuss further repairs, which never happened. Since that time, I've left my house due to divorce/financial issues and have asked SHS to cancel my contract. They not only have refused to do so, but have advised that the document I was asked to sign by the service rep was actually a contract to extend my service to 2017. This was never discussed with me once. The alarm system still doesn't function correctly and there is no one living in the home where it was installed. I wish to have my contract cancelled immediately and outstanding charges dropped for the length of time the alarm system has gone unused.</p>
69	Schillo	John & Carol	Wallingford	CT	9/16/2015		<p>Signed contract with SHS 7/26/01 for \$31.69/mo for 36 months. In 2004, SHS tried to lock them into a 60 month contract, but they declined and opted for a \$19.08/mo plan for 36 months. Those are last contracts they were given by SHS. Schillo wanted to upgrade. SHS gave them a new keypad but used all the old equipment. Issues with the system. SHS refuses to remove old system.</p>

70	Serrano	Dori	Hartford	CT	3/12/2015		On January 9th of 2009 i bought first home gentleman came to my home and i signed 2 year contract i finished and actually stayed with them they kept calling so i could get into contract again saying rates by go up,i told them if that would happen i could look for another company .About a year ago i called in because had false alarm issue my brother had just passed and the alarm was triggered Jamie Platt answered and said they would take care of the 90.00 fee as i should be worrying about this with dealing with death was very nice.To this day they actually never took care of fee ,i am actually going pay out of pocket so when a gentleman came to my home to upgrade system to digital in February of 2014 he had me sign a paper i asked this does not put me in contract right as per Jamie Platt he said i would not be in contract because i fulfilled my last one .Contract i signed had not months on its seems months were added to it.i have tried to get resolved but no one is calling me back or helping me i would like to cancel with them they are unethical i company. I do not want to be with this company i did not signed up for a 5 year contract and i would like to leave with out any fees or issues.
71	Shepherd- Smallbone	Mandy	Groton	CT			Consumer told SHS she wanted a 36 month term. Consumer called SHS to cancel when she sold her house. Could not find her contract so SHS sent her a copy. It was for 60 months and it was not her signature on it.
72	Slusarz	Jon	Mystic	CT	1/9/2019		Rec'd note addressed to SHS and dated 1/2/2019: Please cancel my security service at the end of my contract March 7, 2019.
73	Smith	Patricia	Enfield	CT	10/22/2015		Faulty security system, being wrongly billed, cancellation contract issues
74	Stuelpner	Robert	New Canaan	CT	7/23/2015		Cancellation issue

75	Suller	Karen & James	Granby	CT	3/5/2015	<p>Cancelled previous contract with Longhall Security, was since bought by Safe Home, both companies started billing them. Rude and fear inducing customer service. We originally had a home security contract with Longhaul Security and had signed a 5 year contract. However, last year Longhaul contacted us and indicated that we had no contract and they would like us to renew at a higher rate for another 3 years. We decided to switch home security companies in April of last year. We notified Longhaul of our right to cancel and we paid our contract through June 2013. We never received another bill from Longhaul. Last month we received a bill from Safe Home Securities that indicated that we owed them from June 2013 through the end of our 5 year contract which is September 2015. We have tried to explain our position and they refuse to honor the Longhaul cancellation and have confirmed that Longhaul never received subsequent payment from us. We have not used their services since April 2013 and do not think that it is fair that they are requiring that honor a contract that Longhaul was willing to let cancel. Please help us resolve this issue and allow us to cancel our contract with them and release us from payment. We are not trying to not honor commitments or pay for services rendered. This is a hardship since we will have to pay double since we have a contract with a new home security company. They are unwilling to compromise and are rude in their dealings with us.</p>
76	Wallick	Steven	Wallingford	CT		<p>Wallick dropped his landline around 11/2016 and was not notified by SHS that they could no longer monitor his house. SHS continued to accept payments but did not provide monitoring. Wallick called SHS many times but no resolution.</p>

77	Ward	David	Southbury	CT	2/22/2016			<p>During the past two months, our alarm has gone off twice while we've been home. There was no emergency, but the alarm company did not call us or notify the police. We did not follow up directly with them. We called the company yesterday to cancel our service and the customer service representative said we are lying about the false alarms with no follow up from the alarm monitoring dispatchers, because they have tools to monitor our activity. She also said her records show we have not set our alarm since August 2015. This is entirely false, because we have set the alarm every night before going to bed. We informed her that the Company was exposing itself to a future lawsuit if a real emergency occurred with no response from the dispatchers. She informed us it would take up to 60 days to cancel our service and that the request had to be made in writing. After pushing, she finally gave us an email address to send the cancellation request. This is terrible customer service. If their system is telling them we haven't set our alarm in 6 months, shouldn't that set off a red flag of some sort on their side to indicate something might be wrong with our system? We've been paying quarterly monitoring fees and system warranty fees all along. I think the business should refund our monitoring and warranty fees since August 2015. Monitoring fees are \$31.91 per quarter, so a total of \$63.82, and warranty fees are \$79.60 per quarter, for a total of \$159.20.</p>	
78	Williams	Cosmo	Old Saybrook	CT	3/4/2015			<p>Safe Home failed to activate alarm at central control and I had to have incident, and has not returned my calls as promised. Refund wanted.</p>	
79	Wilson	Linda	Norwalk	CT	2/1/2016			<p>Wilson had issues with her previous alarm from SHS so she had a new system installed and signed a new contract on 10/1/15 for 5 years with 3 months free monitoring. Nothing but problems with new system. New batteries were supposed to be installed in smoke alarm but were not. SHS was a no-show on service call to change batteries. On 10/15/15 SHS called Wilson to advise they did not have a copy of their signed contract. SHS offered 5 months free monitoring if she signed contract, which was sent electronically to her. Wilson unable to decline the automatic withdrawal so she declined 5 month free monitoring and opted to stay with her original renewal. SHS told her she would now have to pay for the equipment. Wilson refused, stating she had everything in writing. New system kept beeping so Wilson called SHS and told them to remove their system. SHS came out and changed the batteries instead. Beeps continue and Wilson rec'd a bill for services that should have been free.</p>	
80	Wojcik	Ronald & Elaine	Deep River	CT	1/11/2018			<p>Complainant was told by salesman that if their house sold (it was for sale at time of signing up with SHS), they could cancel 3 year contract. However, SHS refused to do so, despite receiving proof of house sale.</p>	

81	Wolpin	Ellen	East Haven	CT	6/8/2017		SHS did not cancel when notice of such sent to SHS, as Wolpin no longer owned the house. 3/19/18: per e-mail from Wolpin, the matter has been resolved. I replied back and asked her for copy of her contract and all docs so we could review. 3/27/18: Per Ellen, she does not have her contract any more. She was refunded in full her \$50.94 but will sign an affidavit if we would like.
82	Zanfini	Maria	Sandy Hook	CT	12/5/2017		Complaint states issues with the system operating properly. SHS entered her 83 year old (at that time) mother into a 5 year contract in 2014, system now obsolete and it will cost another \$20/month to fix or 90% of her contract to cancel
83							
84	Byrdsong	Belinda	Birmingham	AL	2/23/2017		Complainant wanted to cancel her contract when it ended but told by SHS that she was on auto renewal, which she was not advised of at the signing and never would have agreed to. Also her husband's job never worked.
85	Combs	Brian		AL	9/2/2017		Complaint states SHS still deducted for a month after contract was cancelled.
86	McWilliams	Robert	Hayneville	AL			
87	Sanders	Willie	Minter	AL			
88	Smith Davis	Furlonia	Selma	AL	7/15/2016		Sent cancellation request but SHS claimed they did not receive it in time, refuses to cancel contract
89	Stallings	Patricia	Huntsville	AL			No bills received for first 6 months, then late charges and fees assessed. Consumer thinks this was done because she would not enroll in auto pay.
90	Trotter	Mysty and Jonathan	Jasper	AL			
91	Williams	Edward	Montgomery	AL			
92	Hayes	Thomas	Dorado	AR			
93	Kahsen	Floyd	Tucson	AR			
94	Warde	Steven	Tucson	AR			
95	Bighorne	Dorothy	Tuba City	AZ			

96	Heuerman Jr.	Robert		AZ	8/30/2017		SHS would not allow contract to be cancelled despite homeowner developing dementia and having to move into an assisted care facility.
97	Holzfafter	Craig	Scottsdale	AZ	9/8/2016		SHS stopped monitoring the alarm system in his house 3/2016, unbeknownst to him so he paid for 3 months during this time. His request for a refund of \$96.96 was denied. SHS still demanded money from Holzfafter.
98	Post	Dianne	Phoenix	AZ	6/21/2018		Post represents Margaret Brooker but there was no info provided on Brooker so this was entered under Post. SHS bought out this account from Allied Security, who was billing Brooker for a system they uninstalled less than a month after they installed it because house sold. Also debt collection issues.
99	Wetland	Julie & Ray	Gilbert	AZ	CLOSED	11/29/2017	Complaint states they were misled on being able to cancel the contract at any time (they were renting a house and moved out but were still billed by SHS. In completing the application, the SHS rep stated they owned the house when they did not). Still charged \$40.99/month even after they moved out. Seeking refund of \$40.99/month from 4/15/16-11/20/17. Wetland provided emails generated from SHS for period of 5/26/17-11/17/17 showing that on an almost daily basis their alarm system was not armed, providing no protection, yet billing them for this time period.
100	Oliquitt	Jessie	Escondido	CA			Consumer requested cancellation but is still being charged.
101	Allison	Michael		CA	8/22/2017		Complainant having trouble cancelling service at house they no longer own
102	Andre	Jill	Valley Ridge	CA			
103	Bauman	Richard	West Covina	CA			
104	Bekele	Senait	San Diego	CA			
105	Boteo	Juan	Mendota	CA			SHS double-billed customer.
106	Carmelich	Christina	Oakdale	CA			
107	Cusato	William	Long Beach	CA			
108	Danhoff	Edward	Escondido	CA	7/31/2017		Complainant states contract was altered without his knowledge or approval
109	Felix	Doris	Bakersfield	CA			
110	Fernan	Joseph	Los Angeles	CA			

111	Foss	Dora	Westminster	CA					
112	Graves	Lila	Fontana	CA	4/9/2018				Consumer cancelled 2 days after signing contract (she states CA law gives her 3 days to do so) but SHS would not cancel and debited her account 4 times of \$45. seeking refund of \$180.
113	Guiang	Cynthia	Del Mar	CA					
114	Habiger	Joseph	Lathrop	CA					
115	Hanson	Harvey and Judith	Oceanside	CA	4/19/2018				Issues with alarm system not working properly. Contract originally signed on 2/25/2017 and was for 60 months (2/25/2022). Per SHS, contract expires 4/25/2022. Because of issues and no response from SHS, consumer sent letter cancelling contract as of 4/5/2018. SHS contends they attempted to respond to his issues but was declined by Hansons and that their monitoring signals show system was working, so they are holding him to their 62 month agreement. Note: Hansons sent us a CD with their contract on it but the disc was blank. I sent them e-mail advising of such and asked for copy of contract and any billing statements. 6/6/18: per e-mail response from Hanson, she will try to get me a copy of the contract and billing statements.
116	Huber	Colleen	Sun City	CA					
117	Jimenez	Gilberto	Chula Vista	CA					
118	Johnson	Judy and Robert	Bakersfield	CA					
119	Juarez	Maria	Mendota	CA					
120	Kay	Eric	Chula Vista	CA					
121	Lewis	Larry and Lois	San Bernardino	CA					
122	Lewis	Leanna	Bakersfield	CA					
123	Lopez	Raul	San Jose	CA					
124	Matzoubi	Daria	Visalia	CA					
125	McBride	Robert	Riverside	CA					

126	McGuire	Richard	San Fransisco	CA			
127	Nicholson	Dena	San Bernardino	CA			Customer sent final payment of \$506 and requested cancellation. No other details provided.
128	Parker	Albert	Fresno	CA			
129	Parks	Frances	Bakerfield	CA			
130	Paz	Henry	Brentwood	CA			
131	Peralta	Lily	Vallejo	CA	4/17/2018		SHS will not honor consumer's cancellation request and continues to withdraw money from her account.
132	Perry	Addylee	Carson	CA			
133	Patricia	pinto	Fresno	CA			Complainant needed a new battery for her alarm. She thought she was signing a work order but it was for a new contract. Complaiant paid \$911 to pay off account per a settlement reached but SHStehm started billing customer again 2 yrs later.
134	Ronningen	Carol	Oakdale	CA	11/1/2016	12/12/2016	This is a duplicate with PI # 1602635. Complainant had a SHS system since 9/11/13. 36 month contract. In 2/2016, she called SHS to request a wireless system. She cancelled her service with SHS after SHS installed a wireless system that never worked properly and techs did not show for appts. Complainant continues to receive bills and was told by SHS that although her acct was cancelled, the contract was still open until 2021 and she would receive bills until then. Note that some bills included charges for parts that were never delivered to the customer. SHS apparently found out the tech was billing for jobs he never performed. Last statement was \$833.
135	Sevillano	Richard	Modesto	CA			
136	Sheehan	Tim and Dorothy	Carmichael	CA			
137	Spain	Beverly	Napa	CA	1/22/2018		Complainant was told she needed to renew her contract for a year before they would be able to perform a needed upgrade to her alarm equipment. Was told she had to sign a 5 yr contract but told them she would only sign a 3 yr. Within 2 weeks of signing, alarm stopped working. 4 no-shows by SHS technicians. SHS was making unauthorized withdrawals from her checking acct with the check and routing # from her ck.

138	Stevenson	Robert	Los Angeles	CA			
139	Talley	Berrida	Fresno	CA			
140	Wittmer	Todd	Murrieta	CA			
141	Prentiss	Renee	Ontario	CAN	5/31/2016		Refusal to provided working system and SHS would not terminate contract despite no service being provided but kept billing for non-working system.
142	Arnijo	Joseph	Denver	CO			
143	Deweese	Bill		CO	11/21/2017		Consumer is 91 y/o and has dementia and did when door-to-door salesperson signed him up in 2016.
144	Hernandez	Robert and Dulcy	Aurora	CO			Had issues with system and charged while system not working.
145	Wampler	Roy	Colorado Springs	CO			
146	Eigenbrode	Sandra	Rehoboth Beach	DE			
147	Griffin	Elaine	Newark	DE	5/8/2018		Unable to cancel contract
148	Ripley	John	Dover	DE	10/16/2018		Complaint states SHS has been repeatedly deceptive and tried to withdraw a payment when none was due. Customer sent termination letter to SHS on 7/30/18 advising he sold his house. SHS responded that his contract did no texpire until 11/9/19 and 60 days written notice is needed at that time if he does not want to renew.
149	Ward	Tonika	Lincoln	DE			
150	Adarmes	Robedys	Kissimmee	FL	10/26/2018		From time of installation, alarm had camera system had problems. SHS never fixed them and SHS called, harassed and threatened him.
151	Bly	Ina	Spring Hill	FL			Consumer is 90 yrs old. SHS locked her into a 5 yr contract and told her friend the only way she can get out of the contract is by dying or selling her home. SHS also told her she could pay \$250 and sign a new contract or pay \$898.19 for a buy-out of her contract.
152	Bolton	Ann	Miami	FL			

153	Boughey	Elena	Deltona	FL				
154	Browning	Edward	Flagler Beach	FL	2/15/2017			Complainant has had continual problems with the system and no resolution from SHS.
155	Devine	Allan	Inverness	FL	12/13/2018	3/7/2019		Company extended my contract without authority . Claim they have a signed contract. I never signed anything committing my self to five years. They have a stamp with my name claiming it was an electronic signature. Fraudulent in any respect. Please check website and you'll see a multitude of similar complaints
156	Harp	Marva	Orlando	FL				
157	Harter	Stephen	Tamarac	FL				
158	Legault	Alfred and Martha	Pensacola	FL				
159	Markey	Mary		FL	2/27/2017			Per complainant's grandson, SHS rep told grandmother SHS bought out ADT and convinced her to switch, which she otherwise would not have done. SHS refuses to cancel.
160	Negron-Dean	Diane	Deltona	FL				
161	Sands	William	Wesley Chapel	FL				
162	Schmidt	Katherine	Naples	FL				Consumer billed for a 36 month contract they did not sign and had difficulty cancelling.
163	Socorro/Gonzalez	Maria and Perez	Orlando	FL				
164	Stout	Richard	Coral Springs	FL	7/7/2017			Complainant unable to cancel his contract with SHS. Signed 42 month contract in 2013. SHS said contract went until 3/13/2017. Stout sent notices requesting cancellation on 3/23, 5/23. Stout continued to receive billing notices for 5/15-8/15/17 including a late payment notice in June. Stout feels he is due a refund of \$97.50 for March and April payments. SHS contends they rec'd his cancellation notice on 4/4 but they require 60 days notice so this would make his account cancelled on 6/4. However, SHS valued him as a customer and zeroed out his account by crediting him the outstanding balance of \$161.67
165	Trejger	Marcia	Tampa	FL				

166	Ware	Robert	Coral Springs	FL			
167	Wrijil	Regina		FL	4/27/2017		Complainant continued to be charged even though system was outdated and non-functional
168	Wroblewski	Adam	Miami	FL			
169	Sholtis	James	Palmetto	FL			SHS salesman said his monthly rate with SHS would only cost \$7.59/month after deductions and specials. He signed 5 year contract. SHS refused to remove his system days after installing it, even though charges were not as inexpensive as what SHS told him.
170	Burney	Christine	Jeffersonville	GA			
171	Childs	Lancee	Newnan	GA	11/17/2016		Initially signed 48 month contract with SHS on 11/4/14. Moved to new house on 3/5/16. Was told by SHS it would cost them \$199 to "move" system to new house but \$199 would be credited to them for the cost of any new equipment that was installed. Was told by SHS that contract would not be extended but it was necessary to sign an agreement to move the address. New part needed for installation but no response from SHS for months, despite Childs paying for system since 3/5. Childs finally cancelled their service with SHS and auto withdrawal for payments.
172	Dawson	Patricia	Jonesboro	GA			
173	Fuller	Debra	Macon	GA			
174	Green	Yvonne	Gainesville	GA			
175	Justice	Shirley		GA			
176	McKinney	Brian	Moultrie	GA			
177	Pineke	Sandra	Cummings	GA			
178	Reilly	Patricia		GA	9/23/2016		Alarm system had issues with it not working properly and SHS does not have adequate service techs in GA. SHS told Patricia it would cost her \$2341 to terminate contract.
179	Rice	Aileen		GA			
180	Tolliver	Eula	Macon	GA			

181	Whitaker	Kay and James	Greensboro	GA				
182	Wilson	Monica	Atlanta	GA				
183	Davis	Dawson	Kaneohe	HI				
184	Hiroe	Karl		HI				
185	Hoskins	Cynthia and Rob		HI				
186	Ishii	Helen	Kaneohe	HI				
187	Raymond	Elkin	Kapolei	HI	7/18/2017			Complainant does not have a contract with SHS but they are being billed by SHS and funds being withdrawn from their account
188	Sakamaki	David	Honolulu	HI				
189	Schmidt	Michael	Ewa Beach	HI				
190	Vasquez	Brian and Rowena	Kailau Kona	HI				
191	Turner	Sara	Davenport	IA	7/6/2018			A month after having system installed, consumer wanted to cancel. But she was told there would be a \$1000 cost to do so but if she waited until 6/20/18, there would be no cost to do so. On 5/25/18, Turner went to her atty's office and they called SHS. SHS rep cancelled account and no further billings would occur. System removed from house same day. However, Turner continued to receive billings from SHS and account was extended for another 5 years, until 3/13/2023. Turner's atty states her contract was with Alliance Security, not SHS and so Turner owes SHS nothing, the original contract was for 3 years not 5 and the alarm system was removed on 5/25/18.
192	Crain	Steven	Boise	ID				
193	Markwell	Quentin and Donna	Nampa	ID				
194	Zenger	Barbara	Boise	ID				Consumer tried to cancel service via letter to SHS on 4/6/16. SHS won't cancel and consumer receiving calls from collection agency.
195	Bell	Joseph	Idaho Falls	ID				

196	Byrd	Michael	Decatur	IL			
197	Price	Shanon	Country Club Hill	IL			
198	Shields	Ivan	Roscoe	IL			
199	Turner	Sara		IL			Complaint filed by Atty David Chavez on behalf of Turne. Letter states Turne is satisfied with the resolution and does not want to pursue matter further. No details provided.
200	Williams	Stephanie	Chicago	IL			
201	Cox	Juanita	Richmond	IN			
202	Hughes	Richmond	New Albany	IN			
203	Kline	Bette	Leo	IN			
204	Sookdeo	Chitrawatee	Indianapolis	IN			
205	Tipton	Barbara and Charles	Fillmore	IN			
206	Carey	Steven		KS	5/19/2017		SHS did not turn off service when requested by complainant
207	Leon	Erik		KS	2/16/2017		Complainant feels he was misled into signing up for a 60 month contract, as he was told the form was only to acknowledge that SHS was taking over the servicing from his previous company. SHS not allowing complainant to cancel.
208	Manning	Patrick	Leavenworth	KS	2/16/2018		SHS did unauthorized credit checks
209	Jones	Joseph	Louisville	KY			
210	Melton	Lavon and Ethel	Louisville	KY			
211	Belin	Elnora	Baton Rouge	LA			
212	Earl	Lottie	Baton Rouge	LA			

213	Green	James	Westwego	LA			SHS refused to cancel contract
214	Harmon	Tom		LA	7/21/2017		Complainant not able to cancel service, despite not knowing SHS bought out the 5 year contract of complainant's initial alarm company
215	Just	Greyhan	New Orleans	LA			
216	Livingston	Line		LA	8/24/2017		SHS refuses to rectify issues with previous company from whom consumer purchased alarm system and was then sold out to SHS. THIS IS A DUPLICATE WITH PI # 1702079.
217	McCardle	Geneva	Farmerville	LA			
218	Mickens	Jeff	New Orleans	LA	7/18/2018		Consumer would like to cancel service.
219	Molinar	Hector	Bossier City	LA			
220	Osborne	Carol	La Place	LA			
221	Cote	Jonna	Easthampton	MA			
222	Eldouehi	Dan		MA	10/6/2017		Complainant states he cancelled his contract (with help of BBB agreement), but SHS still deducted charges for 3 months.
223	Eldouehi	Douehi		MA	6/21/2017		Complainant continued to be charged even after he cancelled services
224	Ginzburg	Simon	Boxborough	MA	2/7/2018		Consumer wanted to cancel service and charged fee of \$1200
225	Grimes	Tammy	Springfield	MA			
226	Gunderman	John	Worcester	MA			
227	Hoot	Nancy	Hull	MA	1/17/2017		Hoot cancelled (via e-mail, as instructed by SHS) her contract with SHS on 10/27/16, as contract was expiring 11/1/16 and she sold her house on 3/30/16. SHS continued to charge her c/c \$29/month for Dec and January. She disputed these charges with her c/c co. SHS initiated a new contract from 11/1/16-11/1/17 without her consent. Hoot was told by SHS that they did this because she did not send them proof of her home sale, which was never requested of her by SHS.

228	McClain	Cassandra	Springfield	MA	2/14/2018		I have been attempting to cancel my contract with this company since 9/25/2017. I was instructed to send an email which I have done several times and they keep saying they haven't gotten it. I have a month to month contract which was updated in June of 2017. They are also stating that I am unable to cancel because I am under contract until 2021. I have a copy of my updated contract as well as correspondence between myself and my sales rep stating so. I also have a screenshot of an email that he sent me from his boss stating I was all set on month to month billing. I requested to have the service discontinued 12/2017 because I was moving from the house I rented. I was just sent a letter from them stating they are sending my account to collections for non payment. I refuse to pay for service that I requested to be cancelled with plenty of notice given and am no longer obligated to use.
229	McInerney	Barbara	Braintree	MA			
230	McIntosh	Andrew	North Attleboro	MA	2/13/2019		Issues with cancelling the contract with Safe Home Security
231	Mire	Saul	Winchendon	MA			
232	Selin	Noelle	Somerville	MA	2/10/2017		Complainant states billing errors resulting in a negative mark on her credit
233	Okeefe-Shea	Dorrida	New Braintree	MA	12/19/2018		Consumer wants to cancel service as they no longer use alarm and was never told 60 day notice required.
234	Vinqueure	Paul	Sutton	MA	2/15/2017		Complainant did not sign renewal, but still getting billed and SHS states he has 5 year contract. Complainant states it was a 3 year contract and that is why SHS sent him a renewal notice.
235	Wilson	Kezia	Springfield	MA			
236	Augustine	Norman	Potomac	MD	5/30/2018		Alarms went off at unattended residence and SHS never contacted customer to advise. Customer disconnected alarm. SHS failed to show up for 5 appointments. Customer wants reimbursement for \$356.15, the time his alarm was not in service.
237	Cummings	Elaine	Upper Marlboro	MD			
238	Davis	Andre	Hyattsville	MD			
239	Jackson	Cynthia	Manchester	MD	10/11/2017		Complainant tried to cancel her service after her 5 year plan was up but SHS refused to let her do so, stating they did not receive cancellation request in time.

240	Johnson	Drapier	Capital Heights	MD			
241	Morris	Alexandra		MID			
242	O'Neill	Kevin		MD	8/4/2017		Complainant stopped receiving service and SHS tried to bill him for another contract year but it was resolved and his account was closed
243	Bell	Ricky	Flint	MI			
244	Cooper	Genoula	Flint	MI			
245	McWhortere	Leslie	Detroit	MI			
246	Barbeau	Terry	Mankato	MN			
247	Kensy	Katrina	Saint Paul	MN			
248	Sorcic	Jessica	Minneapolis	MN			
249	Poe	Debbie	Columbia	MO			
250	Anderson	Ken	Jackson	MS	6/23/2017		Consumer's contract was bought out by SHS without his knowledge. Amenities for his contract were changed and SHS took money out of his account illegally. Consumer wants out of his contract.
251	Boykin	Hilda	Gulfport	MS			
252	Gaines	Geneanne	Lucedale		4/2/2018		Contract was signed by her former husband without her knowledge and it is not her signature on the contract. SHS refused to cancel and unpaid balance showed up on her credit report.
253	Gray	Carl	Jackson	MS			
254	Myers	Daniel		MS	6/22/2017		Complainant disputes amount he was charged
255	Oatis	Sherrri	Silver Creek	MS	7/1/2016		Owner of house where alarm is installed is now deceased and alarm did not work properly. Daughter wants to cancel.
256	Patterson	Mary	Walnut Grove	MS	11/28/2016		Patterson attempted to non-renew upon maturity of contract period but SHS refused to let her cancel.

257	Przybelski	Richard	Petal	MS			Contract expired 6/14/18 so per SHS instruction, he sent SHS a registered letter 3/2018 advising to cancel on 6/14/18. On 6/14/18 he called SHSand confirmed monitoring ceased on that day. On 7/19/18 he rec'd letter dated 7/3/18 stating his account was 60 days past due and SHS threatened to notifi credit bureaus.
258	Walters	Duane and Alice	Starkville	MS	1/15/2019		Did not understand the contract they signed was for 5 years and wanted to terminate their contract once they sold their house where alarm was located but was charged 90% of the contract balance. Sent letter to SHS on 6/6/18 cancelling their service. Sent another letter dated 1/8/19 requesting cancellation as of house sale date, which was 8/15/18.
259	Hamblet	Pattie and Don		N/A			
260	Smallbone	Mandy		N/A			
261	Buford	Sonya	Durham	NC			
262	Cutting	Rene	Raleigh	NC	2/14/2018		Consumer charged for first 5 months when they were supposed to be free.
263	Derrille	David		NC			
264	Hamilton	Mildred	La Grange	NC			
265	Hardee	Susam	Spring Hope	NC			
266	Jones	Patty	Lumberton	NC			
267	Key	Betty	Robbins	NC			
268	Lassiter	Joe and Kitty	Laurinburg	NC			
269	Luken	William	Raleigh	NC	8/23/2017		Complainant having trouble cancelling service
270	Rags Unlimited Inc.		Gastonia	NC			
271	White	Damian		NG	10/6/2017		Complaint states he wanted to non-renew but SHS states he did renew. Complainant states paperwork is fraudulent.

272	Volk	George and Nancy	Browns Mills	NJ	5/16/2017			SHS did not cancel contract when requested and continued to withdraw money from complainant. Volk never rec'd copy of contract when initially installed. Was told by SHS that his contract was up at end of 5/2017 and he owed April & May at that time. SHS then told him that since he did not cancel within 60 days, his contract automatically renewed for 1 year. Volk feels he had another day in which to cancel. System had not been working for 2 years. Copy of contract contains e-signature of SHS employee but no signature of Volk.
273	Chambers	Donna	Peralta	NM				
274	Leyva	Pedro	Albuquerque	NM				
275	Ortiz	Ross	Albuquerque	NM	10/16/2018			System did not work properly. SHS refused to repair.
276	Penick	Jennifer	Albuquerque	NM				When Penick moved, she moved her alarm system (Alpha Alarm) with her. When she moved into a new house, it came with an alarm system and free monitoring for 3 years so Alpha cancelled her account with no further fees or money due. About a year later, she started receiving statements from SHS advising her she owed them \$1000+. She asked to see the signed contracts as she did not remember doing business with SHS. Despite sending 3 letters for the contracts, she never received them.
277	Taylor	Gwen		NM	6/13/2017			SHS continued to withdraw money from complainant's account after contract period ended
278	Young	June	Albug	NM				
279	Brown	Kimberly	Las Vegas	NV				

280	Bulker	Beverly	Reno	NV	12/14/2018		She has been working with SHS since 11/2017 so she has a lot of documents and will send them. She advised she sold her home in CA and moved to NV. She had SHS in her CA home and made arrangements for SHS to remove the system from her CA home to install in her NV home. However, since once settled into her NV home, SHS told her they had no one to install her system but have continued to bill her. When she was with SHS in CA, her credit score was 803. SHS started reporting her to the credit bureau in 10/2018 (she thinks) and it dropped to 689 with a 12/3/18 credit report. SHS contends she owes them money. She contends she contracted with SHS for a service and SHS is unable to provide that as they do not service NV, which she was not told by SHS when she discussed her moving with them. 1/24/19: rec'd complaint form and docs from Beverly. At one point, SHS offered to refund her 90% after telling her she owed 90% of her balance.
281	Emens	Susan		NV	11/15/2017		Complainant states she never signed contract and it is not her signature on it.
282	Langenfield	Fred	Las Vegas	NV			Ever since contracting with SHS on 4/11/2013, consumer had problems with the system working properly. In 12/2015, he sent letter to SHS terminating his contract, as SHS did not provide the service they promised. SHS continued to send him bills and threatened to report him to the credit bureaus for a past due amount of \$198.
283	Yazzie	Eugene	Henderson	NV	1/9/2018		Complainant terminated his contract with SHS as of 3/26/18 and issued payment to SHS for \$150.95 to fulfill contract obligation.
284	Adams	Yvonne	Sleepy Hollow	NY	5/10/2018		On 5/17/18, our office rec'd letter from Adams. She sent a check to SHS for \$1691.58 for a "settlement with SHS." Letter does not describe the settlement but she is 91 y/o.
285	Barton	Ann	East Hampton	NY	3/8/2017		Entered into contract on 8/27/16. Fee of \$36.99/mo for 36 months. Contract was to include monthly monitoring service and maintenance. Around 1/13/17, equipment became inoperable. Appointments for technicians to inspect system were not kept, only to later be informed by SHS that they do not service complainant's area so SHS will not send a rep to repair the equipment, despite contract including servicing of it. Complainant also has a SHS alarm system at her residence, which she later found out they do not service either. Complainant requests SHS to cancel her contract immediately for business and residence and provide a refund of \$486.99, which represents service paid for but not received.

286	Blank	Kevin		NY	2/17/2017		Complainant states he had poor service and SHS would not honor his cancellation request
287	Crook	Ashley	New York	NY			
288	Hayes	James and Marilyn	Rochester	NY	11/28/2018	3/5/2019	SHS rep came to house and led homeowner to believe he was from his current company, ADT. Customer had no idea he was signing paperwork to switch to SHS as they liked current system and had no issues with it.
289	Horrace	Norma	Patterson	NY			
290	Rogers	Evelyn	Rochester	NY	11/26/2018		SHS rep came to house and led homeowner to believe he was from his current company, ADT. Customer had no idea she was signing paperwork to switch to SHS as they liked current system and had no issues with it. Unable to cancel contract.
291	Williams	Thomas and Judith	Stormville	NY	2/6/2017		Elderly couple had alarm installed by SHS in 2006. SHS installed a new updated alarm box in 4/2016. Bill increased from \$35.67-\$46.48/month. SHS told them they had a 5 year contract. Their initial contract with SHS never renewed, but rather the service continued over the years. Wife thinks she signed a service call confirmation only--not a 5 yr contract. Contract never discussed with Williams'.
292	Adams	John	Lorain	OH			
293	Ashcraft	Janet	Mt. Vernon	OH			
294	Childers	Gwendolyn	Cincinnati	OH			
295	Crandall	Duane	Kingsville	OH			
296	Gamble Jr.	Paul	Dayton	OH			
297	Krantz	David & Wanda	Lewis Center	OH			
298	Peoples	Linda		OH	8/21/2017		SHS caused property damage while at residence and company will not allow for cancellation and is not honoring 30 day cancellation period
299	Patten	Melinda	Hammerville	OH			

300	Stiffler	Wayne	Clyde	OH	11/26/2018				Rep from alarm co came to consumer's house. It was same rep that had sold him their ADT alarm. Rep asked consumer if he would change to his new alarm co. Consumer did so as they trusted him. Consumer was not aware he was signing a 5 yr contract. When he rec'd a copy of his contract from SHS, it did not match the contract they had. When alarm went off, no call from SHS. When consumer tried to cancel, was told it would cost \$554.
301	Crow	David	Portland	OR					Consumer alleges his signature was forged on contract.
302	Hean	Barbara	Lancaster	PA	11/9/2017				Complaint states consumer is with select security and SHS is telling them to go with their company.
303	Kipp	Dottie	Harrisburg	PA					
304	Phillips	Queen	Philadelphia	PA	10/13/2015				Alarm system did not work properly and would sound off during the day and night. 2 SHS techs unable to fix problem. System did not work for 5 months and she was still billed.
305	Recek	Lawrence	Shavertown	PA	7/6/2016				When Recek decided to switch to ADT, he called SHS to inquire as to whether he was under any contract with them. He was advised he was not and was month to month. After sending a written letter to SHS on 1/21/16, Recek rec'd a call from them on 1/25/16 stating he was under contract until 2/13/17. Recek would not have signed up with ADT if SHS had not lied about being under contract with them when he called. SHS still billing Recek's credit card \$34.95/month even tho SHS is not monitoring his system.
306	Reichard	Roger	Whitehall	PA					
307	Botco	Juan	Mendota	PR					
308	Figueroa	Hector and Lilliam	Toa Baja	PR	6/27/2016				Refusal to cancel contract despite consumer cancelling within the allotted time (also lives in Puerto Rico) and SHS auto-renewed his contract without contacting him.
309	Maldonado	Milagros		PR/NY	10/30/2017				Complainant lived in PR when it was destroyed by Hurricane Maria, causing her to move to NY. She requested cancellation of her service since cables were destroyed by hurricane, she will likely never live in PR again and system did not work when she tried to use it during an emergency during the hurricane. SHS refused to cancel.
310	Campbell	Gary	Cumberland	RI					

311	Hill	Nicole		RI	6/9/2017		Complainant felt pressured into signing new contract and did not realize it was for 60 months
312	Miller	Karen	Warwick	RI			SHS would not let Miller out of her contract after they issued 2 contracts and said the 2nd contract superceded the 1st one, even tho the 1st one expired.
313	Petisch	Andrea	Wakefield	RI	6/29/2016		Wants to be released from contract because security system is not working
314	Ruberdunst	Gloria	Foster	RI			
315	Bell	Mathew		SC	4/28/2017		SHS did not cancel contract when requested and complainant states service was not being provided by SHS
316	Blackwell	Jerry	Vernon	SC			
317	Bolt	Vernon	Blythewood	SC	3/28/2019		Consumer trying to cancel contract Told contract goes til 6/2019. No response from SHS.
318	Brennan	Walker	Spartanburg	SC	8/29/2016		Consumer had a 5 year contract with SHS, paying every 3 months. When contract was almost up, he sent letter to SHS to terminate his contract, which is what SHS advised him he had to do. Brennan later received a bill for 3 months of service. SHS said they never rec'd his cancellation notice and is now in another contract. Yet SHS always rec'd his payments. Brennan has since moved out of state. Took him 2 years to try and get out of the contract.
319	Bush	Annie	Columbia	SC			
320	Roberts	Denise	No. Charleston	SC			
321	Slayton	Virginia Charles and Christine	Graniteville	SC			Had trouble cancelling contract when system was not compatible with new phone.
322	Soloman	Christine	Blythewood	SC			
323	Threatt	Patricia	Lancaster	SC			
324	Walker	Anthony	Fort Mill	SC	10/12/2018		Monitoring cancelled by consumer but then billing showed up on his credit report.
325	Zuklie	Glenn	Myrtle Beach	SC			

326	Hopfer	Wayne	Knoxville	TN	10/16/2018		Consumer states he has had multiple problems with his alarm system and was told by SHS they had no access to repair services in the state of TN and that consumer should repair the camera system himself.
327	Jones Jr.	Patrick	Memphis	TN			
328	Barrett	Quentin David	Houston	TX			
329	Benavidez	Juan	Bryan	TX			
330	Crystal	Rebecca	Denison	TX			
331	Gracy	John and Arrona	Dallas	TX			
332	Johnson	Lee	Duncanville	TX	5/21/2018		Consumer reports SHS opened an account in her name when she did not sign the contract, her husband did.
333	Lindsley	Dwight	Bastrop	TX			
334	Mecado	Robert	Glen Heights	TX	5/25/2018		Consumer had trouble cancelling contract even after they sold their house.
335	Mercado	Roberto		TX	4/4/2017		SHS refuses to let complainant out of contract even though they sold their house and system was sold to them by a contractor who did not work directly for SHS
336	Moran	Carlene	Guns Barrel City	TX			
337	Najera	Richard	Fort Worth	TX			
338	Svetlik	Cynthia and Jerry	Angleton	TX			
339	Farrimon	Robert	Kearns	UT			
340	Pierce	Lavée	West Valley City	UT			
341	Rueckert	Laluana	Salt Lake City	UT			
342	Meyer	Rene		UT			

343	Graves	Marie	Norfolk	VA				Per consumer, I'm at my wit's end with Safe Home Security. First, when I contracted with them, they lied and said my old company had been sold. So they told me the state of Virginia allowed them to bid on the contract. Turns out my old company, Monitronics, had not been sold; they rebranded to MONI. Fast forward to February and they started taking \$5 more than they should have out of my account. I called and they said someone had agreed to pay for identify theft; we hadn't. They promised to refund the money. They haven't. Lastly, my alarm has been on the fritz since April. I've taken off work for at least two days to wait for the technician. The tech hasn't shown and hasn't called. Neither has the company. I have called no fewer than 15 times to try to get some resolution and it's always SOMEONE WILL CALL YOU BACK. They never do. This is a horrible, lying company and I want to part ways with them. The hundreds of people who have complained on the net say this is next to impossible. Help!
344	Ivory	Lornie	Woodbridge	VA	6/19/2018			
345	Johnson	Debra		VA	6/22/2017			SHS e-mailed complainant that they were sending an authorization to install when in fact it was a 5 year contract
346	Johnson-Barnes	Debra	Midlohan	VA				Consumer reports SHS put him on the bill, instead of his son, who had made arrangements for the system.
347	Marzoli	Robert	Winchester	VA	2/20/2019			Consumer cancelled service on 9/15/18 and was acknowledged by the company in letter written 10/5/18. The company continues to send bills despite repeated attempts by the consumer to stop.
348	Mosely	Jade	Kents Store	VA	9/1/2016	9/1/2016		
349	Skinner	Nellwyn	Richmond	VA				
350	Angler	Jennifer	Seattle	WA	6/8/2016			Consumer had issues with her system so when service tech came out, she accepted SHS offer of a free new battery if she renewed her service contract for 3 years despite it not being up for 7 more months. Angler was not told by SHS that they do not have any local service techs. Angler sent cancellation letter within 3 days of renewal. Months later, SHS withdrew \$39.99 from her account. This money was later refunded and SHS denied further access to her account.
351	Cao	Kim		WA	8/1/2017			SHS not allowing service to be cancelled despite complainant sending in letter within 3 day cancellation period

352	Ripplinger	Matthew	West Edmonds	WA				
353	Dodge	Elaine	Tacoma	WA				Billed for a non-working system. Per consumer, her issue has been resolved.
354	Attallah	Anthony		?	11/8/2016	11/8/2016		
355	Brooks	Cynthia		?				
356	D'Avignon	James		?				
357	Gomez	Evangelina and Joey		?				
358	Hartfield	Valarie		?	8/3/2016	8/17/2016		
359	Horsely	Willis and Deborah						
360	Koltsnichenko	Kristina		?	8/25/2016	8/25/2016		
361	Meza	Iovita		?				
362	Murphy	Veloy		?				
363	Ratiff	Jeff		?				
364	Rauba	Maria						
365	Redman	Michael						

Exhibit 2



State of Connecticut Office of The Attorney General

Public Inquiry Complaint Form

Inquiry ID: PI1803881 **Receive Date:** 12/14/2018
PI Name: Buker, Beverly vs. Safe Home Security Woronick, Katelynn
Department: Consumer Protection
Status: Closed

Parties Involved in Complaint

Complainant

(The party who filed the complaint)

Name: Buker, Beverly

Phone: 7753844358

Business:

Email: bkbuker@gmail.com

Address: 650 Ubaldo Ct

Reno, NV 89521

Party Website:

Age 60 or Older: Y

Veteran: N

Represented by Counsel:

Counsel Name:

Phone:

Email:

Respondent

(The party whom the complaint is against)

Name: Woronick, Katelynn

Phone: 8668020635 x 1604

Business: Safe Home Security

Email:

Address: 1125 Middle Street

Middletown, CT 06457

Party Website: www.SafeHomeSecurityInc.com

Complaint Details

Subject: Sales

Description: After relocating I contacted Safe Home on November 13, 2017 to arrange a date for reinstallation of the equipment and services. They finally informed me in January of 2018 that they could not reinstall the equipment. The contract is for them to provide equipment and services which they are in breach. They are not and apparently cannot provide the services contracted for. As such I refuse to pay a company that is not providing

the service which is the sole premise for the contract. Safe Home is in breach of the contract, not me. If they cannot provide the service, they cannot expect payment for it. My FICO credit scores show I have maintained an excellent credit rating until they started reporting me to the credit bureaus for non-payment. Hopefully you can help me resolve this problem.

Web Document(s) Attached: Y

Date of transaction or incident: Cost: \$ 0.00
11/13/2017

Payment Type:

Contract Signed: Yes
Advertised: No

Where Signed: Placentia, California
Where Advertised:

Date Signed: 08/26/2014
Date Advertised:

Contacted Other Agency or Attorney: No

Contact Information:

Other Court Action Pending: No **Docket No.:**

Declaration and Signature

In filing this complaint, I understand that the Attorney General is not my private attorney, but represents the State in enforcing laws designed to protect the public from deceptive or unfair practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney.

I also understand that information submitted to the Office of the Attorney General may be considered public information subject to disclosure under the Connecticut Freedom Of Information Act, Connecticut General Statutes Section 1-200 et. seq.

By filing this complaint form, I am authorizing the Attorney General's Office to speak about my complaint with the person or business I am complaining about. By filing this complaint, I am also authorizing the Attorney General's Office to send a copy of this completed form and any attached documents to the person or business about whom I am complaining.

Signed By:

Beverly Kay Buker

By typing my full name above and checking this box, I certify that the above complaint is true and accurate to the best of my knowledge and that any documents attached are true and accurate copies of original, and I adopt this as my online signature.



Beverly Buker <bkbuker@gmail.com>

account 352613

2 messages

Tue, Jan 22, 2019 at 11:16 AM

Katelynn Woronick <kworonick@safehomesecurityinc.com>

To: "bkbuker@gmail.com" <bkbuker@gmail.com>

Good Afternoon,

Please let me know when we can make payment arrangements on your account, thank you.

Katelynn Woronick

Collections Short Team

Safe Home Security

1125 Middle St.

Middletown, CT, 06457

(800)833-3211 x1604

mailto:Kworonick@safehomesecurityinc.com

License Numbers:

AL 13-1391 AZ 309201 CA 7129 Bureau of Security and Investigative Services, Department of Consumer Affairs, Sacramento, CA 95814 CT 0180152 DE 09-165 GA LVA205938 IL 127.001621 FL EF20000405 MA 1584 MD 107-1551 MN TS736789 MS 15013578 NC 1265-CSA NCASLB 3101 Industrial Drive, Suite 104, Raleigh NC 27609 Tel 919-788-5320 NJ 34BX00013300 NY 12000243233 PA Registration # PA081785, registered by The Bureau of Consumer Protection Tel 1-888-620-6680 RI 7625 SC BAC13525 TN 1841 TX B16681(Regulated by The Texas Department of Licensing and Regulation, P.O. Box 12167, Austin, TX 78711, 1-800-803-9202, 512-463-6599; website: www.tdlr.texas.gov) UT 10256706-6501 VA 11-7938. District of Columbia 602519000002

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Beverly Buker <bkbuker@gmail.com>

Wed, Jan 23, 2019 at 12:10 PM

To: Katelynn Woronick <kworonick@safehomesecurityinc.com>

I am currently working with the Consumer Protection Department of CT regarding Safe Home Security. I still maintain if Safe Home Security cannot provide the service contracted for, I should owe Safe Home Security no money. The outcome of that will determine if I need to go further with Small Claims Court.

[Quoted text hidden]

Katelynn Woronick <kworonick@safehomesecurityinc.com>
To: Beverly Buker <bkbuker@gmail.com>

Wed, Jan 23, 2019 at 12:28 PM

We have responded to you as well as the BBB when you made your complaints.

You were informed that the area you moved into we are unable to service, you were offered a reduced settlement to close the account.

If we are unable to work this out between yourself and the company, the only thing I can advise is taking legal action.

If you were to take legal action we do need your attorney to send over a proper letter of representation so we can stop with the collection calls.

Please let me know how you would like to move forward, thank you.

Katelynn Woronick

Collections Short Team

Safe Home Security

1125 Middle St.

Middletown, CT. 06457

(800)833-3211 x1604

mailto:Kworonick@safehomesecurityinc.com

From: Beverly Buker [mailto:bkbuker@gmail.com]

Sent: Wednesday, January 23, 2019 3:10 PM

To: Katelynn Woronick

Subject: Re: account 352613

[Quoted text hidden]

[Quoted text hidden]

Beverly Buker

From: Beverly Buker <bkbuker@gmail.com>
Sent: Wednesday, January 10, 2018 10:03 AM
To: 'yrodriquez@myshs.com'
Subject: Account 31230 Beverly Buker

This email is to request an immediate release from my contract with Safe Home Security with no penalty. I signed a new contract on November 13, 2017, which only lacks one week now of being two months ago. You still have not found a service person who can come to this area to do the installation of the system. I feel you are in breach of the contract. I have been without protection now for nearly two months due to problems on your end.

You, Yeraliz Rodriguez, have diligently tried to get a service person scheduled to do the equipment installation, with no positive result from the scheduling department. On November 16, I was charged \$99.99 for installation. On November 5, I was charged \$54.99 for service and on December 5, I was charged \$54.99 for service. On December 28, 2017 I believe you instigated a refund of the \$54.99 charge for November and the \$54.99 charge for December, however, it is now January 9, 2018 and neither refund has shown up on my Discover account.

I understand this problem has been sent to upper management. I did tell you on the phone yesterday that I feel this has gone on too long and that I should be released from the contract with no penalty. Also please follow up to be sure the \$109.98 service charge refund is going through and the \$99.99 installation charge should now also be refunded.

Please advise. Thank you.

Beverly Buker

Mon, Jan 7, 1:41 PM

account 352613



Katelynn Woronick <kworonick@safehomesecurityinc.com>
to me

Good Afternoon,

I have been trying to reach out to your in regards to the account you have with us here at safe home. I spoke with management on your account and it looks as if the area you moved into is an unserviceable area. We do not have any techs in or around that area, hence them sending out the refund of the \$99 when you were going to do the system move. It looks as if they went over the fact that we cannot monitor the system so the only other option is to give you the 90% on the contract as the BBB stated as well. The settlement comes to \$1462.92 though we are able to take the \$1286.77 that was offered when you made the BBB complaint. Please let me know how you would like to schedule payment arrangements to close this account, thank you.

Katelynn Woronick
Collections Short Team

Safe Home Security
1125 Middle St
Middletown, CT. 06457
(800)833-3211 x1604
<mailto:kworonick@safehomesecurityinc.com>

License Number:

AL 15-1581 AZ 000207 CA 7720 Bureau of Security and Investigative Services, Department of Consumer Affairs, Sacramento, CA 95814 CT 0120732 DCE 00-105 GA 17A-200028 IL 127.001021 FL EFB2000400 MA 1064 MD 107-1351 MI 7570709 MS 15013276 NC 1207-CSA NCASL3 3101 Industrial Drive, Suite 104, Raleigh, NC 27609 ND 014-208-3220 NJ 34000013000 NY 13070242039 PA Registration # P4057205, registered by The Bureau of Consumer Protection Tel 1-800-320-8900 RI 7623 SC BAC13223 TN 1844 TX 016801 (regulated by The Texas Department of Licensing and Regulation, P.O. Box 12157, Austin, TX 78711, 1-800-800-0202, 512-463-6599; website: www.tdlr.state.tx.us) UT 10259708-8001 VA 11-7768L, District of Columbia 802516010002

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COPY

January 4, 2019

Safe Home Security
1125 Middle Street
Middletown, CT 06457

Attention: Katelynn Woronick
Collection Department

Re: Account Number 352613

Dear Ms. Woronick:

If you will look at my past record when I was actually receiving service from Safe Home, you will find that I never missed nor was I ever late with a payment.

All Safe Home needs to do is install equipment at this home and start monitoring service and I will gladly again faithfully make the monthly payments. As it stands now, you have not installed your equipment and you have not provided service. Safe Home has made no effort to do what they need to do to provide the service.

I have contacted the Better Business Bureau of Connecticut as you know. I have contacted the Attorney General of Connecticut. If that does not work, I will take the next step. I should not have to pay for services that are not being provided.

Please advise if Safe Home will finally make an attempt to install the equipment and provide service.

Sincerely,

Beverly K. Buker
650 Ubaldo Ct.
Reno, Nevada 89521

bkbuker@gmail.com
775-384-4358 (cell)
775-360-5810 (home)

Send all correspondence to:

Safe Home Security, Inc.
1125 Middle Street
Middletown, CT 06457

For Billing Inquiries: (800)833-3211
For Repair Service: (800)833-3211

BEVERLY BUKER
650 UBALDO CT
RENO, NV 89521-6251

STATEMENT DATE	CUSTOMER ID
12/26/18	352613
DATE DUE	
01/15/19	

AL 1391 CT 00180152 DE 09-165 FL #EF20000405 MA #001263 MD 107-1551 MS 15013678 NY 12000243233 NJ 3BX00013300 RI 7625 TX B16661 NC 1265-CSA NCSL,1631

Transaction Date	Transaction Number	Transaction Type	Transaction Amount	Sales Tax	Description	Transaction Total
12/25/18	19107228	Invoice	10.00	0.00	Previous Balance	548.86
					Late Fee	10.00
12/25/18	19107228	Invoice	8.23	0.00	Finance Charge	8.23

YOUR ACCOUNT IS PAST DUE. Pay immediately and avoid an additional \$10.00 late charge. A finance charge of 1.5% monthly (18% APR) is charged on unpaid balances.

Ending Balance
567.09

This invoice is due and payable by the due date as stated above. A late charge of \$10 will be added to the balance if this invoice is paid more than 60 days past the due date.

TO INSURE PROMPT CREDIT PLEASE RETURN THIS PORTION OF BILL WITH YOUR PAYMENT

Safe Home Security, Inc.
1125 Middle Street
Middletown, CT 06457

CUSTOMER ID	DATE DUE	AMOUNT DUE	AMOUNT PAID
352613	01/15/19	567.09	

NOTE CHANGE OF ADDRESS
(Please enter changes on reverse side)

Do you want to save time and money?
Check the box and fill in the required information
on the reverse side to sign up for Pre-authorized
Payments to pay your bill automatically.

Please enter your customer ID on your check and
make payable to:

7620 7620 7620 SPE 7621
BEVERLY BUKER
650 UBALDO CT
RENO, NV 89521-6251



SAFE HOME SECURITY, INC.
8278 INNOVATION WAY
CHICAGO, IL 60682-0082



Beverly Buker <bkbuker@gmail.com>

account 352613

1 message

Katelynn Woronick <kworonick@safehomesecurityinc.com>

Thu, Dec 13, 2018 at 10:44 AM

To: "bkbuker@gmail.com" <bkbuker@gmail.com>

Good Afternoon,

Please let me know when we can make payment arrangements on your account,
thank you.

Katelynn Woronick
Collections Short Team

Safe Home Security
1125 Middle St.,
Middletown, CT. 06457
(800)833-3211 x1604
mailto:Kworonick@safehomesecurityinc.com

License Numbers:

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1125 Middle Street
Middletown, CT 06457

For Billing Inquiries: (800)833-3211
For Repair Service: (800)833-3211

BEVERLY BUKER
650 UBALDO CT
RENO, NV 89521-6251

STATEMENT DATE	CUSTOMER ID
11/25/18	352613
DATE DUE	
12/15/18	

AL 1391 CT 00180152 DE 09-165 FL #EF20000405 MA #001263 MD 107-1551 MS 15013578 NY 12000243233 NJ 3BX00013300 RI 7625 TX B16661 NC 1265-CSA NCSSL,1631

Transaction Date	Transaction Number	Transaction Type	Transaction Amount	Sales Tax	Description	Transaction Total
11/25/18	18931278	Invoice	10.00	0.00	Previous Balance	530.90
					Late Fee	10.00
11/25/18	18931278	Invoice	7.96	0.00	Finance Charge	7.96

YOUR ACCOUNT IS PAST DUE. Pay immediately and avoid an additional \$10.00 late charge. A finance charge of 1.5% monthly (18% APR) is charged on unpaid balances.

Ending Balance
548.86

This invoice is due and payable by the due date as stated above. A late charge of \$10 will be added to the balance if this invoice is paid more than 60 days past the due date.

TO INSURE PROMPT CREDIT PLEASE RETURN THIS PORTION OF BILL WITH YOUR PAYMENT

Safe Home Security, Inc.
1125 Middle Street
Middletown, CT 06457

CUSTOMER ID	DATE DUE	AMOUNT DUE	AMOUNT PAID
352613	12/15/18	548.86	

NOTE CHANGE OF ADDRESS
(Please enter changes on reverse side)

Do you want to save time and money?
Check the box and fill in the required information
on the reverse side to sign up for Pre-authorized
Payments to pay your bill automatically.

Please enter your customer ID on your check and
make payable to:

1178 1178 1178 SEE 1178
BEVERLY BUKER
650 UBALDO CT
RENO, NV 89521-6251



SAFE HOME SECURITY, INC.
8278 INNOVATION WAY
CHICAGO, IL 60682-0082

827800352613 0000054886 0000053090 9



[Dashboard](#)

[Your Credit Monitoring Alerts](#)

[Change of Address Alerts](#)



Your Credit Monitoring Alerts

Potentially Negative - Delinquent Account

11/22/2018



Alert Type: Potentially Negative - Delinquent Account

Found On: November 22, 2018

Additional Info

Review the details of your notification here.

Source	TRANSUNION	Business Type	FF
Alert Date	11/22/2018	Street Address	1125 MIDDLE ST
Is Collection	NO	City	MIDDLETOWN
Payment Status	60 DAYS PAST DUE	State	CT
Name	SAFE HOME SECURITY INC	Zip	06457
Phone			

If you don't recognize this activity, contact us immediately at 1-800-347-3089.

We'll help you determine if an identity theft event has occurred and guide you through any necessary restoration activities, such as:

- Contacting credit card issuers or banking institutions on your behalf
- Reviewing your credit report for indications of identity theft
- Placing a fraud alert or security freeze with the three national bureaus

COPY

October 24, 2018

Safe Home Security
1125 Middle Street
Middletown, CT 06457

Attention: Katelynn Woronick
Collection Department

Re: Account Number 352613

Dear Ms. Woronick:

I am replying to your letter dated October 3, 2018.

On August 16, 2017 I spoke with your Michael Lebarge regarding the sale of my California home and transfer of services. He arranged for a technician to uninstall the equipment to be taken with me to the Reno, NV area for reinstallation. I was able to move into my new home at 650 Ubaldo Court, Reno, NV 89521 the end of October, 2017 and I did call Safe Home on November 13, 2017 to request reinstallation of the equipment and continuation of service. After repeated follow-ups and waiting the rest of November, all of December and the beginning of January to be advised of an installation date, I was finally advised Safe Home could not provide service.

Safe Home has been unable to provide continued services and I am not obliged to pay for such services if you are unable to render them.

I have earned an impeccable credit record during my lifetime with most recent ratings over 800. I do not appreciate that you have notified multiple credit bureaus of nonpayment which has been due to you not providing service. I ask that you immediately have this removed from every credit bureau you notified. I will be contacting the Better Business Bureau regarding this whole set of circumstances as my initial step in getting this resolved outside of your company.

Please advise.

Sincerely,

Beverly K. Buker
650 Ubaldo Court
Reno, NV 89521

hkbuker@gmail.com
Home: 775-360-5810
Cell: 775-384-4358

Send all correspondence to:

Safe Home Security, Inc.
1125 Middle Street
Middletown, CT 06457

For Billing Inquiries: (800)833-3211
For Repair Service: (800)833-3211

BEVERLY BUKER
650 UBALDO CT
C/O
RENO, NV 89521-6251

STATEMENT DATE	CUSTOMER ID
10/25/18	352613
DATE DUE	
11/15/18	

AL 1391 CT 00180152 DE 09-185 FL #EF20000405 MA #001283 MD 107-1551 MS 15013578 NY 12000243233 NJ 3BX00013300 RI 7625 TX B16661 NC 1265-CSA NCSSL1631

Transaction Date	Transaction Number	Transaction Type	Transaction Amount	Sales Tax	Description	Transaction Total
					Previous Balance	347.71
10/25/18	18755375	Invoice	134.97	0.00	Monitoring 11/15/18 - 02/15/19	134.97
10/25/18	18755375	Invoice	3.00	0.00	Processing Fee	3.00
10/25/18	18755375	Invoice	30.00	0.00	Warranty 11/15/18 - 02/15/19	30.00
10/25/18	18755375	Invoice	10.00	0.00	Late Fee	10.00
10/25/18	18755375	Invoice	5.22	0.00	Finance Charge	5.22

YOUR ACCOUNT IS PAST DUE. Pay immediately and avoid a \$10.00 late charge. A finance charge of 1.5% monthly (18% APR) is charged on unpaid balances.

Ending Balance
530.90

TO INSURE PROMPT CREDIT PLEASE RETURN THIS PORTION OF BILL WITH YOUR PAYMENT

Safe Home Security, Inc.
1125 Middle Street
Middletown, CT 06457

CUSTOMER ID	DATE DUE	AMOUNT DUE	AMOUNT PAID
352613	11/15/18	530.90	

NOTE CHANGE OF ADDRESS
(Please enter changes on reverse side)

Do you want to save time and money?
Check the box and fill in the required information
on the reverse side to sign up for Pre-authorized
Payments to pay your bill automatically.


Please enter your customer ID on your check and
make payable to:

3529 3529 3529 SEE 3529
BEVERLY BUKER
650 UBALDO CT
C/O
RENO, NV 89521-6251



SAFE HOME SECURITY, INC.
8278 INNOVATION WAY
CHICAGO, IL 60682-0082

827800352613 0000053090 0000034771 6

	Alert Type: Potentially Negative - Account Information Found On: October 12, 2018
---	--

Additional Info

Review the details of your notification here.

Source

EQUIFAX

Alert Date

10/12/2018

Balance Amount

\$348.00

Is Collection

NO

Open Date

08/01/2014

Payment Status

NOT MORE THAN TWO PAYMENTS PAST DUE (2)

Status Date

10/01/2018

Name

SAFE HOME SECURITY, INC.

Phone

Street Address

WEST ELM OFFICE COMMONS 1090 ELM ST. BLDG E

City

ROCKY HILL

State

CT

Zip


6067-1849

If you don't recognize this activity, contact us immediately at 1-800-347-3089.

We'll help you determine if an identity theft event has occurred and guide you through any necessary restoration activities, such as:

- Contacting credit card issuers or banking institutions on your behalf
- Reviewing your credit report for indications of identity theft
- Placing a fraud alert or security freeze with the three national bureaus

Potentially Negative - Delinquent Account
10/12/2018

	Alert Type: Potentially Negative - Delinquent Account
	Found On: October 12, 2018

Additional Info

Review the details of your notification here.

Source
TRANSUNION

Alert Date
10/12/2018

Is Collection
NO

Payment Status
30 DAYS PAST DUE

Name
SAFE HOME SECURITY INC

Phone

Business Type
FF

Street Address
1125 MIDDLE ST

City
MIDDLETOWN

State
CT

Zip
06457

If you don't recognize this activity, contact us immediately at 1-800-347-3089.

We'll help you determine if an identity theft event has occurred and guide you through any necessary restoration activities, such as:

- Contacting credit card issuers or banking institutions on your behalf
- Reviewing your credit report for indications of identity theft
- Placing a fraud alert or security freeze with the three national bureaus

New Account - New Account
10/10/2018



New Account - New Trade
10/08/2018



New Account - New Account
10/08/2018



Inquiry - New Inquiry
10/06/2018



New Account - New Account
09/14/2018





1125 Middle Street
Middletown, CT 06457



October 03, 2018

484 484 484 Rtp
Beverly Buker
650 Ubaldo Ct
Reno NV 89521



RE: Account Number 352613

Dear Beverly Buker,

Your account is past due in the amount of \$347.71. Because your account is over 30 days past due, Safe Home Security Inc. has an obligation to report this history to multiple credit bureaus. Please remit payment immediately to avoid future reporting.

For your convenience we accept check or credit card payments by phone at no additional cost. Your prompt attention to this matter is appreciated.

I may be reached toll free by calling 1-866-802-0635 extension 1604, with any questions.

Sincerely,

Katelynn Woronick
Collection Department
Safe Home Security Inc.



Residential & Commercial Security Systems
1125 Middle Street Middletown, CT 06457 Tel (860) 563-5686 Fax (860) 563-5998
www.SafeHomeSecurityInc.com
License Numbers: AL 1391 CT 00180152 DE 09-165 FL# EF20000405 MA# 001263
MD 107-1551 MS 16013578 NY 12000243233 RI 7625 TX B16661
NC 1265-CSA NCSSL, 1631 Midtown Pl, Suite 104, Raleigh, NC 27609 Tel 919-875-3611

Send all correspondence to:

Safe Home Security, Inc.
1125 Middle Street
Middletown, CT 06457

For Billing Inquiries: (800)833-3211
For Repair Service: (800)833-3211

BEVERLY BUKER
650 UBALDO CT
RENO, NV 89521-6251

STATEMENT DATE	CUSTOMER ID
09/25/18	352613
DATE DUE	
10/15/18	

AL 1391 CT 00180152 DE 09-165 FL #EF20000406 MA #001263 MD 107-1551 MS 15013578 NY 12000243233 NJ 3BX00013300 RI 7625 TX B16661 NC.
1285-CSA.NCSSL,1631

Transaction Date	Transaction Number	Transaction Type	Transaction Amount	Sales Tax	Description	Transaction Total
					Previous Balance	332.72
09/25/18	18579326	Invoice	10.00	0.00	Late Fee	10.00
09/25/18	18579326	Invoice	4.99	0.00	Finance Charge	4.99
Ending Balance						347.71

YOUR ACCOUNT IS PAST DUE. Pay immediately and avoid a \$10.00 late charge. A finance charge of 1.5% monthly (18% APR) is charged on unpaid balances.

TO INSURE PROMPT CREDIT PLEASE RETURN THIS PORTION OF BILL WITH YOUR PAYMENT

Safe Home Security, Inc.
1125 Middle Street
Middletown, CT 06457

CUSTOMER ID	DATE DUE	AMOUNT DUE	AMOUNT PAID
352613	10/15/18	347.71	

NOTE CHANGE OF ADDRESS
(Please enter changes on reverse side)

Do you want to save time and money?
Check the box and fill in the required information
on the reverse side to sign up for Pre-authorized
Payments to pay your bill automatically.

Please enter your customer ID on your check and
make payable to:

6033 6033 6033 SFE 6033
BEVERLY BUKER
650 UBALDO CT
RENO, NV 89521-6251



SAFE HOME SECURITY, INC.
8278 INNOVATION WAY
CHICAGO, IL 60682-0082

827800352613 0000034771, 0000033272 4

COPY

August 13, 2018

Safe Home Security, Inc.
1125 Middle Street
Middletown, CT 06457

Attention: Billing Department

Subject: Customer ID 352613
Statement Date 07/25/18

Gentlemen:

This statement is in the amount due of \$317.95 covering monitoring, processing fee, and warranty.

I do not intend to pay this statement because you have not installed any equipment, you have provided no services, therefore, there is nothing to monitor, process or warrant.

Sincerely,

Beverly K. Buker
650 Ubaldo Ct.
Reno, NV 89521

Beverly Buker

From: Michael Labarge <MLabarge@safehomesecurityinc.com>
Sent: Monday, July 31, 2017 9:51 AM
To: BUKERBK@ATT.NET
Subject: FW: Scanned image Safe Home Dispatch Department
Attachments: AR-M455N_20170731_134841_001.pdf

WITH PROOF OF SALE OF THE HOME YOU WOULD OWE 90% OF THE REMAINING TERM

Michael Labarge
Customer Service

Safe Home Security
55 Sebethe Dr.
Cromwell, CT. 06416
(800)833-3211 x1156
mailto:MLabarge@safehomesecurityinc.com
www.safehomesecurityinc.com
<https://www.facebook.com/pages/Safe-Home-Security-Inc/139846686115959>

Original Message

From: bshuckerow@mysts.com [mailto:bshuckerow@mysts.com]
Sent: Monday, July 31, 2017 1:49 PM
To: Michael Labarge
Subject: Scanned image Safe Home Dispatch Department

DEVICE NAME:
DEVICE MODEL: SHARP AR-M455N
LOCATION:

FILE FORMAT: PDF MMR(G4)
RESOLUTION: 300dpi x 300dpi

*7/31/17 talked to Michael Labarge -
Please come with all rest & drop to
set up disconnect in Pleasant -
\$99 charge for his connect. Day will
set up equipment which I will
drop for install at 11:00. Call
1-2 week prior to 11:00. \$99 charge
to get up install later. \$99 charge
for install. No install charge from
existing contract.
If report at for 8/23 11 AM - 1 PM
Rebucian will be the subject*

COPY 6

July 27, 2018

Safe Home Security
1125 Middle Street
Middletown, CT 06457

Attention: Accounting Staff

Re: Account Number 352613

Gentlemen:

This is in response to your letter dated July 16, 2018.

After moving from California to Nevada, when I requested you reinstate service, you required I sign a new contract on November 13, 2017 rather than continue on the old contract 352613 which made the old contract null and void.

You have had since November of 2017 to provide service, which you have not done. You did cancel the contract I signed on November 13, 2017 but now are attempting to bill me against the old contract 352613.

You are not supplying any service, therefore, I am not required to make any payment.

Sincerely,

Beverly K. Buker
650 Ubaldo Ct.
Reno, NV 89521



1125 Middle St. Suite 201
Middletown, CT, 06457

121 121 121 R1p
Beverly Buker
16162 Rockaway Drive
Placentia 92870



July 16, 2018

RE: ACCOUNT NUMBER 352613

Dear Beverly Buker:

We would like to thank you for choosing Safe Home Security as your alarm company. We appreciate your business.

During the processing of this months payment, it was brought to our attention that we were unable to draft from your account for the following reason:

NOT SPECIFIED

We are sending you this notification in hopes you will re-enroll in a timely manner. If there is no response, you will automatically be billed on a quarterly basis. Your first bill will include the payment missed, a 20.00 return processing fee, the next 3 months, plus a 3.00 processing fee.

If you call within 72 hours of receiving this letter, we will waive the 20.00 fee.

If you have any questions, or wish to re-enroll you may reach us by dialing 1-800-833-3211 and select extension 1500.

We look forward to your continued business.

Sincerely,

The Accounting Staff
Safe Home Security



SafeHomeSecurity, Inc

1125 Middle Street Middletown, CT 06457 PHONE 860-563-5686 FAX 860-262-4012

www.safehomesecurityinc.com

License Numbers CT# 00180152 MA# 1381 RI# 7625 NY# 12000243233 FL# HF20000405 - 021 -

Send all correspondence to:

Safe Home Security, Inc.
1125 Middle Street
Middletown, CT 06457

For Billing Inquiries: (800)833-3211
For Repair Service: (800)833-3211

BEVERLY BUKER
16162 ROCKAWAY DRIVE
PLACENTIA, CA 92870

STATEMENT DATE	CUSTOMER ID
07/25/18	352613
DATE DUE	
08/15/18	

AL 1391 CT 00180152 DE 09-165 FL #EF20000405 MA #001263 MD 107-1551 MS 15013578 NY 12000243233 NJ 3BX00013300 RI 7625 TX B16661 NC 1265-CSA NCSL,1631

Transaction Date	Transaction Number	Transaction Type	Transaction Amount	Sales Tax	Description	Transaction Total
07/12/18	18230964	Payment	-129.98	0.00	Previous Balance	279.96
					Thank You For Your Payment	-129.98
07/25/18	18230964	Invoice	134.97	0.00	Monitoring 08/01/18 - 11/15/18	134.97
07/25/18	18230964	Invoice	3.00	0.00	Processing Fee	3.00
07/25/18	18230964	Invoice	30.00	0.00	Warranty 08/01/18 - 11/15/18	30.00

YOUR ACCOUNT IS PAST DUE. Pay immediately and avoid a \$10.00 late charge. A finance charge of 1.5% monthly (18% APR) is charged on unpaid balances.

Ending Balance
317.95

TO INSURE PROMPT CREDIT PLEASE RETURN THIS PORTION OF BILL WITH YOUR PAYMENT

Safe Home Security, Inc.
1125 Middle Street
Middletown, CT 06457

CUSTOMER ID	DATE DUE	AMOUNT DUE	AMOUNT PAID
352613	08/15/18	317.95	

NOTE CHANGE OF ADDRESS
(Please enter changes on reverse side)

Do you want to save time and money?
Check the box and fill in the required information
on the reverse side to sign up for Pre-authorized
Payments to pay your bill automatically.

Please enter your customer ID on your check and
make payable to:

6351 6351 6351 SPE 6352
BEVERLY BUKER
16162 ROCKAWAY DRIVE
PLACENTIA, CA 92870



SAFE HOME SECURITY, INC.
8278 INNOVATION WAY
CHICAGO, IL 60682-0082

827800352613 0000031795 0000027996 1

DISCOVER

Safe Home

PO Box 30945
Salt Lake City, UT 84130-0945

Account number ending in 7650
May 16, 2018

Dear Beverly K. Buker,

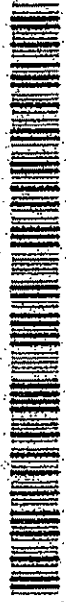
As requested, we've removed your Discover® card account as a payment method for future transactions with Security Systems. We will make every attempt to prevent transactions between \$0.01 and \$5,000.00 from posting to your account until August 16, 2019, or until you tell us to remove this request.

Only future transactions will be prevented from posting to your Discover® card account and this request to prevent payment does not invalidate or change any agreement you may have with Security Systems. If you haven't already done so, please contact Security Systems directly to ensure any contract, obligation, or agreement you may have is at an end.

A charge may still post to your account if the merchant processes a transaction using a different merchant number, an amount outside of the specified range, or after the request has expired. If you have any questions, you can call our 100% U.S.-based service team any time at 1-800-DISCOVER (1-800-347-2683). As always, thank you for choosing Discover.

Sincerely,

Discover Card Customer Service



Discover.com

Discover Card, Issued by Discover Bank, Member FDIC

DNW 100710

Page 1 of 1

PO Box 30945
Salt Lake City, UT 84130-0945



LF11RA01 037382

Beverly K Buker
650 Ubaldo Ct
Reno, NV 89521-6251





**SECURITY SYSTEMS, INC. DBA
SAFEGUARD AMERICA**

55 Sebeth Drive, Grotonville, CT 06416 Tel: 1-800-833-3211
AGREEMENT FOR MONITORING AND INSTALLATION OF SECURITY SYSTEMS

USPMS9
acct #
352613
SAFEGUARD AMERICA

1. This agreement is entered into this 26th day of August 2014, between SAFEGUARD AMERICA, hereinafter referred to as "Company" and

Beverly Baker or _____
Address 16162 Rochaway Dr Placentia CA 92870

SSN# _____ DOB 10/10/39 SSN# _____ DOB _____
hereinafter referred to as the Client." Phone (714) 528-6813 E-mail BakerBK@Att.net

2. **SERVICE AND EQUIPMENT:** Company agrees to provide and client agrees to pay for service and/or equipment as described below:
3. **MONITORING:** Company agrees to provide monitoring service for a period of 60 months from the above date. This agreement shall automatically renew without action by either party under the same terms and conditions for successive periods equal to twelve (12) months unless either party gives to the other at least sixty (60) days written notice, prior to expiration date, of intention to terminate this Agreement upon any expiration date. Upon renewal, service will be billed at then-current monitoring fees.

RENEWAL TERM: Each renewal period shall be limited to the maximum term allowed by state law. If not limited by State law, the above terms in Paragraph 3 will apply.

4. **MONITORING CHARGES:** Monthly monitoring charge of \$54.00 plus applicable sales tax. (X) Includes [] Parts Only Warranty [X] Parts and Labor Warranty and is payable in advance and shall be paid [] Annually [] Quarterly (if paid quarterly an additional service charge of \$3.00 per quarter shall apply).

EARLY CANCELLATION: Client may cancel prior to completion of primary or renewal term upon receipt of ninety percent (90%) of stated terms. Applicable for sale of home, death and transfers. All cancellation requests must be in writing.

5. **ELECTRONIC FUNDS TRANSFER (EFT) AUTHORIZATION:** The Client authorizes the Company to make EFT's from the Client's bank account for the amount of the monitoring, tax, or other alarm charges. The Client further agrees that if at any time the Client decides to discontinue the direct payment option, the client must notify the Company. The Company is not liable in any way for erroneous bill statements or incorrect debits to the Client's account and should an error occur, the Company's only responsibility is to correct it when and if it receives notice of the error from the Client. The Client further agrees that should any direct payment be returned, the client shall be liable for a \$20.00 returned payment fee where permitted by law.

[] Check here to decline EFT Payment Option
Client's Signature if declined _____
Acct #: _____ Rtg #: _____ Exp Date: 11/18 Card#: 6011 2089 1340 3394
Bank Name: _____ Billing Cycle: 1st [] 17th [] Via [] PO [] AmEx [] Bank/DIRECT Card

6. EQUIPMENT TO BE INSTALLED

ITEM	QTY	RETAIL PRICE	RETAIL TOTAL	TOTAL PRICE
Panel/Keypad <u>SIPKOW 471</u>	<u>2</u>	<u>\$ 649</u>		<u>\$</u>
Door/Window		\$		<u>\$</u>
Keypad or Quick Touch Keypad	<u>2</u>	<u>\$ 149</u>		<u>\$</u>
Motion		\$		
Glassbreak	<u>2</u>	\$		
Smoke Detector	<u>2</u>	\$		
<u>Medical Pendant</u>	<u>2</u>	<u>\$ 150</u>		<u>\$</u>
Cellular		\$		
Installation Charge		\$		
Sales Tax		\$		
Total Equipment and Installation Charges		\$		<u>\$ 15</u>

7. **ADDITIONAL PROTECTION:** The need for additional protection of intrusion, fire/smoke, cellular, panic, duress, and medical emergency has been explained to the Client and the Client declines the offer to purchase additional equipment. OK (initials)

8. EQUIPMENT CHARGES:

Special Note	
Total Equipment and Installation Charges	\$
Activation [] EFT/CC 3 mo x \$33.00 [] EFT/CC \$39.00	\$
Balance Due	\$ <u>0</u>

9. **SERVICE REPAIRS TO CLIENTS SYSTEM:** Unless otherwise indicated, the client understands that the monitoring fee covers only the monitoring service and client agrees to pay Company for all service or repairs to the alarm system. Client hereby agrees to periodically test, at least monthly, observe Client's system, be aware of its operational status in accordance with the operating instructions, and request service if needed.

10. **ENTIRE AGREEMENT:** It is agreed to and understood by the parties that this agreement constitutes the entire agreement by the parties and there are no verbal understandings changing or modifying any of the terms of this agreement. This agreement may not be changed, modified or varied except in writing and signed by an authorized representative of the Company. Client hereby acknowledges that he/she has read, received a copy of, and understands this entire agreement, including the attached Notice of Cancellation.

11. **INVALID PROVISIONS:** If any of the terms or provisions of this agreement shall be determined to be invalid or inoperative, all of the remaining terms and provisions shall remain in full force and effect.

12. **YOU, THE BUYER, MAY CANCEL THIS TRANSACTION AT ANY TIME PRIOR TO MIDNIGHT OF THE THIRD BUSINESS DAY AFTER THE DATE OF THIS TRANSACTION. SEE THE ATTACHED NOTICE OF CANCELLATION FOR AN EXPLANATION OF THIS RIGHT.**

Written By: Chris Bellon Client Signature: Beverly K Baker

Written By: _____ Client Signature: _____
Approval Date: _____ Date: 8/26/14

SAFEGUARD AMERICA

55 Sebethe Drive, Cranitwell, CT 06416 Tel 1-800-833-3211
 AGREEMENT FOR MONITORING AND INSTALLATION OF SECURITY SYSTEMS

New



1. This agreement is entered into on 11/13/2017 between SAFEGUARD AMERICA, hereinafter referred to as "Company" and BEVERLY BUKER

Address 650 UBALDO CT RENO NV 89521

SSN# _____ DOB _____ SSN# _____ DOB _____
 hereinafter referred to as the Client." Phone 7753844358 E-mail bkbuker@gmail.com

2. **SERVICE AND EQUIPMENT:** Company agrees to provide and client agrees to pay for service and/or equipment as described below:

3. **MONITORING:** Company agrees to provide monitoring service for a period of 27 months from the above date. This agreement shall automatically renew without action by either party under the same terms and conditions for successive periods equal to twelve (12) months unless either party gives to the other at least sixty (60) days written notice, prior to expiration date, of intention to terminate this Agreement upon any expiration date. Upon renewal, service will be billed at then-current monitoring fees.

RENEWAL TERM: Each renewal period shall be limited to the maximum term allowed by state law. If not limited by State law, the above terms in Paragraph 3 will apply.

4. **MONITORING CHARGES:** Monthly monitoring charge of \$54.99 plus applicable sales tax. [X] Includes: [] Parts Only Warranty [X] Parts and Labor Warranty [X] Cell Backup [] Monthly Equipment Charge (See attached Schedule A) and is payable in advance and shall be paid Monthly (if paid quarterly an additional service charge of \$3.00 per quarter shall apply).

EARLY CANCELLATION: Client may cancel prior to completion of primary or renewal term upon receipt of ninety percent (90%) of stated terms. Applicable for sale of home, death and transfers. All cancellation requests must be in writing.

5. **ELECTRONIC FUNDS TRANSFER (EFT) AUTHORIZATION:** The Client authorizes the Company to make EFTs from the Client's bank account for the amount of the monitoring, tax, or other alarm charges. The Client further agrees that if at any time the Client decides to discontinue the direct payment option, the client must notify the Company. The Company is not liable in any way for erroneous bill statements or incorrect debits to the Client's account and should an error occur, the Company's only responsibility is to correct it when and if it receives notice of the error from the Client. The Client further agrees that should any direct payment be returned, the client shall be liable for a \$20.00 returned payment fee where permitted by law.

[] Check here to decline EFT Payment Option Client's Signature if declined _____

Acct #: _____ Rtg #: _____ Exp Date: _____ Card#: _____

Bank Name: _____ Billing Cycle: [X] 1st [] 15th [] Via [] MC [] AmEx [] Bank/Debit/ATM Card

6. **EQUIPMENT TO BE INSTALLED**

See attached Schedule A

7. **ADDITIONAL PROTECTION:** The need for additional protection of intrusion, fire/smoke, cellular, panic, duress, and medical emergency has been explained to the Client and the Client declines the offer to purchase additional equipment. BB (initials)

8. **EQUIPMENT CHARGES:**

Special Note	
Total Equipment and Installation Charges	\$
Activation [] BY FCC 3 mos x \$33.00 [] BY FCC \$59.00	\$
Balance Due	\$ 0.00

9. **SERVICE REPAIRS TO CLIENTS SYSTEM:** Unless otherwise indicated, the client understands that the monitoring fee covers only the monitoring service and client agrees to pay Company for all service or repairs to the alarm system. Client hereby agrees to periodically test, at least monthly, observe Client's system, be aware of its operational status in accordance with the operating instructions, and request service if needed.

10. **ENTIRE AGREEMENT:** It is agreed to and understood by the parties that this agreement constitutes the entire agreement by the parties and there are no verbal understandings changing or modifying any of the terms of this agreement. This agreement may not be changed, modified or varied except in writing and signed by an authorized representative of the Company. Client hereby acknowledges that he/she has read, received a copy of, and understands this entire agreement, including the attached Notice of Cancellation.

11. **INVALID PROVISIONS:** If any of the terms or provisions of this agreement shall be determined to be invalid or inoperative, all of the remaining terms and provisions shall remain in full force and effect.

12. **YOU, THE BUYER, MAY CANCEL THIS TRANSACTION AT ANY TIME PRIOR TO MIDNIGHT OF THE THIRD BUSINESS DAY AFTER THE DATE OF THIS TRANSACTION. SEE THE ATTACHED NOTICE OF CANCELLATION FOR AN EXPLANATION OF THIS RIGHT.**

Written By: Yeralz Rodriguez (DocuSigned by: 2F9B5018AAB4DA...) Client Signature: Beverly Buker (DocuSigned by: 85D0D397A2DE43B...)
 Written By: _____ Client Signature: _____
 Approval Date: 11/13/2017 (For office use only) Date: 12/11/2017

READ TERMS AND CONDITIONS ON REVERSE SIDE

License Numbers: AL 12-7391 CA 7129 DE 09-165 GA LYA205938 MA 15843 MD 107-1531 MS 15013578 NJ 349X00013300 RI 7625 SC BAC 13525 TX B16661 VA 11-7938 NC 1265-CSA NCASLH 4901 Glenwood Avenue, Suite 200, Raleigh NC 27612 Tel 919-788-5320 Contract BSC-101 Revised 11/2013

13. **INDEMNIFICATION.** Notwithstanding any other provisions of this Agreement, the Client agrees to and shall indemnify and save harmless the Company, its employees and agents for and against any claims, suits, losses, demands, and expenses arising from any death or injury or any other harm to any person (whether caused by negligence of the Company, its officers, agents, employees, or any other cause) which results in any way from the failure on the part of the Company to perform any of its obligations or from the failure of the System to operate properly.

14. **LIMITED WARRANTY.** Except as specifically set forth hereinafter, Company shall not be obligated to provide service of any type to the System for the benefit of the Client. If Client wishes the System to be serviced by the Company beyond the limited warranty and the extended warranty periods, such Agreement shall be separately negotiated by the parties. The Agreement does not cover damage or service resulting from accidents, fire, flooding, lightning, theft, sabotage, malicious damage, tampering, misuse or misuse by the Client, or any other cause beyond the control of the Company. Company does not warrant that the System cannot be defeated, bypassed or compromised, or that it will always operate. The Company's option a fee may be charged for unnecessary service created by the Client. Any part of the System installed under this Agreement which provides protective in material or workmanship within sixty (60) days of the date of completion of the installation will be repaired or replaced with a new or functionally operative part with no cost to the Client for materials or labor. Service under this warranty is available by simply contacting the Company, 55 Scheele Drive, Cornwall, CT 06416 Tel 800-833-3311.

15. **COMPANY NOT AN INSURER AND LIQUIDATED DAMAGES.** It is understood and agreed that the Company is not an insurer. That the Client is not an insurer. That insurance, if any, shall be obtained by the Client. The payments provided for herein are based solely upon the value of the services set forth herein and any violation of the terms of the Client's property or the property of others located on the Client's premises; that the Company makes no warranty or warranty, including any implied warranty of merchantability or fitness that the equipment or services supplied will avert or prevent occurrences or the consequences therefrom which this System is designed to detect or avert. Client acknowledges that it is impractical and extremely difficult to fix the actual damages, if any, which may proximately result from the failure to perform any of the obligations herein, or the failure of the System to properly operate with resulting loss to the Client because of, among other things, a) The uncertainty of the amount of the value of the Client's property or the property of others kept on the premises which may be lost, stolen, destroyed, damaged, or otherwise affected by occurrence with which the System is designed to detect or avert; b) The uncertainty of the amount of any loss or fire department should the police or fire department be dispatched as a result of a signal being received or no audible device sounding; c) The inability to ascertain what portion, if any, of any loss would be proximately caused by the Company's failure to perform or by failure of its equipment to operate; d) The nature of the service to be performed by the Company. Client understands and agrees that if the Company should be found liable for loss or damage due to the failure of the Company to perform any of the obligations herein, including, but not limited to installation, maintenance or service or the failure of the System or equipment in any respect whatsoever, the Company's liability shall be limited to five thousand (\$5000.00) dollars as liquidated damages and not as a penalty and this liability shall be exclusive; and that the provision of this section shall apply if loss or damage, irrespective of cause or negligence, active or otherwise, of the Company, its agents, servants, or employees. If Client wishes the Company to assume a limited liability in lieu of the liquidated damages as hereinabove set forth, Client may obtain from Company a limitation of liability by paying an additional monthly service charge to the Company. If the Client elects to exercise this option, a rider shall be attached to this Agreement setting forth the terms, conditions, and the amount of the limited liability, and the monthly charge. Such rider and additional obligation shall in no way be interpreted to hold the Company as an insurer. Client

16. **COMMUNICATIONS AUTHORITIES.** The Client understands that if a digital communicator is installed under this Agreement, it uses standard telephone lines as the transmission mode of sending signals. Client also understands that the Company does not receive signals when the transmission mode is, or becomes, non-operational and that the signals from the digital communicator cannot be received if the transmission mode is not operational.

17. **CONTRACTOR'S RESPONSIBILITIES.** Client acknowledges and agrees that company's sole responsibility upon receipt of a medical emergency signal transmitted from the panel is to telephone the medical assistance providers as directed by Client. Client understands and agrees that company and representatives are hereby released from all liability due to medical assistance providers, joint or several negligence of any kind or degree of company or representatives which Client, or anyone acting through Client, in any way might or could claim against company or representatives based upon, arising out of or from, in connection with, resulting from, related to or as a consequence of company's or representative's failure to contact or improper dispatch of medical assistance providers. If Company receives an alert message from the panel from a person on the premises or electronically from the System prior to notifying the Authority, Company will attempt to respond to the notification. If the Center reasonably believes that an emergency condition does exist, it will try to telephone the Authority or other emergency personnel and the first available person on the emergency call list that Client gives Company to use, unless the Authority has adopted either a no-response policy or requires physical verification of the alarm, before responding. In such event, the Center will not initially notify the Authority and shall only attempt to notify Customer or Customer's designated representative. If Client or Client's representative physically inspects Client's premises and advises the Center that an actual emergency condition exist, the Center will attempt to notify the Authority.

18. **INTERRUPTION OR DELAY OF SERVICE.** The Company assumes no liability for delays in installation or interruption of service due to strikes, riots, floods, fires, acts of God or any causes beyond the control of the Company. This provision shall apply to clients, landlords, or tenants caused by the Company's negligence, active or passive, or any other party claiming under or through Client. Client agrees to indemnify the Company against third party claims as hereinabove set forth shall not apply to losses, damages, expenses resulting in injury or death to third persons, which losses, damages, expenses, and liability are solely and directly caused by the acts of said employees.

19. **THIRD PARTY INDEMNIFICATION.** Client acknowledges and agrees that company and representatives are hereby released from all liability due to medical assistance providers, joint or several negligence of any kind or degree of company or representatives which Client, or anyone acting through Client, in any way might or could claim against company or representatives based upon, arising out of or from, in connection with, resulting from, related to or as a consequence of company's or representative's failure to contact or improper dispatch of medical assistance providers. If Company receives an alert message from the panel from a person on the premises or electronically from the System prior to notifying the Authority, Company will attempt to respond to the notification. If the Center reasonably believes that an emergency condition does exist, it will try to telephone the Authority or other emergency personnel and the first available person on the emergency call list that Client gives Company to use, unless the Authority has adopted either a no-response policy or requires physical verification of the alarm, before responding. In such event, the Center will not initially notify the Authority and shall only attempt to notify Customer or Customer's designated representative. If Client or Client's representative physically inspects Client's premises and advises the Center that an actual emergency condition exist, the Center will attempt to notify the Authority.

20. **SUBROGATION.** Client hereby releases, discharges and agrees to hold the Company harmless from any and all claims, liabilities, damages, losses or expenses arising from or caused by any hazard caused by insurance by insurance in or on the premises of the Client whether said claim is made by Client, his agents, or insurance company or by any other parties claiming under or through Client. Client agrees to indemnify the Company against third party claims as hereinabove set forth shall not apply to losses, damages, expenses resulting in injury or death to third persons, which losses, damages, expenses, and liability are solely and directly caused by the acts of said employees.

21. **CANCELLATION DUE TO CATASTROPHE.** This contract may be canceled without notice at the option of the Company, in case the Company's central station, connecting wires or equipment within the Client's premises are destroyed by fire or other catastrophe, or so substantially damaged that it is impractical to continue service and may likewise be canceled at the option of the Client, in the event the Client's premises are so destroyed or seriously damaged.

22. **WARNING AND TESTING OF EQUIPMENT.** Smoke detectors, panic buttons, rfided pendants, and other electronic components operate on A.C. (electric) or battery power. If batteries become dead or electric power is lost, smoke detectors and other components will not operate and the alarm will not sound or communicate in the central station. The System and all components should be tested by the Client at least twice monthly through to the central station to insure the System is functioning. If the Client discovers malfunctions or desires explanation on System testing, he should contact the Company's service department for immediate service. The Company assumes no liability for periodic testing of the System.

23. **FAILURE TO MEET PAYMENT.** In the event of a failure to make a scheduled payment of any of the charges due and payable on this Agreement, the remainder of this Agreement, including interest of 1.5% per month (18% per year) and attorney's fees shall be accelerated and become immediately payable in full.

24. **REMEDIES.** If any one or more of the following events shall occur, then to the extent permitted by law, the Company shall have the right to exercise any one or more of remedies set forth below: 1) Failure to pay any installment due; 2) Client and/or his firm become insolvent or file for bankruptcy protection (voluntary or involuntary); 3) A receiver, trustee, conservator or liquidator is appointed on behalf of the Company or the Client or State Law; 4) Client's breach of any other section of this Agreement and fails to remedy said breach within 10 days after breach; 5) Client enters into a new Agreement with another Alarm Company for service at the address of the subject premises before this Agreement's expiration date.

25. **REMEDIES.** If any one or more of the following events shall occur, then to the extent permitted by law, the Company shall have the right to exercise any one or more of remedies set forth below: 1) Failure to pay any installment due; 2) Client and/or his firm become insolvent or file for bankruptcy protection (voluntary or involuntary); 3) A receiver, trustee, conservator or liquidator is appointed on behalf of the Company or the Client or State Law; 4) Client's breach of any other section of this Agreement and fails to remedy said breach within 10 days after breach; 5) Client enters into a new Agreement with another Alarm Company for service at the address of the subject premises before this Agreement's expiration date.

26. **ASSIGNMENT OF CONTRACTS.** Client agrees to pay an appropriate late charge when permitted by law. Client acknowledges that this Agreement, and particularly those paragraphs relating to the Company's disclaimer of warranties, maximum liability, limitation of liability, and third party indemnification limitations on warranties, voids and waives of any Trial, bona to the benefit of and applicable to any assignees and/or subcontractors of the Company, and they bind Client with respect to said assignment and/or subcontractors with the same force and effect they bind the Client to the Company.

27. **INCREASE IN SERVICE FEES.** You acknowledge that the services fee is based upon existing federal, state and local laws and other third-party charges. Company shall have the right, at any time, to increase the services fee to reflect any additional governmental fees such as increased taxes, licenses, permits, or fees which the Company may incur or which may be charged to Company by any utility or governmental agency relating to the services Company provides and Client agrees to pay the same. In addition, Company may increase the services fee for any renewal term by giving Client sixty (60) days prior notice.

28. **INSTALLATION OF THE SYSTEM.** Customer warrants that Customer has full authority from the owner and/or other person in control of the premises to permit the installation and operation of the System. Customer has approved the location of where the panel, control panel, keypad, address device, and all devices that will be installed. If telephone utility services or cables are necessary for the installation and operation of the System, Client will provide them at Client's expense. Client has affirmatively duty to inform Company, prior to beginning installation, of every location at the premises where Company should not (because of concealed obstructions or hazards such as pipes, wires, electrical meter or other boxes. Unless an accident, Company will determine whether to drill holes and place equipment. Company will take reasonable precautions to avoid concealed obstructions, but have no means of determining with certainty if they exist. Any work to install the System will cause work within Client's premises, and Client's sole expense, and any resulting damaged walls, ceilings, floors or furnishings shall be Client's sole expense and responsibility. If asbestos or other health hazardous material is encountered during installation, Company will cease work until Client has obtained clearance from a formal asbestos removal or hazardous material contractor that the continuation of work will not pose any danger to Company personnel. In no case shall Company be liable for discovery or exposure of hidden asbestos or other hazardous material. After Company completes the System, Client and Company's representative will inspect it. If any items are missing or not properly installed, Client will advise Company in writing within ten (10) days, otherwise the System will have been accepted by Client.

29. **FALSE ALARMS & PERMITS.** Client agrees that Client and others using the System, will use it carefully so as to avoid causing false alarms. Severe weather or other forces beyond Company's control can cause false alarms. Client will pay any false alarm fine(s), penalty or fee that is charged against Client, and if a false alarm fine, penalty or fee is charged to Company by any governmental agency, Client will pay Company for the charge. Client further agrees to make Company aware of any permits required in Client's jurisdiction, whether for Alarm System or Building Permits, and Client agrees to pay the price of these permits.

30. **CHANGES TO THE SYSTEM.** If Client or any governmental agency or insurance insurer wants Company to change the System described herein, or change it when it is installed, Company agrees to pay Company's standard parts and labor charges for such changes. Client agrees that Client has chosen the System and Client understands that additional or different protection may be available for a higher price.

31. **CHANGES IN LAW.** Client understands that Client's jurisdiction may require visual verification before dispatching. If Client's jurisdiction requires visual verification, Client agrees to pay for additional services needed to ensure compliance.

32. **LIMITATION ON LAWSUITS; VENUE; WAIVER OF JURY TRIAL.** Both Company and Client agree that no law suit or any other legal proceeding connected with this Agreement shall be brought or filed more than one (1) year after the incident giving rise to the claim occurred. Each party hereby irrevocably agrees that any suit, action or other legal proceeding ("suit") arising out of or from, in connection with or as a result of this Agreement shall be brought exclusively in the State Courts or in the Courts of the United States located in the District or County where Company's principal place of business is located. Each party consents to the exclusive jurisdiction and venue of each such court in any such suit and waives any objection that it may have to jurisdiction or venue of any such suit. Unless prohibited by law, any law suit brought by either party with respect to this Agreement shall not be heard before a jury. Both parties hereby waive any right to a jury trial. Client waives any right to counterclaim.

33. **INFORMATION AND PRIVACY.** Client understands and agrees that in conjunction with employment training, quality control and the provision of services, Company may monitor and/or electronically record video and audio related to mentioned activity at Client's location and to telephone communications with Client regarding Client's account, as well as conversations with Client, emergency services providers, and law enforcement personnel. Further, Client understands that privacy cannot be guaranteed on telephones, cables and computer systems and Company shall not be liable to Client for any claims, loss, damages or costs which may result from a lack of privacy experienced. Client consents to Company (i) using information about Client and Client's location (collectively, "information") to administer services, offer Client new products or services, enforce the terms of this Agreement, prevent fraud and respond to regulatory and legal requirements; (ii) provide information, including information contained on Client's telephone, to law enforcement or fire service personnel for the purpose of providing services hereunder or in response to a subpoena or other legal process; and (iii) using and sharing customer information and statistics that do not include information that identifies Client personally. Steps are required to provide the services that Client has selected, Company will not otherwise monitor Client's premises.

34. **TITLE.** Title to all equipment and material shall remain at all times in Company until final period of this Agreement expires.

35. **ACCEPTANCE OF INSTALLATION.** Client hereby acknowledges and agrees that any error or omission in the installation of the System must be brought to the attention of Company in writing within five (5) days after the completion of installation; otherwise, the installation shall be deemed accepted by and satisfactory to Customer.

36. **TRANSMISSION SIGNAL LINES.** A monitored System includes a Panel that sends signals to the Center over Client's regular telephone service, or cellular service or long range radio. When System is activated, Client will be unable to use the telephone to make other calls (such as calls to the 911 emergency operator), and therefore Client may wish to have System connected to a second telephone line connected to alarm system. If Client's telephone service is continually interrupted, tampered with, is out of order, placed on vacation status or otherwise fails or otherwise fails to transmit signals to the Center after it is installed or at any time in the future, and/or interfere with the telephone line service of the System. Client agrees to notify Company if Client intends or intends to install DSL, VoIP, NTL, or other broadband or internet service. Client agrees to test signal transmission with the center immediately after installation of the above mentioned services and agrees to provide the following: (i) a maximum of 60 minutes pending receipt of a response signal. Company is not responsible or liable for notification to client of low battery or any loss of power.

37. **RENEWAL PERIODS.** Each renewal period shall be limited to the maximum term allowed by state law, if not limited by state law, each renewal period shall be defined by section three (3).

38. **ACKNOWLEDGMENT.** Client acknowledges that this Agreement shall not take effect until Company has received a Client's satisfactory credit report. Customer hereby authorizes release of credit information to the company and its assignees. Neither Company nor its assignee shall be obligated to provide monitoring service until it has received: (i) a fully executed copy of this Agreement, (ii) Client's call list, audit code, and installation instructions, (iii) Client's initial payment, (iv) an alarm permit if required by Client's jurisdiction, and (v) validated signals from Customer's System.

I have read and agree to the terms and conditions listed above.

BB
(initials)

Schedule A.

ITEM	QTY	RETAIL PRICE	TOTAL PRICE	MONTHLY CHARGE
Panel		\$	\$ 0.00	\$
Keypad		\$	\$ 0.00	\$
Door/Window		\$	\$ 0.00	\$
Keyfob or Quick Touch Keypad		\$	\$ 0.00	\$
Motion		\$	\$ 0.00	\$
Glassbreak		\$	\$ 0.00	\$
Smoke/Heat Detector		\$	\$ 0.00	\$
		\$	\$ 0.00	\$
		\$	\$ 0.00	\$
		\$	\$ 0.00	\$
		\$	\$ 0.00	\$
Warranty		\$	\$ 0.00	\$
Cellular		\$	\$ 0.00	\$
Installation Charge		\$	\$ 0.00	\$
Sales Tax		\$	\$ 0.00	\$
Total Equipment and Installation Charges	0.00	\$ 0.00	\$ 0.00	\$ 0.00

I have read and agree to the equipment and pricing listed above DS
BB (Clients Initials)

NOTICE OF CANCELLATION

(Date of Transaction)

YOU MAY CANCEL THIS TRANSACTION, WITHOUT PENALTY OR OBLIGATION, WITHIN THREE BUSINESS DAYS FROM THE ABOVE DATE.

IF YOU CANCEL, ANY PROPERTY TRADED IN, ANY PAYMENTS MADE BY YOU UNDER THE CONTRACT OR SALE, AND ANY NEGOTIABLE INSTRUMENT EXECUTED BY YOU WILL BE RETURNED WITHIN TEN BUSINESS DAYS FOLLOWING RECEIPT BY THE SELLER OF YOUR CANCELLATION NOTICE, AND ANY SECURITY INTEREST ARISING OUT OF THE TRANSACTION WILL BE CANCELLED.

IF YOU CANCEL, YOU MUST MAKE AVAILABLE TO THE SELLER AT YOUR RESIDENCE, IN SUBSTANTIALLY AS GOOD CONDITION AS WHEN RECEIVED, ANY GOODS DELIVERED TO YOU UNDER THIS CONTRACT OR SALE; OR YOU MAY, IF YOU WISH, COMPLY WITH THE INSTRUCTIONS OF THE SELLER REGARDING THE RETURN SHIPMENT OF THE GOODS AT THE SELLER'S EXPENSE AND RISK.

IF YOU DO MAKE THE GOODS AVAILABLE TO THE SELLER, AND THE SELLER DOES NOT PICK THEM UP WITHIN TWENTY DAYS OF THE DATE OF CANCELLATION, YOU MAY RETAIN OR DISPOSE OF THE GOODS WITHOUT ANY FURTHER OBLIGATION. IF YOU FAIL TO MAKE THE GOODS AVAILABLE TO THE SELLER, OR IF YOU AGREE TO RETURN THE GOODS TO THE SELLER AND FAIL TO DO SO THEN YOU REMAIN LIABLE FOR PERFORMANCE OF ALL OBLIGATIONS UNDER THE CONTRACT.

TO CANCEL THIS TRANSACTION MAIL OR DELIVER A SIGNED AND DATED COPY OF THIS CANCELLATION NOTICE OR ANY OTHER WRITTEN NOTICE, OR SEND A TELEGRAM TO SAFEGUARD AMERICA AT 55 Sebethe Drive, Cromwell, CT 06416 Tel 1-800-833-3211 NOT LATER THAN MIDNIGHT OF _____.

I HEREBY CANCEL THIS TRANSACTION

(Date) (Buyer's Signature)

(Address)

(City) (State) (Zip)

NOTICE OF CANCELLATION

(Date of Transaction)

YOU MAY CANCEL THIS TRANSACTION, WITHOUT PENALTY OR OBLIGATION, WITHIN THREE BUSINESS DAYS FROM THE ABOVE DATE.

IF YOU CANCEL, ANY PROPERTY TRADED IN, ANY PAYMENTS MADE BY YOU UNDER THE CONTRACT OR SALE, AND ANY NEGOTIABLE INSTRUMENT EXECUTED BY YOU WILL BE RETURNED WITHIN TEN BUSINESS DAYS FOLLOWING RECEIPT BY THE SELLER OF YOUR CANCELLATION NOTICE, AND ANY SECURITY INTEREST ARISING OUT OF THE TRANSACTION WILL BE CANCELLED.

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I HEREBY CANCEL THIS TRANSACTION

(Date) (Buyer's Signature)

(Address)

(City) (State) (Zip)

ELECTRONIC RECORD AND SIGNATURE DISCLOSURE

From time to time, Safe Home Security, Inc (we, us or Company) may be required by law to provide to you certain written notices or disclosures. Described below are the terms and conditions for providing to you such notices and disclosures electronically through your DocuSign, Inc. (DocuSign) Express user account. Please read the information below carefully and thoroughly, and if you can access this information electronically to your satisfaction and agree to these terms and conditions, please confirm your agreement by clicking the 'I agree' button at the bottom of this document.

Getting paper copies

At any time, you may request from us a paper copy of any record provided or made available electronically to you by us. For such copies, as long as you are an authorized user of the DocuSign system you will have the ability to download and print any documents we send to you through your DocuSign user account for a limited period of time (usually 30 days) after such documents are first sent to you. After such time, if you wish for us to send you paper copies of any such documents from our office to you, you will be charged a \$0.00 per-page fee. You may request delivery of such paper copies from us by following the procedure described below.

Withdrawing your consent

If you decide to receive notices and disclosures from us electronically, you may at any time change your mind and tell us that thereafter you want to receive required notices and disclosures only in paper format. How you must inform us of your decision to receive future notices and disclosure in paper format and withdraw your consent to receive notices and disclosures electronically is described below.

Consequences of changing your mind

If you elect to receive required notices and disclosures only in paper format, it will slow the speed at which we can complete certain steps in transactions with you and delivering services to you because we will need first to send the required notices or disclosures to you in paper format, and then wait until we receive back from you your acknowledgment of your receipt of such paper notices or disclosures. To indicate to us that you are changing your mind, you must withdraw your consent using the DocuSign 'Withdraw Consent' form on the signing page of your DocuSign account. This will indicate to us that you have withdrawn your consent to receive required notices and disclosures electronically from us and you will no longer be able to use your DocuSign Express user account to receive required notices and consents electronically from us or to sign electronically documents from us.

All notices and disclosures will be sent to you electronically

Unless you tell us otherwise in accordance with the procedures described herein, we will provide electronically to you through your DocuSign user account all required notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you during the course of our relationship with you. To reduce the chance of you inadvertently not receiving any notice or disclosure, we prefer to provide all of the required notices and disclosures to you by the same method and to the same address that you have given us. Thus, you can receive all the disclosures and notices electronically or in paper format through the paper mail delivery system. If you do not agree with this process, please let us know as described below. Please also see the paragraph immediately above that describes the consequences of your electing not to receive delivery of the notices and disclosures electronically from us.

How to contact Safe Home Security, Inc:

You may contact us to let us know of your changes as to how we may contact you electronically, to request paper copies of certain information from us, and to withdraw your prior consent to receive notices and disclosures electronically as follows:

To contact us by email send messages to: bret@myshs.com

To advise Safe Home Security, Inc of your new e-mail address

To let us know of a change in your e-mail address where we should send notices and disclosures electronically to you, you must send an email message to us at bret@myshs.com and in the body of such request you must state: your previous e-mail address, your new e-mail address. We do not require any other information from you to change your email address..

In addition, you must notify DocuSign, Inc to arrange for your new email address to be reflected in your DocuSign account by following the process for changing e-mail in DocuSign.

To request paper copies from Safe Home Security, Inc

To request delivery from us of paper copies of the notices and disclosures previously provided by us to you electronically, you must send us an e-mail to bret@myshs.com and in the body of such request you must state your e-mail address, full name, US Postal address, and telephone number. We will bill you for any fees at that time, if any.

To withdraw your consent with Safe Home Security, Inc

To inform us that you no longer want to receive future notices and disclosures in electronic format you may:

- i. decline to sign a document from within your DocuSign account, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may;
- ii. send us an e-mail to bret@myshs.com and in the body of such request you must state your e-mail, full name, US Postal Address, telephone number, and account number. We do not need any other information from you to withdraw consent.. The consequences of your withdrawing consent for online documents will be that transactions may take a longer time to process.

Required hardware and software

Operating Systems:	Windows2000? or WindowsXP?
Browsers (for SENDERS):	Internet Explorer 6.0? or above
Browsers (for SIGNERS):	Internet Explorer 6.0?, Mozilla FireFox 1.0, NetScape 7.2 (or above)
Email:	Access to a valid email account
Screen Resolution:	800 x 600 minimum
Enabled Security Settings:	<ul style="list-style-type: none">•Allow per session cookies•Users accessing the internet behind a Proxy Server must enable HTTP 1.1 settings via proxy connection

** These minimum requirements are subject to change. If these requirements change, we will provide you with an email message at the email address we have on file for you at that time providing you with the revised hardware and software requirements, at which time you will have the right to withdraw your consent.

Acknowledging your access and consent to receive materials electronically

To confirm to us that you can access this information electronically, which will be similar to other electronic notices and disclosures that we will provide to you, please verify that you were able to read this electronic disclosure and that you also were able to print on paper or electronically save this page for your future reference and access or that you were able to e-mail this disclosure and consent to an address where you will be able to print on paper or save it for your future reference and access. Further, if you consent to receiving notices and disclosures exclusively in electronic format on the terms and conditions described above, please let us know by clicking the 'I agree' button below.

By checking the 'I Agree' box, I confirm that:

- I can access and read this Electronic CONSENT TO ELECTRONIC RECEIPT OF ELECTRONIC RECORD AND SIGNATURE DISCLOSURES document; and
- I can print on paper the disclosure or save or send the disclosure to a place where I can print it, for future reference and access; and
- Until or unless I notify Safe Home Security, Inc as described above, I consent to receive from exclusively through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to me by Safe Home Security, Inc during the course of my relationship with you.

11-13-17 Duralis X 1107
require new contract thru
2/2020

#99.00 for reinstal
e-mailing new contract for
signature at
bk.baker@gmail.com

Then call back to me to
set up install date

12/27 talked to Rayana X 1160
Safe Home

12/28 talked to Landray X 1147
she had Gerald call me.
Gerald credit my me 109.98
(Nov + Dec charges) for
incom. service. I'm trying
to get a tech for this area.

1-9-18 left 3-4 msg for
Anthony Garcia X 1186
Ngr. Cust Service to
return my call. He
never called. Talked to
Gerald - she talked to
Anthony Garcia (her
mgr). The problem is
being escalated to upper
mgmt. I told her they
shd release me from
the contract w/ no penalty
as I've had no instal, no
service now for nearly 2 mos.

1-18-18
Left msg for Gerald to call
today - also left msg for
Anthony Garcia to call
today.

1-12-18 Neither Gerald nor
Anthony returned my call
from 1-11-18. Left
another msg today for
Gerald to return my call.

1-15 No returned calls.
Again left msg for both
Gerald & Anthony to return
my call today.

1-16-18 Kathryn (works under
Anthony & Miguel) called to
adv they are closing both
the old & new contracts.
The \$99.99 install charge on
new contract will be *
refunded & there will be no
cancellation fee. However
they will charge balance
owed on old contract.
I adv absolutely not.

It is & was my under-
standing the old contract
was closed out when they
had me sign the new
contract. They cannot
provide the service so -
no responsibility from
my end.

She said her supervisor
would be calling me.
3-29-18 I have had no
calls from Safe Home since
Kathryn on 1-16-18.

* I did receive their check
#54330 dated 1-23-18 in
amount of \$99.00

Exhibit 3

DOCKET NO. HHD-CV-07-401933S	:	SUPERIOR COURT
		:
STATE OF CONNECTICUT	:	JUDICIAL DISTRICT
<i>Plaintiff</i>	:	OF HARTFORD
		:
v.		:
		:
SAFE HOME SECURITY, INC.,	:	
SAFE HOME MONITORING, INC.,	:	
AND DAVID G. ROMAN	:	
<i>Defendants</i>	:	March 24, 2019

AFFIDAVIT OF ALEX VISHNEVSKY

Alex Vishnevsky, being duly sworn, says:

1. I am over the age of eighteen and understand the obligation of an oath.
2. I have been a Safe Home Security ("SHS") customer since 2013. I had previously been a customer of ADT, but it was my understanding that SHS took over my contract at some point in 2013.
3. I contacted SHS in October 2018 because I had a broken remote and wished to schedule a service appointment. The earliest appointment I could get was in two and a half weeks. I was told that the delay was because the nearest technician who could service my monitoring system was located almost two hours away from my home.
4. Thereafter, from November 2018 to January 2019, I made five service appointments with SHS and SHS's technicians failed to show up for three of those appointments. Scheduling each appointment took countless calls to SHS, and SHS ultimately failed to fix the problems I was having with my monitoring system.

5. Because SHS was unable to fix my security system and did not appear to have any service technicians in my immediate area, I sent SHS a letter on January 30 requesting cancellation of my contract. *See Attachment 1.* SHS told me that I could not cancel the contract early without paying a significant financial penalty because my contract did not expire until 2021.

6. I asked SHS to send me a copy of my contract because I did not have a copy in my records. *See Attachment 1.* SHS sent me a copy that was completely illegible. *See Attachment 2.*

7. On January 31, 2019, I filed a complaint with the Connecticut Attorney General's Office after SHS failed to show up for yet another service appointment. *See Attachment 3.* I also filed a complaint with the Better Business Bureau. *See Attachment 4.*

8. On one of my phone calls with SHS, its representative told me that SHS would not bill me for two months because of my service problems. However, my service did not work for four months, not two months, and in any event SHS continued to bill me the entire amount every month in the October 2018 to January 2019 period when my service did not work.

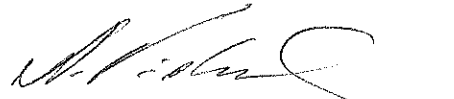
9. At my direction, my attorney Andrew Levison attempted to contact SHS on my behalf to request that SHS cancel my contract. SHS refused to allow him to speak with its legal counsel. Eventually, through the BBB, SHS offered to allow me to terminate my contract if I paid them \$719.00. I rejected this offer, as SHS clearly could not fulfill its end of the contract..

10. After fifteen calls between my attorney and SHS, it finally agreed to allow me to terminate my contract on March 21, 2019.

11. My experience with SHS since October 2018 has caused me considerable aggravation. In addition to the time wasted on the telephone with SHS and waiting for its technicians to show up (or not show up), I also worried that my home was unsecure and unprotected by a monitoring system. At one point during this period I contacted ADT to set up another security system and was told that it could not do so because the local police could not take another line in addition to the one SHS already had from my home. Thus, SHS not only failed to monitor but, by refusing to allow me to cancel my contract, prevented me from contracting with another company to install a functional monitoring system

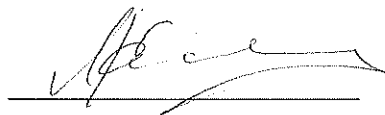
Further affiant sayeth not.

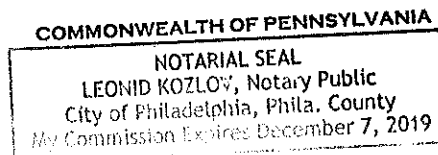
AFFIANT,



Alex Vishnevsky

Alex Vishnevsky, known to me to be the person described within, personally appeared before me, and made oath as to the truth of the foregoing Affidavit this 25 day of March, 2019, at Philadelphia, Pennsylvania.





Attachment 1

Re: SHS service cancelation Please send me a copy of my contract

Alexander Vishnevsky
Mon 2/4/2019 3:45 PM
customercare@safehomesecurityinc.com;
webservice@myshs.com

Could you please send me a copy of my current contract with SHS (contract #77797). Unfortunately the back side of my copy is not very readable because it is a pretty blurry. Thanks.

Alex Vishnevsky

From: Alexander Vishnevsky <avprognoz@hotmail.com>
Sent: Wednesday, January 30, 2019 4:05 PM
To: customercare@safehomesecurityinc.com; webservice@myshs.com
Cc: mshea@ct.bbb.org; Alexander Vishnevsky
Subject: SHS service cancelation

To: Safe Home Security (SHS),

License number CT 00180152

Phone: 800-833-3211

To whom it may concern,

I would like to cancel your home security service (contract #77797rg) immediately. This is my second request to shut down your system – the first email has been sent to SHS on January 21, 2019.

This decision was caused by the following factors. My home security system stopped working properly since October 2018. For the period November 2018 – January 2019 I had to make 5 appointments with SHS technician. Three appointments out of five have failed because your technician did not come. When your technician (Michael) finally came, he could not fix the problem and promised to come next day, but he did not appear. I called to SHS customer service countless times. I had conversations with Monica (ext. 1124), Dianna (ext. 1148), Joanna (ext. 1186), Cassandra (ext. 1181), and many other representatives. Many times I asked to transfer my call to a manager, but every time the manager was too busy and never called me back. Last appointment was set up on January 29 from 1 to 5 pm. When I called to SHS customer service about 1:30 pm, a representative said my appointment has been moved to 5 – 7 pm. Last time I called at 7:15 pm and a representative said that Michael (technician) is on his way to my house. At 9:45 pm another representative called to inform the technician got a problem with his car and he will come over next day, January 30. Definitely he did not come and nobody from SHS called me. During January 29, I sent several messages to Ms.

Maureen Shea, who is a Better Business Bureau representative, letting her know about a situation with this appointment.

After 4 months of fighting with SHS, I have to require to stop your so-called "service" immediately. SHS already promised me not to charge my account for 2-month period because the system does not work properly. However, it is not a solution. SHS has broken responsibilities for our home and even for our life security. SHS lost its credibility and I don't feel obligated to be bind by its contract.

Please confirm the receipt of this letter by email (avprognoz@hotmail.com).

The copies of this letter will be forwarded to the Better Business Bureau and State of Connecticut Office of the Attorney General Sandy G. Arenas.

Alex Vishnevsky,
384 Beaver Hollow Rd., Jenkintown, PA 19046
Phone: 215-884-5819

To: BBB in regards to complaint #13278077.

=====

This is a response for letter about my request to get a copy of my contract with SHS (2/4/2019)

A Message From The Customer Care Team at Safe Home Security



Customer Care <CCare@safehomesecurityinc.com>

Mon 2/4/2019 3:46 PM

You

Thank you for contacting Customer Care for Safe Home Security. In order for your cancel letter to be processed in a timely manner please make sure that you list the following information.

- Account number -
- Client Name -
- Alarm system address-
- City -
- State-
- Primary phone number -
- Best number that you can be reached -
- If the home was sold please include sale of home paperwork-
- Forwarding address -

Your message has been forwarded to our customer care team and someone will be contacting you shortly.

* If you do not include the required information your cancelation letter will not be processed.

Thank you

The Safe Home Security Customer Care Team

License Numbers:

AL 13-1391 AZ 309201 CA 7129 Bureau of Security and Investigative Services, Department of
Consumer Affairs, Sacramento, CA 95814 CT 0180152 DE 09-165 GA LVA205938 IL 127.001621 FL
EF20000405 MA 1584 MD 107-1551 MN TS736769 MS 15013578 NC 1265-CSA NCASLB 3101
Industrial Drive, Suite 104, Raleigh NC 27609 Tel 919-788-5320 NJ 34BX00013300 NY 12000243233
PA Registration # PA081785, registered by The Bureau of Consumer Protection Tel 1-888-520-6680 RI
7625 SC BAC13525 TN 1841 TX B16661(Regulated by The Texas Department of Licensing and
Regulation, P.O. Box 12157, Austin, TX 78711, 1-800-803-9202, 512-463-6599; website:
www.tdlr.texas.gov) UT 10256706-6501 VA 11-7938. District of Columbia 602519000002

****CONFIDENTIALITY NOTICE: This email is ONLY for the person(s) named in the message header. Unless otherwise indicated, it contains information that is confidential, privileged or exempt from disclosure under applicable law. If you have received it in error, please notify the sender of the error and delete the message. Thank you.

Attachment 2



SAFE HOME SECURITY, INC.

AS Scheide Tr. Cromwell, CT 06416 Tel 1-800-833-3311
AGREEMENT FOR MONITORING AND INSTALLATION OF SECURITY SYSTEM



77797
MAN

1. This agreement is entered into on 11/16/17 between SAFE HOME SECURITY, INC., hereinafter referred to as "Company" and

Alex Vlahnevsky
Address: 284 Beacon Hollow Rd
Phone: 213 584 4819
E-mail: avlahnevsky@hotmail.com

2. **SERVICE AND EQUIPMENT:** Company agrees to provide and is not obliged to pay for service and/or equipment as described below

3. **MONITORING:** Company agrees to provide monitoring service for a period of 24 months from the above date. This agreement shall automatically renew without action by either party under the same terms and conditions for successive periods equal to the (1) month unless either party gives to the other at least sixty (60) days written notice, prior to expiration date, of intention to terminate this Agreement upon any expiration date. Upon renewal, service will be billed at then-current monitoring fees

4. **MONITORING CHARGES:** Monthly monitoring charge of \$20.00 plus applicable sales tax. [X] Includes [] Parts Only Warranty [X] Parts and Labor Warranty [] Cell Backup [] Monthly Equipment Charges attached Schedule A and is payable in advance and shall be paid Monthly. (If paid quarterly an additional service charge of \$3.00 per quarter shall apply)

EARLY CANCELLATION: Client may cancel prior to completion of primary or renewal term upon receipt of ninety percent (90%) of stated terms. Applicable for sale of home, death and transfers. All cancellation requests must be in writing.

5. **ELECTRONIC FUNDS TRANSFER (EFT) AUTHORIZATION:** The Client authorizes the Company to make EFTs from the Client's bank account for the amount of the monitoring, tax, or other alarm charges. The Client further agrees that if at any time the Client decides to discontinue the direct payment option, the client must notify the Company. The Company is not liable in any way for erroneous bill statements or incorrect debits to the Client's account and should an error occur, the Company's only responsibility is to correct a when and if it receives notice of the error from the Client. The Client further agrees that should any direct payment be returned, the client shall be liable for a \$20.00 returned payment fee where permitted by law

Bank Name: _____ Holding: _____
Account #: _____ Exp. Date: _____
Routing #: _____

6. **EQUIPMENT TO BE INSTALLED:**

See attached Schedule A.

7. **ADDITIONAL PROTECTION:** The need for additional protection of intrusion, fire, smoke, cellular, panic, detect, and medical emergency has been explained to the Client and the Client declines the offer to purchase additional equipment. AV

8. **EQUIPMENT CHARGES:**

Special Tools	
Local Equipment and Installation Charges	\$
Activation (includes 30 days of monitoring)	\$
Balance Due	\$ 0.00

9. **SERVICE REPAIRS TO CLIENTS SYSTEM:** Unless otherwise indicated, the client understands that the monitoring fee covers only the monitoring service and client agrees to pay Company for all service or repairs to the alarm system. Client hereby agrees to periodically test, at least monthly, observe Client's system, be aware of its operational status in accordance with the operating instructions, and request service if needed.

10. **ENTIRE AGREEMENT:** It is agreed to and understood by the parties that this agreement constitutes the entire agreement by the parties and there are no verbal understandings changing or modifying any of the terms of this agreement. This agreement may not be changed, modified or varied except in writing and signed by an authorized representative of the Company. Client hereby acknowledges that he/she has read, received a copy of, and understands this entire agreement, including the attached Notice of Cancellation

11. **INVALID PROVISIONS:** If any of the terms or provisions of this agreement shall be determined to be invalid or inoperative, all of the remaining terms and provisions shall remain in full force and effect.

12. **YOU, THE BUYER, MAY CANCEL THIS TRANSACTION AT ANY TIME PRIOR TO MIDNIGHT OF THE THIRD BUSINESS DAY AFTER THE DATE OF THIS TRANSACTION. SEE THE ATTACHED NOTICE OF CANCELLATION FOR AN EXPLANATION OF THIS RIGHT**

Written By: Rayana Malarya
Approved Date: 11/16/2017

Client Signature: Alex Vlahnevsky
Date: 11/20/2017

READ TERMS AND CONDITIONS ON REVERSE SIDE

PAID
11/22/17 83

1. **WARRANTY.** The System is warranted to be free from defects in materials and workmanship under normal use and service for a period of ninety (90) days from the date of installation. The System is warranted to be free from defects in materials and workmanship under normal use and service for a period of ninety (90) days from the date of installation. The System is warranted to be free from defects in materials and workmanship under normal use and service for a period of ninety (90) days from the date of installation.

2. **COMPANY NOT AN INSURER AND LIQUIDATED DAMAGES.** The System is not an insurance policy and does not provide liquidated damages. The System is not an insurance policy and does not provide liquidated damages. The System is not an insurance policy and does not provide liquidated damages. The System is not an insurance policy and does not provide liquidated damages.

3. **ASSIGNMENT.** The System is not assignable. The System is not assignable. The System is not assignable. The System is not assignable. The System is not assignable. The System is not assignable.

4. **FORCE MAJEURE.** The System is not subject to force majeure. The System is not subject to force majeure. The System is not subject to force majeure. The System is not subject to force majeure. The System is not subject to force majeure.

5. **ENTIRE AGREEMENT.** This Agreement constitutes the entire agreement between the parties. This Agreement constitutes the entire agreement between the parties. This Agreement constitutes the entire agreement between the parties. This Agreement constitutes the entire agreement between the parties.

6. **ASSIGNMENT.** The System is not assignable. The System is not assignable. The System is not assignable. The System is not assignable. The System is not assignable. The System is not assignable.

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17. **ASSIGNMENT.** The System is not assignable. The System is not assignable. The System is not assignable. The System is not assignable. The System is not assignable. The System is not assignable.

18. **ASSIGNMENT.** The System is not assignable. The System is not assignable. The System is not assignable. The System is not assignable. The System is not assignable. The System is not assignable.

19. **ASSIGNMENT.** The System is not assignable. The System is not assignable. The System is not assignable. The System is not assignable. The System is not assignable. The System is not assignable.

20. **ASSIGNMENT.** The System is not assignable. The System is not assignable. The System is not assignable. The System is not assignable. The System is not assignable. The System is not assignable.

I have read and agree to the terms and conditions listed above.

AV
(Initials)

Certificate Of Completion

Envelope Id: 71804C8214704F7D93E35FB347FAC86†
 Subject: Please sign renewal agreement! 77707rg
 Source Envelope:
 Document Pages: 4
 Certificate Pages: 0
 AutoNav: Enabled
 EnvelopeId Stamping: Enabled
 Time Zone: (UTC-05:00) Eastern Time (US & Canada)

Signatures: 2
 Initials: 3

Status: Completed

Envelope Originator:
 SHS Team X
 55 Seethe Dr Ste 201
 Cromwell, CT 06416
 teamx_esign@myshs.com
 IP Address: 60.233.242.264

Record Tracking

Status: Original
 11/16/2017 4:28:58 PM

Holder: SHS Team X
 teamx_esign@myshs.com

Location: DocuSign

Signer Events

Rayana Galarza
 teamx_esign@myshs.com
 Safe Home Security, Inc
 Security Level: Email, Account Authentication
 (None)

Signature

Initialed by
 Rayana Galarza
 11/16/2017

Timestamp

Sent: 11/16/2017 5:20:15 PM
 Viewed: 11/16/2017 5:24:23 PM
 Signed: 11/16/2017 5:31:26 PM

Using IP Address: 60.233.242.254

Electronic Record and Signature Disclosure:
 Not Offered via DocuSign

Alex Vishnevsky
 avpignoz@hotmail.com
 Security Level: Email, Account Authentication
 (None)

Initialed by
 Alex Vishnevsky
 11/20/2017

Sent: 11/16/2017 5:31:27 PM
 Resent: 11/20/2017 9:03:31 AM
 Viewed: 11/20/2017 10:35:47 AM
 Signed: 11/20/2017 10:37:34 AM

Using IP Address: 72.94.54.77

Electronic Record and Signature Disclosure:
 Accepted: 11/20/2017 10:35:47 AM
 ID: 6a058905-df79-427e-a486-d35e59573519

In Person Signer Events

Signature

Timestamp

Editor Delivery Events

Status

Timestamp

Agent Delivery Events

Status

Timestamp

Intermediary Delivery Events

Status

Timestamp

Certified Delivery Events

Status

Timestamp

Carbon Copy Events

Status

Timestamp

Notary Events

Signature

Timestamp

Envelope Summary Events

Envelope Sent
 Certified Delivered
 Signing Complete
 Completed

Status
 Hashed/Encrypted
 Security Checked
 Security Checked
 Security Checked

Timestamps
 11/20/2017 9:03:31 AM
 11/20/2017 10:35:47 AM
 11/20/2017 10:37:34 AM
 11/20/2017 10:37:34 AM

Payment Events

Status

Timestamps

Attachment 3

Complainant: Alex Vishnevsky

Name ALEX VISHNEVSKY

Respondent

Name
Alex Vishnevsky

Address
384 Beaver Hollow Road
Jenkintown, Pennsylvania 19046

Home Phone
(215) 884-5819

E-mail
avprognoz@hotmail.com

Complainant

Name
ALEX VISHNEVSKY

Address
384 Beaver Hollow Rd.
Jenkintown, Pennsylvania 19046

Home Phone
(215) 884-5819

E-mail
avprognoz@hotmail.com

Complaint Start Instructions

After selecting "FINISH" below, your complaint will be submitted to the Department of Consumer Protection for review. Please allow 3-5 days for initial processing before you receive a response.

Please be sure to print a copy of this review screen for a record of your complaint.

Type of Complaint

1. What is the nature of your complaint?
Seeking help for a problem with a business

Complaint Details

15. Provide the date the incident occurred or the date you signed the contract.
10/17/2018
16. Were you 60 or older on the date of purchase or the day the contract was signed?
Yes
17. What is the total value of the product or service at issue?
18. How much have you paid?
19. How was the product or service paid for?

Installment Payments

Complaint Details Continued

20. Was a written estimate or offer provided?
No
21. Was a written contract provided?
Yes
22. Was a warranty provided?
Yes
23. Have you contacted the company regarding your complaint?
Yes

Complaint Contact

24. Please provide the name and position of the person contacted.
SHS representatives: Joanna (manager), Monica, Kasandra etc
25. What was the response or offer that the company gave?
My home security system will be repaired

Complaint Agencies

26. Have you hired an Attorney? If yes, please provide the name.
No
27. Have you filed a claim in court? If so, please provide the status or result below.
No
28. If you have also filed this complaint with any other agencies, please select them (hold CTRL to select multiple) and provide the details below.

Complaint Remedy

29. Please select which solution(s) (hold CTRL to select multiple) would solve your complaint. You can provide further details below, such as the acceptable amount of a partial refund or other remedy.

Complaint Description

30. Please provide the details of your complaint.
In October 2018 I had to call Safe Home Security (SHS, phone 800-833-3211) asking to replace a broken wireless key remote for the home security system. A representative got my order and I received a new remote in 5 days. After that, according to SHS representative instruction, I called the company to make an appointment with a technician. The appointment was scheduled in 2.5 weeks! When I asked why I should wait for such a long time, the representative said there is some problem with a technician in my area ... After 2.5 weeks, nobody came over and I had to call again. A representative had no indication of the appointment being scheduled on this day. She transferred my call to technical support team and another representative tried to activate my new key remotely. Unfortunately, she could not do so and I got a new appointment with a technician in a week, on December 18, 2018. On this day, I have decided to call SHS to make sure the technician is coming over. I got into a new circle of challenges. First, they did not have any appointment for me scheduled again, and then, when I asked to be transferred to a manager, they hung up on me. I called again and asked for a manager. After 5 minutes of waiting, the connection was interrupted again. I called the third time (!) and a new representative, Monica, really tried to help me. From our conversation, I understood there is a problem with a technician in our area and she tried to find another technician for me. The technician, Michael, came over at 9:40 pm! He tried to activate the remote, but was not able to do that. The next day, December 19, Monica called me and explained to me all the technical issues. In the middle of January 2019 technician Michael and a manager Joanna came to us again. They finally could activate a new remote. After that all old remotes stopped working properly. The security system also does not work properly and from time to time the system shows a problem with "zone 12" (I have no idea about it). After that I called 3 times Joanna and left messages but no response. Few days ago I sent email to SHS with my request to cancel our contract because it is terrible service. Yesterday, January 22, 2019, I called and talked to Cassandra (representative). She said I have automatically-renewed contract until 2022 and she promised to send a technician in a week. Finally, it's been over 3 months and the company still cannot fix all problems. Since SHS does not provide appropriate service I want to cancel this terrible service. However it looks like a trap for me because there is the contract. Please help me to leave this company. My contract number with SHS is 77797. Thank you. Alex Vishnevsky Phone 215-884-5819

31. Upload any documents that would assist with our consideration of your complaint, such as contracts, estimates, warranties, receipts, etc. Please note that photos of the quality of any work performed are not necessary, as our agency does not judge workmanship.

Review

Page 1

January 31, 2019

From: Alex Vishnevsky
384 Beaver Hollow Rd.,
Jenkintown PA 19046
phone: 215-884-5819

To: State of Connecticut Office of the Attorney General Sandy. G. Arenas
Assistant Attorney General
110 Sherman Str., Harford, Connecticut 06206

To whom it may concern:

Dear Sir/Madam,

I hope you can help me in this matter.

I have a contract with Safe Home Security (SHS) Inc (contract #77797). In October 2018 I had to call to SHS customer service asking to fix a problem with a broken remote. The appointment was scheduled in 2.5 weeks! When I asked why I should wait for such a long time, the representative said there is some problem with a technician in my area ... After 2.5 weeks, nobody came over and I had to call again. All together from November 2018 to January 2019 I had to set up 5 (!) appointments with SHS technician. 3 out of 5 appointments have failed because the technician (his name is Michael) did not come. When finally he came, he could not fix the problem and promised to come next day. He did not come. Since November I had to call SHS customer service countless times. I talked to Monica (800-833-3211 ext. 1124), Joanna (ext. 1136), Cassandra (ext. 1181), Dianna (ext. 1148) and many other representatives. Many times I asked to transfer my call to a manager. No way: all managers are very busy and no one called me back. Finally, in the middle of January 2019 technician Michael and a representative Joanna (she said she is a manager) came to us. They could activate a new remote. After that all old remotes stopped working properly. The security system also stopped working properly and from time to time the system's display shows some problems. After that I called a lot of time again asking for help. I got an appointment on January 29. During this day I called to SHS make sure the technician is going to come. Last time I had to call at 7:15 pm and a representative said technician Michael is on his way to my house. Technician Michael did not come. At 9:45 pm a SHS representative called me and said the technician got a problem with his car and he will come to me on January 30. Definitely he did not come and no one called me from SHS. Because the system does not

work properly, SHS promised me (by phone) not to charge my account for so-called "service" for 2 months. However my security system does not work properly for almost 4 months! I desperately want to break this contract, but SHS representatives said it was automatically updated up to 2022. It is terrible! SHS has broken responsibilities for our home and even for our life security. SHS lost its credibility and I don't feel obligated to be bind by its contract.

Please, help me to finish this slavery and cancel my contract with SHS.

Sincerely yours,

Alex Vishnevsky

P.S. Please find a lot very negative SHS reviews on this site:

https://www.consumeraffairs.com/homeowners/safe_home_security_ct.html

Please, see the attachments.

January 29, 2019

To: Safe Home Security (SHS),

License number CT 00180152

Phone: 800-833-3211

To whom it may concern,

I would like to cancel your home security service (contract #77797rg) immediately. This is my second request to shut down your system – the first email has been sent to SHS on January 21, 2019.

This decision was caused by the following factors. My home security system stopped working properly since October 2018. For the period November 2018 – January 2019 I had to make 5 appointments with SHS technician. Three appointments out of five have failed because your technician did not come. When your technician (Michael) finally came, he could not fix the problem and promised to come next day, but he did not appear. I called to SHS customer service countless times. I had conversations with Monica (ext. 1124), Dianna (ext. 1148), Joanna (ext. 1186), Cassandra (ext. 1181), and many other representatives. Many times I asked to transfer my call to a manager, but every time the manager was too busy and never called me back. Last appointment was set up on January 29 from 1 to 5 pm. When I called to SHS customer service about 1:30 pm, a representative said my appointment has been moved to 5 – 7 pm. Last time I called at 7:15 pm and a representative said that Michael (technician) is on his way to my house. At 9:45 pm another representative called to inform the technician got a problem with his car and he will come over next day, January 30. Definitely he did not come and nobody from SHS called me. During January 29, I sent several messages to Ms. Maureen Shea, who is a Better Business Bureau representative, letting her know about a situation with this appointment.

After 4 months of fighting with SHS, I have to require to stop your so-called "service" immediately. SHS already promised me not to charge my account for 2-month period because the system does not work properly. However, it is not a solution. SHS has broken responsibilities for our home and even for our life security. SHS lost its credibility and I don't feel obligated to be bind by its contract.

Please confirm the receipt of this letter by email (avprognoz@hotmail.com).

The copies of this letter will be forwarded to the Better Business Bureau and State of Connecticut Office of the Attorney General Sandy G. Arenas.

Alex Vishnevsky,
384 Beaver Hollow Rd., Jenkintown, PA 19046
Phone: 215-884-5819

To: BBB in regards to complaint #13278077.

A Message From The Customer Care Team at Safe Home Security

Customer Care <CCare@safehomesecurityinc.com>

Wed 1/30/2019 4:05 PM

You

Thank you for contacting Customer Care for Safe Home Security. In order for your cancel letter to be processed in a timely manner please make sure that you list the following information.

Account number -

Client Name -

Alarm system address-

City -

State-

Primary phone number -

Best number that you can be reached -

If the home was sold please include sale of home paperwork-

Forwarding address -

Your message has been forwarded to our customer care team and someone will be contacting you shortly.

* If you do not include the required information your cancelation letter will not be processed.

Thank you

The Safe Home Security Customer Care Team

License Numbers:

AL 13-1391 AZ 309201 CA 7129 Bureau of Security and Investigative Services, Department of
Consumer Affairs, Sacramento, CA 95814 CT 0180152 DE 09-165 GA LVA205938 IL 127.001621 FL
EF20000405 MA 1584 MD 107-1551 MN TS736769 MS 15013578 NC 1265-CSA NCASLB 3101
Industrial Drive, Suite 104, Raleigh NC 27609 Tel 919-788-5320 NJ 34BX00013300 NY 12000243233
PA Registration # PA081785, registered by The Bureau of Consumer Protection Tel 1-888-520-6680 RI
7625 SC BAC13525 TN 1841 TX B16661(Regulated by The Texas Department of Licensing and
Regulation, P.O. Box 12157, Austin, TX 78711, 1-800-803-9202, 512-463-6599; website:
www.tdlr.texas.gov) UT 10256706-6501 VA 11-7938. District of Columbia 602519000002

****CONFIDENTIALITY NOTICE: This email is ONLY for the person(s) named in the message header. Unless otherwise indicated, it contains information that is confidential, privileged or exempt from disclosure under applicable law. If you have received it in error, please notify the sender of the error and delete the message. Thank you.

Service cancelation - 77797rg

Alexander Vishnevsky
Mon 1/21/2019 12:52 PM

To:
SHS Team X via DocuSign

Cc:
Alexander Vishnevsky;
complaints@ct.bbb.org

To whom it may concern,

Effective January 22, 2019, I would like to cancel your home security service (77797rg). I have to cancel the service because it is absolutely terrible and not appropriate. Since your representatives promised to stop charging me for the next 2-month period you can return my money back to me for all inconveniences that I and my family experienced from your company for the last 3 months.

Please confirm receipt of this letter by email (avprognoz@hotmail.com).

I'm going to send several reports about your service to Better Business Bureau and Connecticut License organizations.

Alex Vishnevsky

To: BBB in regards to complaint #13278077.

Emails to BBB

Re: complain #13278077

AV Alexander Vishnevsky
Tue 1/29/2019 7:31 PM
You;
Maureen Shea

Maureen,

I have to write you this message. My morning prediction was right. It is 7:30 pm now and SHS technician did not call and did not come to me. It is already 4-month fight with SHS. Since you are an official BBB representative and you have a contact with SHS, I would like to ask you to share these messages with SHS management. Now I'm going to do the following:

- 1. I'm going to stop making my payments to SHS;**
- 2. My attorney Mr. Levinson is ready to talk to a SHS legal representative. However it is a problem to get any name and phone number because people from SHS customer service do not want to release this information.**
- 3. Tomorrow morning I'm going to send SHS my second email about the contract cancelation. It is not surprise when a representative (ext. 1186) said they never received my first notice about the contract cancelation.**

Maureen, I really look forward to your/BBB support and advice.

Thank you.

Alex

From: Alexander Vishnevsky <avprognoz@hotmail.com>
Sent: Tuesday, January 29, 2019 5:50 PM
To: Maureen Shea
Cc: Alexander Vishnevsky
Subject: Re: complain #13278077

Maureen,

It is 5:45 pm now. I just got a phone call from Joanna, she is a SHS representative. She said I have a pretty minor problem with my security system and she will try to fix it remotely. I said I have an appointment with a technician (Joanna said his name is Michael) and I really want to see him because the system should be revised and fixed. She said okay, he will come later tonight. I told her since the system does not work for the last 4 months and I'm very unhappy with SHS, I desperately want to cancel our contract. I got a regular answer - no way, you have to stay until 2022 because contract. It is unbelievable! It looks like slavery! I don't believe there is no solution and even BBB cannot stop it. Sorry, Maureen, but I'm going to send you my last today's email after 7 pm and let you know about this appointment. Thanks. Alex

From: Alexander Vishnevsky <avprognoz@hotmail.com>
Sent: Tuesday, January 29, 2019 2:24 PM
To: Maureen Shea
Cc: Alexander Vishnevsky
Subject: Re: complain #13278077

Maureen,
It is 2:20 pm, no phone call from the technician. I just called to SHS to make sure the technician is going to come. A customer service representative said the appointment had to be move from 1 - 5 pm to 5 - 7 pm. I guess it is a new "fake" appointment. Will see.

From: Alexander Vishnevsky <avprognoz@hotmail.com>
Sent: Tuesday, January 29, 2019 12:48 PM
To: Maureen Shea
Cc: Alexander Vishnevsky
Subject: Re: complain #13278077

Dear Maureen,
Hope all is well.

I believe you already got a fax with a copy of my contract with SHS.
Today I'm expecting a technician from SHS. I had to wait for this appointment another week. The technician should come from 1 to 5 pm. I already called to SHS customer service to get a conformation about his visit. A representative said the technician should call me about one hour prior the visit. It is 12:45 but nobody called yet. I'm pretty sure nobody will come it will be the same "joke" as I already had 3 times previously. Sorry for bothering, but I decided to show you this service in so-called "real time" format. I'd like to be mistaken and hope this guy will come and finally fix the security system (it stopped properly working in October 2018!). If not I really hope you will be able to help me to cancel this terrible contract with SHS.
Thank you.

Alex

From: Alexander Vishnevsky <avprognoz@hotmail.com>
Sent: Tuesday, January 22, 2019 3:16 PM
To: Maureen Shea
Subject: Re: complain #13278077

Hello Maureen,
Sorry for bothering but I'd like to keep you posted.
It's over 3 months like I have problem with SHS. Yesterday I sent a message asking to cancel our agreement. Today I called them but a representative said my contract was renewed until 2022 and if I want to leave SHS I have to pay a lot of money. After our conversation the

representative call me back and made an appointment with a technician in a week (January 29). It means I have to wait for another week ... It is terrible: the security system does not work properly over 3 months; I cannot leave the company without huge penalty; if this technician will come (it is a big question!!!) I have to wait another week. It looks like a trap.
Maureen, I still have some hope BBB can help me.
Thank you.

Alex

From: Maureen Shea <mshea@ct.bbb.org>
Sent: Monday, January 7, 2019 2:09 PM
To: 'Alexander Vishnevsky'
Subject: RE: complain #13278077

Alex,
Would you like your email to be in your response to SHS? I cannot tell you what to do however, you can contact:
Consumer Protection, CT Department of (DCP) - Licensing & Registrations
450 Columbus Boulevard
Hartford CT 06103
Phone Number: (860) 713-6100 x
Website: <http://www.ct.gov/dcp/>

Regards,
Maureen Shea
Manager, Marketplace Operations
Better Business Bureau Serving Connecticut
29 Berlin Road | Cromwell, CT 06416
p: 860-740-4500 ext. 119
bbb.org/ct

Connect with us:
[Facebook](#) | [Twitter](#) | [Instagram](#) | [LinkedIn](#) | [YouTube](#) | [Pinterest](#) | [Google +](#)

From: Alexander Vishnevsky <avprognoz@hotmail.com>
Sent: Monday, January 07, 2019 12:34 PM
To: mshea@ct.bbb.org
Subject: complain #13278077

Dear Ms. Shea,
My name is Alex Vishnevsky and my complain number is 13278077. I'd like to give you some update on my situation.
It is already over 2 months after my request to SHS (Safe Home Security) to fix my security system remote key. After you sent my complain to SHS practically speaking every single day I have a phone calls from SHS representative. She told me about all issues with SHS technicians, problems with security systems etc. etc. etc. Finally I got an appointment with SHS technician on January 4 between 1 and 5 pm. At 1:30 pm I called to SHS customer service to make sure

about the technician visit. A representative confirmed that I have an appointment and this technician will call me about 30 minutes before the visit. Nobody called me. I called again at 3:30 pm and then at 4:30 pm. The last one representative said she will call to the technician right away and then she will give me a call and let me know what's going on. Nobody called me back. This morning (January 7) at 10 am I got a regular phone call from SHS and a representative told me another technician will come to me today. I'm pretty sure nobody will come. It is a torch. I have no idea what I should do... I hope BBB can help me. Thank you.

Alex,
215-884-5819

Copy of an email to BBB on January 23, 2019

In October 2018 I had to call Safe Home Security (SHS, phone 800-833-3211) asking to replace a broken wireless key remote for the home security system. A representative got my order and I received a new remote in 5 days. After that, according to SHS representative instruction, I called the company to make an appointment with a technician. The appointment was scheduled in 2.5 weeks! When I asked why I should wait for such a long time, the representative said there is some problem with a technician in my area ... After 2.5 weeks, nobody came over and I had to call again. A representative had no indication of the appointment being scheduled on this day. She transferred my call to technical support team and another representative tried to activate my new key remotely. Unfortunately, she could not do so and I got a new appointment with a technician in a week, on December 18, 2018. On this day, I have decided to call SHS to make sure the technician is coming over. I got into a new circle of challenges. First, they did not have any appointment for me scheduled again, and then, when I asked to be transferred to a manager, they hung up on me. I called again and asked for a manager. After 5 minutes of waiting, the connection was interrupted again. I called the third time (!) and a new representative, Monica, really tried to help me. From our conversation, I understood there is a problem with a technician in our area and she tried to find another technician for me. The technician, Michael, came over at 9:40 pm! He tried to activate the remote, but was not able to do that. The next day, December 19, Monica called me and explained to me all the technical issues. In the middle of January 2019 technician Michael and a manager Joanna came to us again. They finally could activate a new remote. After that all old remotes stopped working properly. The security system also does not work properly and from time to time the system shows a problem with "zone 12" (I have no idea about it). After that I called 3 times Joanna and left messages but no response. Few days ago I sent email to SHS with my request to cancel our contract because it is terrible service. Yesterday, January 22, 2019, I called and talked to

Cassandra (representative). She said I have automatically renewed contract until 2022 and she promised to send a technician in a week. Finally, it's been over 3 months and the company still cannot fix all problems.

Since SHS does not provide appropriate service I want to cancel this terrible service. However it looks like a trap for me because there is the contract.

Please help me to leave this company.

Thank you.

Alex Vishnevsky

Phone 215-884-5819

Exhibit 4

January 10, 2018

Attention: Sandra Arenas

Our home was on the market for sale when we were approached by a salesman from Safe Home Security in May of 2016. He offered a three year contract, but I was concerned about the possible sale of our home and would the contract be cancelled if the house was sold. I was told by the *salesman* that yes, if the house sold, the 3 year contract would be cancelled. The house was located at 455 Hamburg Rd. in Lyme, CT.

Approximately Four months later on Aug. 15, 2016 we sold our house in Lyme . That was less than 4 months after I signed. I, therefore, contacted Safe Home Security to notify them to terminate our security service. At that time they were reluctant to do that noting that I had signed a 3 year contract. I told them about the salesman guaranteeing it would be cancelled if the house was sold. That was the only condition that I would sign the contract. I instructed them to check with that salesman about his verbal promise.

A short time later, I was informed that I needed to forward to them proof that we had sold the home. I sent to them (which they have admitted they received) the a copy of the house closing . Having fulfilled their request, I assumed the matter was closed and the contract was cancelled.

We spent the next 6 weeks staying with relatives until we were able to close on a new residency at 41 Glen Grove Rd. in Deep River CT. I assumed that the word "securities" on the bill was for our new security program with another company and just found out through our bank that that is not so. The monthly external withdrawal from my checking account for the past year and a half in the amount of \$42.55 per month was not from my new security company. The line item only gave the amount, the word Security and a series of numbers. The Essex Saving Bank assisted in tracing the numbers on the withdrawal to a Twin Oaks Co. Upon contacting them, they informed me that they were the acting agents for Safe Home Security and I was given Safe Home Securities telephone number.

Safe Home stated twice that they would cancel my contract if the house was sold. 1. The salesman before signing the contract and 2. When asked to send proof to them showing the house was sold. I did exactly as told. After 2 lengthy phone calls, they refused to do anything about the problem.

It is my hope that this company will not ever be able to scam another person. My wife and I are retired teachers and on a fixed income. It is outrageous that this company has been charging us for a service they are not delivering...and they knew this. Please help.

Home phone: 860 322 4198 Cell Phone 860 510 2574

Respectfully,

Ronald J. Wojcik and Elaine J. Wojcik

41 Glen Grove Rd, Deep River CT 06417

Exhibit 5

December 17, 2018

To: Attorney Arenas
Consumer Protection

Regarding service from Safe Home Security for:

Alice M. Healey Account 410150
9 Brookdale Road
Seymour, Connecticut 06483

At 88 years old, Alice went to Griffen Hospital on July 24, 2018. From there she went to The Lutheran Home in Southbury, Conn. on July 28, 2018. In early August Alice made the decision to continue to reside at the Lutheran Home indefinitely.

I, Robin Starchak of 57 Brown Road, Southbury, cousin to Alice, called Safe Home Security (not sure of date). Spoke with Princess and asked to have the service turned off as Alice was no longer able to live at home. Princess directed me to send proof of residence at the Lutheran Home and a letter of intent to cancel service. Both letters (enclosed) were sent on September 8th, 2018.

Received letter from customer service (enclosed), not addressing issue of cancellation. Called spoke with

Taji, and again asked to have service terminated because Alice at the Lutheran Home. He said there was only one letter on file and to send copies of both again. Sent both again September 20, 2018. Heard nothing.

Alice passed away on October 12, 2018. In trying to set affairs in order, noted that Safe Home Security still debiting Alice's bank account \$ 57.96/month.

Alice was very specific, detailed and thorough with all of her business and important papers. I never found any "contract" from S.H.S. Alice's home had a reverse mortgage with no equity left in it. Service until August 5, 2021 would have been useless. (When I read the letter from customer service I thought it might have meant that Alice had paid up until that time).

Called S.H.S. December 12, 2018, spoke with Dawn about continued debit issue and told her that Alice had passed away. She stated there were no letters in her file and that I should send again! After more explanation she said someone would call back within 24 hours. I said I would wait to speak with someone right then because my work hours are everyday and I can't always take a call. Dawn assured me

Someone would call back in a timely manner - within 24 hours. No one ever called.

We currently have a debit of \$ 231.84 with withdrawals taking place on the 5th of the month from Alice's Wells Fargo account. Probate is still in process. We have many pending bills to take care of when settled, with not enough to cover them as it is. Spoke with you on the phone today. Would appreciate your help in this ongoing matter, thank you so much.

sincerely,

Robin Starchak

Robin Starchak
57 Brown Road
Southbury, Connecticut 06488

203-264-5931 home

203-770-3508 cell

To Fax : 203-264-1270
any info



September 7, 2018

To whom it may concern;

Alice Healey currently resides at the Lutheran Home of Southbury a Skilled Nursing Facility. She was admitted on 7/28/2018, and will remain here for long term care. If you have any additional questions or concerns, please call Patricia Baker at 203-264-9135.

Sincerely,

A handwritten signature in black ink, appearing to read "Patricia Baker", written over a horizontal line.

Patricia Baker
Business Office Manager

T: 203.264.9135 F: 203.262.6714
990 Main Street North – Southbury, CT 06488

September 5, 2018

This letter serves to state intention
of service termination from Safe Home
Security for: Alice Healey at
9 Brookdale Road
Seymour, Connecticut 06483

Thank you

Alice Healey

Any further correspondence can be sent to:

Alice Healey
c/o Starchak
681 Main Street South
Southbury, Connecticut 06488

The Road to Mobility™



September 14, 2018

Alice M. Healey
9 Brookdale Rd
Seymour, CT 06483-2403

Re: Account 410150

Dear Alice M. Healey,

Thank you for your recent inquiry concerning the status of your account with Safe Home Security.

I have reviewed your account and found that your contract with Safe Home Security will not expire until 08/05/2021. Should you wish not to renew your contract, 60 days written notice is required prior to that time.

Should you wish to discuss this further, you may contact our Customer Care Department at (866) 998-6430.

We also wish to take this opportunity to thank you for being a valued Safe Home Security customer. We are grateful that you have given us the opportunity to serve your security needs.

Sincerely,

Customer Service Department

Residential & Commercial Security Systems
2125 Middle St. Suite 201, Middletown CT 06457 Tel (860) 563-5686 Fax (860) 563-5998
www.SafeHomeSecurityInc.com
License Numbers: AL 1391 CT 00180152 DE 09-165 FL# 8V20000403 MA# 001263
MD 107-4551 MS 15013578 NY 12000243233 RI 7629 TX B16661
NC 1265-CSA NCS5L, 1031 Middletown Pl, Suite 104, Raleigh, NC 27609 Tel 919-875-8611



Transaction history

Date	Check Number	Description	Deposits/ Additions	Withdrawals/ Subtractions	Ending daily balance
11/1		Foot Locker Ret Plan Pmt 26138101 Alice Healey	272.75		[REDACTED]
11/5		Security Systems Member Pay 181105 xxxxx9471 N Alice Healey		57.98	[REDACTED]
11/5		Bankers Life 357 Ins Prem 181101 204054854181103 Alice M Healey		154.45	[REDACTED]
Ending balance on 11/23					[REDACTED]
Totals			\$272.75	\$212.43	

The Ending Daily Balance does not reflect any pending withdrawals or holds on deposited funds that may have been outstanding on your account when your transactions posted. If you had insufficient available funds when a transaction posted, fees may have been assessed.

Monthly service fee summary

For a complete list of fees and detailed account information, see the Wells Fargo Account Fee and Information Schedule and Account Agreement applicable to your account (EasyPay Card Terms and Conditions for prepaid cards) or talk to a banker. Go to wells.fargo.com/feefaq for a link to these documents, and answers to common monthly service fee questions.

Fee period 10/23/2018 - 11/23/2018	Standard monthly service fee \$7.00	You paid \$0.00
The bank has waived the fee for this fee period.		
How to avoid the monthly service fee	Minimum required	This fee period
Have any ONE of the following account requirements		
• Minimum daily balance	\$1,500.00	\$1,406.88 <input type="checkbox"/>
• Total amount of qualifying direct deposits	\$500.00	\$272.75 <input type="checkbox"/>
Monthly service fee discount(s) (applied when boxes checked)		
Online only statements (\$2.00 discount)	<input type="checkbox"/>	

IMPORTANT ACCOUNT INFORMATION

As a reminder, the total year-to-date number and amount of Overdraft and Return Item Fees waived due to our Overdraft Reward (sm) feature located on your account statement is as of February 5, 2018.

004288



Attention: Chris Buck

Following information in reference to:

Alice Healey PI1900152

from: Robin Starchak

DECREE GRANTING
ADMINISTRATION OR
PROBATE OF WILL
PC-260 REV. 1/13

STATE OF CONNECTICUT
COURT OF PROBATE

COURT OF PROBATE, Derby Probate Court

DISTRICT NO. PD41

ESTATE OF

Alice M Healey, Late of Seymour in said district deceased (19-00006) DECEASED

FIDUCIARY'S NAME AND ADDRESS

William Starchak, 681 Main Street South, Southbury, CT 06488

POSITION OF TRUST

Executor

At a court of probate held at the place and time of hearing set by the court, together with any continuances thereof, as of record appears, on the petitioner's application for all as in the application more fully appears.

PRESENT: Hon. Clifford P. Hoyle

After due hearing, THE COURT FINDS that:

The above-named decedent died on the following date October 12, 2018, domiciled at the time of death at 9 Brookdale Road, Seymour, CT 06483 and having estate whereof administration appertains to this court, and administration of the estate ought to be granted.

All persons known to be interested in the proceedings have been given notice of their right to request a hearing in a decedent's estate matter. No hearing was requested.

The fiduciary named above has accepted the position of trust designated above.

And it is ORDERED AND DECREED that:

The will (and codicils, if any) is duly proved, and the same is approved and admitted to probate as the LAST WILL AND TESTAMENT of the deceased, and the fiduciary named above is approved, and letters testamentary are hereby issued to the fiduciary.

And it is further ORDERED AND DECREED that:

Within two months from the date hereof, the fiduciary shall file a true and complete inventory of all property of the estate of the deceased.

Within six months from the decedent's date of death, the fiduciary shall file the Connecticut Estate Tax Return.

The fiduciary is allowed twelve months within which to settle the estate.

All claims against the above estate be presented pursuant to the provisions of C.G.S. Ch. 802b, Part VII.

Notice of this decree be given by the judge, clerk or assistant clerk by regular mail, not more than TEN days from the date hereof.

Dated at Ansonia, Connecticut, on January 15, 2019.

Clifford P. Hoyle, Judge

CERTIFICATION

The undersigned hereby certifies that a copy of the above decree was mailed on 01/03/19 to the following as provided in the Probate Court Rules of procedure, section 8.2:

As used in this decree, the word fiduciary includes the plural, where the context so requires.

To: Chris Buck
From: Robin Starchak
57 Brown Road
Southbury, Conn. 06488
203-264-5931 - home
203-770-3508 - cell

February 22, 2019

RE: Alice Healey
Public Inquiry PI1900152

Hi!

Spoke with you last about putting "stop payment" on bank account from further withdrawals by Safe Home Security. Received following letter 2 days ago; next invoice, yesterday. (Sorry about my notes on pages). Withdrawals were taking place the 5th of each month, with stop before February's. Called S.H.S. again with no luck. Sending copy of bill with note about need of cancellation back in August to Safe Home Security.

Just keeping you updated. I am grateful for all of your help, Chris, thank you.

Please call with any questions.
Robin



269 269 269 R1p
Alice Healey
9 Brookdale Rd
Seymour CT 06483



Aug - Jan @ 57.96/mo.
347.76

February 11, 2019

RE: ACCOUNT NUMBER 410150

Dear Alice Healey:

We would like to thank you for choosing Safe Home Security as your alarm company. We appreciate your business.

During the processing of this months payment, it was brought to our attention that we were unable to draft from your account for the following reason:

PAYMENT STOPPED

We are sending you this notification in hopes you will re-enroll in a timely manner. If there is no response, you will automatically be billed on a quarterly basis. Your first bill will include the payment missed, a 20.00 return processing fee, the next 3 months, plus a 3.00 processing fee.

If you call within 72 hours of receiving this letter, we will waive the 20.00 fee.

If you have any questions, or wish to re-enroll you may reach us by dialing 1-800-833-3211 and select extension 1500.

We look forward to your continued business.

Sincerely,

The Accounting Staff
Safe Home Security

called - selected "discontinue service" - no answer 2/21/19

*urgent said manager called 2/21/19 "Bethany" will call from 800-833-3211 *Did not call back**

Send all correspondence to:

Safe Home Security, Inc.
1125 Middle Street
Middletown, CT 06457

For Billing Inquiries: (800)833-3211
For Repair Service: (800)833-3211

ALICE M. HEALEY
9 BROOKDALE RD
SEYMOUR, CT 06483-2403

STATEMENT DATE	CUSTOMER ID
02/10/19	410150
DATE DUE	
03/01/19	

AL 1391 CT 00180152 DE 09-165 FL #EF20000405 MA #001263 MD 107-1551 MS 15013578 NY 12000243233 NJ 3BX00013300 RI 7625 TX B16661 NC 1285-CSA NCSSL,1631

Transaction Date	Transaction Number	Transaction Type	Transaction Amount	Sales Tax	Description	Transaction Total
					Previous Balance	135.92
02/07/19	19398791	Payment	-57.96	0.00	Thank You For Your Payment	-57.96
02/10/19	19398791	Invoice	133.47	8.48	Monitoring 01/15/19 - 06/01/19	141.95
02/10/19	19398791	Invoice	3.00	0.19	Processing Fee	3.19
02/10/19	19398791	Invoice	30.00	1.91	Warranty 01/01/19 - 06/01/19	31.91

2 mo
20
Jan

3 mos

YOUR ACCOUNT IS PAST DUE. Pay immediately and avoid an additional \$10.00 late charge. A finance charge of 1.5% monthly (18% APR) is charged on unpaid balances.

Ending Balance
255.01

This invoice is due and payable by the due date as stated above. A late charge of \$10 will be added to the balance if this invoice is paid more than 60 days past the due date.

TO INSURE PROMPT CREDIT PLEASE RETURN THIS PORTION OF BILL WITH YOUR PAYMENT

Safe Home Security, Inc.
1125 Middle Street
Middletown, CT 06457

CUSTOMER ID	DATE DUE	AMOUNT DUE	AMOUNT PAID
410150	03/01/19	255.01	

NOTE CHANGE OF ADDRESS
(Please enter changes on reverse side)

Do you want to save time and money?
Check the box and fill in the required information
on the reverse side to sign up for Pre-authorized
Payments to pay your bill automatically.

Please enter your customer ID on your check and
make payable to:

7886 7886 7886 SFE 7886
ALICE M. HEALEY
9 BROOKDALE RD
SEYMOUR, CT 06483-2403



SAFE HOME SECURITY, INC.
8278 INNOVATION WAY
CHICAGO, IL 60682-0082

827800410150 0000025501 0000013592 3

Exhibit 6

DAVID M CROW
1214 NE 162nd Ave
Portland, Oregon
97230

August 15, 2018

Attorney General Ellen F. Rosenblum
Oregon Department of Justice
1162 Court Street NE
Salem, OR 97301-4096

Attorney General George Jepsen
Office of the Attorney General
55 Elm Street
Hartford, CT 06106

Dear Attorney General Rosenblum and Attorney General Jepsen:

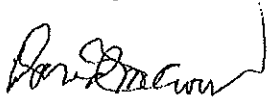
I am writing you concerning what I consider a "forged" contract that I am being forced to pay out, even though I never agreed to it, and have asked to have the service provided by it canceled twice.

I am enclosing a copy of the e-mail and the "forged contract" that Safe Home sent me after my July 27, 2018, conversation with them, and a copy of the letter I have written in response.

At the bottom of this letter, you will, of course, see my signature, but I will also have my wife sign my name, so that you can plainly see that neither of us signed the contract that Safe Home claims that one of us did.

A brief note about the Hawaii address from which this letter was sent. We are long-time residents of Oregon, having moved there in 1995. We happen to be in Hawaii where we are serving as Temporary Supply Pastors at Hanapepe United Church of Christ for the months of August and September. Should there be a need to contact us our phone numbers are 971-285-1911 and 971-285-1910.

Sincerely,



David M. Crow



David Crow/signed by Beverly Crow

Cc:
MasterCard

Safe Home Security

Princess Blue <pblue@safehomesecurityinc.com>

7/27/2018 10:22 AM 

To 2crowstest2@comcast.net

2 attachments View Download 

David Crow Agreement.pdf (201.1 KB) image001.png (47.4 KB)

Hello Mr. Crow,

Please see the attached copy of your current alarm monitoring agreement.

Once you have reviewed the document you may email me back your cancellation request. I will have it processed for closure upon your expiration date.

Thank you again for your time!

Princess Blue
Senior Account Executive

Safe Home Security
1125 Middle St.
Middletown, CT. 06457
(800)833-3211 x1184

[pblue@safehomesecurityinc.com \(mailto:TDejesus@safehomesecurityinc.com\)](mailto:TDejesus@safehomesecurityinc.com)
[www.safehomesecurityinc.com \(%20www.safehomesecurityinc.com%20\)](http://www.safehomesecurityinc.com)
<https://www.facebook.com/pages/Safe-Home-Security-Inc/139846686115959>
(Like%20Us%20on%20Facebook%20-%20%20https://www.facebook.com/pages/Safe-Home-Security-Inc/139846686115959)




<http://www.safehomesecurityinc.com>

****CONFIDENTIALITY NOTICE: This email is ONLY for the person(s) named in the message header. Unless otherwise indicated, it contains information that is confidential, privileged or exempt from disclosure under applicable law. If you have received it in error, please notify the sender of the error and delete the message. Thank you.

Ad Info Ad Feedback (/my.xfinity.com/adinfo/option)

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Office # 348298
 New Renew
 Authorized Order # 147024270

SAFE HOME SECURITY, INC.
 55 Sebaste Dr, Cromwell, CT 06416 Tel 1-800-833-3211
 AGREEMENT FOR MONITORING AND INSTALLATION OF SECURITY SYSTEMS

MAIL
 EWI
 SHS
 348298

1. This agreement is entered into this 31 day of May, 2016 between SAFE HOME SECURITY, INC. hereinafter referred to as "Company" and David Crow of _____
 Address 1214 NE 162ND Ave. Portland OR 97230
 SSN# _____ DOB _____ SSN# _____ DOB _____
 hereinafter referred to as the Client." Phone (971) 2851911 E-mail Bev.Crow44@aol.com

2. **SERVICE AND EQUIPMENT:** Company agrees to provide and client agrees to pay for service and/or equipment as described below:
 3. **MONITORING:** Company agrees to provide monitoring service for a period of 60 months from the above date. This agreement shall automatically renew without action by either party under the same terms and conditions for successive periods equal to twelve (12) months unless either party gives to the other at least sixty (60) days written notice, prior to expiration date, of intention to terminate this Agreement upon any expiration date. Upon renewal, service will be billed at then-current monitoring fees.

RENEWAL TERM: Each renewal period shall be limited to the maximum term allowed by state law. If not limited by State law, the above terms in Paragraph 3 will apply.

4. **MONITORING CHARGES:** Monthly monitoring charge of \$ 49.99 plus applicable sales tax. Includes Parts Only Warranty
 Parts and Labor Warranty Call Backup Monthly Equipment Charge and is payable in advance and shall be paid [] Annually [] Quarterly (if paid quarterly an additional service charge of \$3.00 per quarter shall apply).

EARLY CANCELLATION: Client may cancel prior to completion of primary or renewal term upon receipt of ninety percent (90%) of stated terms. Applicable for sale of home, death and transfers. All cancellation requests must be in writing.

5. **ELECTRONIC FUNDS TRANSFER (EFT) AUTHORIZATION:** The Client authorizes the Company to make EFT's from the Client's bank account for the amount of the monitoring, tax, or other alarm charges. The Client further agrees that if at any time the Client decides to discontinue the direct payment option, the client must notify the Company. The Company is not liable in any way for erroneous bill statements or incorrect debits to the Client's account and should an error occur, the Company's only responsibility is to correct it when and if it receives notice of the error from the Client. The Client further agrees that should any direct payment be returned, the client shall be liable for a \$20.00 returned payment fee where permitted by law.

[] Check here to decline EFT Payment Option _____ Client's Signature if declined _____
 Acct #: _____ Rig #: _____ Exp Date: _____ Card#: _____
 Bank Name: _____ Billing Cycle: [] 1st [] 15th [] Visa [] MC [] AmEx [] Bank/Del/WATM Card

6. **EQUIPMENT TO BE INSTALLED**
 See attached Schedule A.

7. **ADDITIONAL PROTECTION:** The need for additional protection of intrusion, fire/smoke, cellular, panic, duress, and medical emergency has been explained to the Client and the Client declines the offer to purchase additional equipment. DC (Initials)

8. **EQUIPMENT CHARGES:**

Special Note		
Total Equipment and Installation Charges		\$
Activation <input type="checkbox"/> EFT/CC \$ 200 x \$33.00 <input type="checkbox"/> EFT/CC \$99.00		\$0.00
Balance Due		\$0.00

9. **SERVICE REPAIRS TO CLIENTS SYSTEM:** Unless otherwise indicated, the client understands that the monitoring fee covers only the monitoring service and client agrees to pay Company for all service or repairs to the alarm system. Client hereby agrees to periodically test, at least monthly, observe Client's system, be aware of its operational status in accordance with the operating instructions, and request service if needed.

10. **ENTIRE AGREEMENT:** It is agreed to and understood by the parties that this agreement constitutes the entire agreement by the parties and there are no verbal understandings changing or modifying any of the terms of this agreement. This agreement may not be changed, modified or varied except in writing and signed by an authorized representative of the Company. Client hereby acknowledges that he/she has read, received a copy of, and understands this entire agreement, including the attached Notice of Cancellation.

11. **INVALID PROVISIONS:** If any of the terms or provisions of this agreement shall be determined to be invalid or inoperative, all of the remaining terms and provisions shall remain in full force and effect.

12. **YOU, THE BUYER, MAY CANCEL THIS TRANSACTION AT ANY TIME PRIOR TO MIDNIGHT OF THE THIRD BUSINESS DAY AFTER THE DATE OF THIS TRANSACTION. SEE THE ATTACHED NOTICE OF CANCELLATION FOR AN EXPLANATION OF THIS RIGHT.**

Written By: Robert Foster (Robert Foster 348298) DC
 Client Signature: David Crow (David Crow 348298)
 Written By: _____
 Client Signature: _____
 Approval Date: _____ Date: May 31, 2016
 (For office use only)

READ TERMS AND CONDITIONS ON REVERSE SIDE
 License Numbers: NC 1265-CSA NCASLB 4901 Glenwood Avenue, Suite 200, Raleigh, NC 27617 Tel 919-788-3310 AL 12-7391 DE 09-165
 FL EP20000405 GALVA205938 MA 15842 MD 107-1531 MS 15013578 NJ 348X00013300 RI 7625 SC BAC 13575 TX B16661 VA 11-7938

Special Note.

DAVID M CROW
1214 NE 162nd Ave
Portland, Oregon
97230

August 13, 2018

Manager
Safe Home Security Company
1125 Middle St.
Middletown, CT 06457

Sir/Madam:

ON July 27, 2018, about 2:20 pm, PDT, I spoke with a person in your office. I expect it was the person who uses "Princess Blue" as her e-mail signature, at least that is the person who sent me an e-mail and a copy of a contract which bears my name, and is purported to be signed by me, but which is not signed by me, nor by my spouse, as suggested by whomever I spoke to on the phone.

Let me begin by going back a bit in time. I originally signed a three year contract with Safe Home Security in 2013. That contract was for about \$39.95 per month with the rate guaranteed for the life of the contract. That contract included the monitoring fee AND the cost of the equipment. I was told when that contract was fulfilled I could renew the contract (though not necessarily at the same monthly rate) or could simply continue on a month-to-month basis. I do remember being called when that first contract was fulfilled and being told it was time to renew the contract, (I am not sure, but suppose it was about the time the "phony contract" was executed, 05/31/2016) and I told the caller that since I had been told I could continue on a month-to-month basis, that's what I wanted to do. She said she would send me some papers, but since I never received any, I simply assumed I had been functioning on that basis. PLEASE NOTE: I DID NOT GIVE ANY APPROVAL TO RENEW A CONTRACT.

Since there was more than one raise in price since then, I assumed that was the price for operating on a month-to-month basis. When I called in September of 2017 to ask to cancel my service, (a call "Princess Blue" confirmed when I called in July) and was told to send an e-mail requesting cancelation, I did so. In that call, I was never told anything about an existing contract (though in the conversation on July 27, "Princess Blue" assured me I had).

Now that I have a copy of that contract I purportedly signed, let me speak to it. The signature is not mine, nor is it in the handwriting of my wife (as suggested by "Princess Blue" in my conversation with her on July 27). When I sign my name on a legal document I almost always sign with my middle initial. When someone else pretty much fills out the form, I may leave it out, but it is highly unusual for me not to use my middle

initial. I would acknowledge that its absence does not invalidate it, but the writing does. As though that were not enough; the contract is for 5 years. I have not entered into a contract that long except for a purchase of house or property and would not have entered into a contract that long on a fast-moving scene like IT services. NEVER. Furthermore, it calls for an increase in the monthly charge, and that charge is for monitoring only, when the earlier lesser charge was for both monitoring AND for equipment. Given both the increase in length of contract and the expense, I would never have agreed to any of that. Further, I note the e-mail address is Bev.Crow44@aol.com My spouse has never had an aol.com e-mail address. I am simply left to conclude that the contract is a result of terribly sloppy, unethical business practices, if given the most charitable interpretation, and the result of actual criminal fraudulent practices if cast in the worst light.

When I called in July, I was just calling to ask to cancel the service and to stop the monthly charges, but now that I see I have been charged on what I consider an invalid contract, I must respectfully request that my MasterCard account be reimbursed for all payments since my original call in September 2017 -- \$494.91 (9 months @ \$54.99). That monthly charge, by the way, is \$5 per month more than the purported contract calls for, and there has never been notice for a change – only a change on my MasterCard billings!

Thank you for your response to this serious concern.



David M. Crow

Cc:

Attorney General Ellen F. Rosenblum, State of Oregon
Attorney General George Jepsen, Stater of Connecticut
MasterCard

DAVID M CROW
1214 NE 162nd Ave
Portland, Oregon
97230

August 16, 2018

Card Services
P.O. Box 8802
Wilmington, DE 19899-8802

Dear Sir/Madam:

I am writing regarding my Hawaiian Airline MasterCard xxxx xxxx xxxx 5510. Over the past few years there has been a monthly charge to that card from Safe Home Security, and I have paid that faithfully. Then late in September of 2017, I called and asked them to cancel the service. They told me they needed e-mail confirmation of that, and I sent them that. I assumed that billing might continue for a month or two, but when it went on and on, I called again in July, and was told I was under contract, and the contract needed to be completed. I demurred saying I had signed no contract extension after the original contract had been fulfilled. They said they had a contract, and sent it to me.

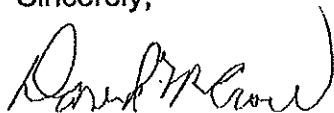
You will see the e-mail they sent me and the "phony" contract. You will also see my letter of response, and will see both my actual signature, and my name as signed by my wife, and you will see they look nothing like the signature on the "phony"/"forged" contract. You will also see a copy of the letter I have sent to the Attorneys-General of the States of Oregon and Connecticut of concern about the ethical/legal practices of Safe Home Security.

I am writing you to inform you that should Safe Home Security send you further billings for my account, those billings have not been authorized by me nor by my wife, and we do not intend to pay them. (We realize that it may be too late to stop the billing for the bill that will soon be sent out and due for payment in early September, so that may have to be paid, but after that, no more.)

If there are other steps we should take to protect our credit rating, please let us know.

Thank you very much.

Sincerely,



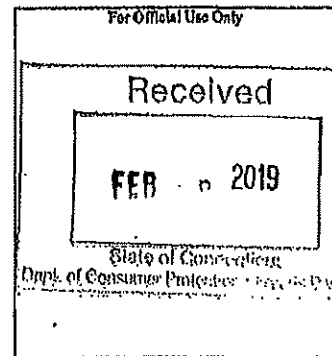
David M. Crow

Cc: Attorney General Ellen Rosenblum, OR Attorney General George Jepsen, CT

Exhibit 7



CONSUMER STATEMENT
STATE OF CONNECTICUT
DEPARTMENT OF CONSUMER PROTECTION
 450 Columbus Blvd., Ste. 901
 Hartford CT 06103
 E-Mail to dcp.complaints@ct.gov
 or Fax to (860) 707-1966



- Consumers should continue to try to resolve their issues directly with the company involved. For suggestions on how to do this see: www.ct.gov/DCP/ComplaintCenter.
- You may also find information on the Small Claims and Superior Court process at www.jud.ct.gov.

INSTRUCTIONS

- Complete as much of this form as you are able. Type or print CLEARLY.
- Please attach copies of all relevant documents such as contracts, advertisements, receipts, proof of payment, warranties, or responses from the company regarding your complaint. We will not be able to return material so please keep copies of everything you send for your records.
- Black out any sensitive information on your attachments such as bank account or social security numbers.
- You may e-mail this form as an attachment along with all supporting documents by selecting "File > Attach to Email" and copy yourself, which will save a copy for your records. You may also mail or fax this form to the address or the fax number above.
- This document and any submissions are or may become available to the public.

PERSON MAKING THE COMPLAINT

NAME OF CONSUMER INVOLVED IN COMPLAINT Julie Hipp		STREET ADDRESS 6 Rolling Meadow Drive		CITY Wallingford	STATE CT	ZIP CODE 06492
DAY TIME PHONE NUMBER (include Area Code) 203-645-8461		OTHER PHONE NUMBER (include Area Code)		E-MAIL ADDRESS jhipp@impactpartners.com		
DO YOU HAVE AN ATTORNEY? YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>	IF "YES", PROVIDE ATTORNEY'S NAME AND CONTACT INFORMATION:			IS COURT ACTION PENDING? YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>	IF "YES", IN WHAT COURT?	

IDENTIFY THE BUSINESS FOR THIS COMPLAINT

COMPANY/BUSINESS NAME Safe Home Security, Inc.		NAME AND TITLE OF CONTACT PERSON Amanda Velez, Authorized Agent		E-MAIL ADDRESS avalez@safehomesecurity.com	WEB SITE safehomesecurity.com
BUSINESS STREET ADDRESS 1125 Middle Street		CITY Middletown	STATE CT	ZIP CODE 06457	PHONE NUMBER (include Area Code) (860) 262-4000

BACKGROUND INFORMATION

HAVE YOU FILED A COMPLAINT WITH ANY OTHER AGENCY? IF SO, INDICATE BELOW WHICH ONE(S):

Connecticut: Attorney General - Public Utilities Regulatory Authority (PURA) - Motor Vehicles (DMV) - Banking - Insurance - Other Indicate: _____

Law Enforcement: Police Indicate Police Department: _____ Is there a police report? YES Indicate report number and date: _____

Better Business Bureau Indicate Branch: _____

ARE YOU REQUESTING THE STATE'S HELP TO RESOLVE THIS MATTER?

YES, I WOULD LIKE SOME ASSISTANCE

NO, BUT I AM FILING THIS TO ALERT DCP ABOUT TROUBLING CONDUCT

If the answer is NO, you may skip to the next section: Complaint Details

WAS A WRITTEN ESTIMATE OR OFFER INVOLVED? YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>	WAS A WRITTEN CONTRACT INVOLVED? YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>	DATE OF PURCHASE OR CONTRACT SIGNED: <u>10/29/18</u>
WHAT IS THE VALUE OF THE PRODUCT OR SERVICE AT ISSUE? Over \$15,000 <input type="checkbox"/> Between \$10,000 and \$15,000 <input type="checkbox"/> Between \$5,000 and \$9,999 <input type="checkbox"/> Between \$1,000 and \$4,999 <input checked="" type="checkbox"/> Between \$500 and \$999 <input type="checkbox"/> Between \$100 and \$499 <input type="checkbox"/> Between \$50 and \$99 <input type="checkbox"/> Between \$10 and \$49 <input type="checkbox"/> Less than \$10 <input type="checkbox"/>		WERE YOU 60 OR OLDER ON THAT DATE? YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>
HOW DID YOU PAY? CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> DEBIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> OTHER <input type="checkbox"/> _____ (IF PAID BY CARD, DID YOU DISPUTE THE CHARGES?: YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>	HOW MUCH HAVE YOU PAID? \$ _____	WAS A WARRANTY PROVIDED? YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>
WHAT REMEDY ARE YOU REQUESTING? FULL REFUND <input type="checkbox"/> PARTIAL REFUND OF \$ _____ <input type="checkbox"/> REPLACEMENT <input type="checkbox"/> REPAIR <input type="checkbox"/> CANCELLATION OF ORDER <input checked="" type="checkbox"/> OTHER <input type="checkbox"/> _____		

COMPLAINT DETAILS

What product or service did you buy or attempt to buy?

Home Security Monitoring and Security System Equipment Service.

What product or service did you receive or were you offered?

I was offered Monitoring and System Equipment Servicing but had received none of those services before I terminated the Agreement.

How was what you received/offered different than what you expected or what was advertised?

see attached.

HAVE YOU CONTACTED THE COMPANY REGARDING YOUR COMPLAINT?

YES NO

IF "YES" ENTER DATE

11-12-2018

PERSON CONTACTED

Amanda Valez

POSITION

Authorized Agent

If you contacted the company, what was their response or offer to you?

see attached.

Is there is other information that would be helpful to the Department in understanding your complaint? Explain. Attach as many additional pages as needed to complete your statement.

see attached:

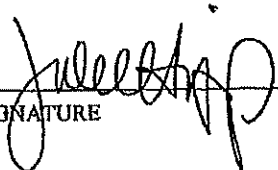
- Summary of complaint
- Agreement 10-29-2018
- Notice of Cancellation
- Letter to Safe Home Security, Inc. 12-28-2018

Supporting Documentation

Check all documents that you are including as attachments. We will not be able to return material so please keep copies of everything you send for your records.

- Contracts (including change orders) Proof of Payment (receipts, cancelled checks, credit card or bank statement)
 Responses from the company regarding your complaint Advertisements (including business cards)
 Estimates of repair Photos (include date taken and name of photographer) Insurance Warranties
 Building permits (general) Building permits (specific trades -- electrical, plumbing, HVAC) Certificate of Occupancy

SIGNATURE



DATE

January 31, 2019

Note: All complaints are public information. The complaint will be shared with the business and will be available to the public.

ATTACHMENT ONE: Summary of Complaint (4 pages)

This Summary of Complaint is intended to expand on the "Complaint Details" section of the Consumer Statement of Julie Hipp, re: Safe Home Security, Inc.

During the service period prior to the Agreement October 29, 2018, parts of my security system did not work. During the three preceding months I had made continuous efforts in multiple communications with Safe Home Security to have a service technician rectify the problems. Over that period I had scheduled some six appointments each of which took several calls, only two of which were kept. Neither of those service visits reconciled the problems; each service technician finding other problems, saying they needed a part, and/or blaming other previous Safe Home Security Technicians.

On or about October 16, 2018, I called into the company to ask why yet another service representative had not arrived as promised. My call was answered by Ms. Amanda Velez, Safe Home Security representative who had handled many of my previous calls. During our discussion she offered a new solution, claiming that if I upgraded my Agreement to include a service warranty my service problems would be over. The way she described it, not only would the cost of service be covered under the warranty, but customers with the additional Service Warranty received preferred scheduling for service calls.

In the midst of my seeking a solution to the ongoing and increasing frustration I agreed to her suggestion. She emailed me the modified agreement; unfortunately, it was at this very time that my Golden Retriever of eleven years took a serious turn in his battle with cancer. He passed away on October 21st. A week passed before I was ready to get back to the daily business of life, including dealing with Safe Home Security problems. So, on or about October 28th, I called Ms. Velez, who sent me a fresh copy of the agreement by email. The new agreement not only included the warranty she had recommended, but also included my monitoring services under a completely new term of 36 months – to coincide with the new warranty period. I executed the Agreement by my signature and returned it by the e-file process they provided.

Soon after, I reflected on the entire process and felt my frustrations with Safe Home Security return. I realized that the problem with scheduling was not in

getting an appointment; rather, it was with the company keeping the promised appointment they made. Further, once a technician did arrive, they were not prepared, did not address the central issues, and did not have any information of what the previous service tech. had/had not done.

I realized that a warranty was not going to change any of the underlying problems of Safe Home Security: not honoring the pledges made by their customer service representatives, not staffing the company with competent services technicians, not providing competent and reliable monitoring staff, not providing a management level response to problems, and lack of continuity between their sub-par performance and any administrative function to reconcile problems or adjust invoices. So the problems would continue, but under a more expensive plan that would benefit Safe Home Security at my expense.

At this time, I elected to exercise the provision for cancellation within three calendar days from the date the transaction of executing the Agreement took place. Utilizing the "Cancellation Form" provided with the Agreement, I included: my signature, the date of my cancellation, and my full address (see attached Notice of Cancellation). I mailed the form to Safe Home Security, Inc. (as instructed on the form) to the address provided on October 30, 2018, with receipt confirmation via USPS.

On or about November 12, 2018, I received a letter from Safe Home Security confirming their belief that the Agreement of October 29, 2018 was in effect. I immediately called into Safe Home and was connected with Ms. Velez. She confirmed receiving the Notice of Cancellation I had mailed as per the Cancellation Provision of the Agreement; however, she said I was bound to an earlier agreement and that the Agreement of October 29, 2018, was simply offered to add the warranty service. I repeated my position that the October 29, 2018 Agreement was fully a new Agreement, including a new term of "36 months from the above date" of October 29, 2018, for both monitoring and the additional warranty. I reiterated that I would not pay for an agreement which had been properly cancelled, but the call ended as Ms. Velez insisted on her position.

On or about November 20, 2018, I received an invoice from Safe Home Security (see attached invoice dated 11/10/18) for amounts related exclusively to the Agreement of October 29, 2018, which Agreement I had cancelled. In response, I drafted a letter to Safe Home Security c/o Ms. Velez, recounting her acknowledgement that the Notice of Cancellation was received by Safe Home Security and my adherence to the protocols for cancellation contained in the Agreement (see attached copy of letter dated December 28, 2018).

On or about January 18, 2019, I received a second invoice (see attached invoice dated 01/10/19). The amount of the invoice is carried over from the prior invoice, \$146.74, and includes additional Late Fees of \$10.00 and a finance charge of \$2.20. Note that the original invoice of November 10, 2018, for both monitoring and warranty charges, originating from the same "Transaction Number": 18881889.

I am requesting that the Department of Consumer Protection review the Agreement and supporting documents, including the Invoices, and confirm the following:

- 1) The Agreement of October 29, 2018, was properly executed; including all the provisions of that Agreement.
- 2) The Provision for Cancellation of the Agreement was a binding element of the Agreement.
- 3) The Cancellation of the Agreement is valid; inasmuch as the Notice of Cancellation was properly executed and delivered consistent with the requirements outlined within the Agreement.
- 4) Safe Home Security ignores and defies the valid cancellation of and their reliance on the full effect of the Agreement of October 29, 2018, as evidenced by their subsequent invoicing of November 10, 2018, and January 10, 2019,
 - a. Both of which Invoices are predicated exclusively on the Agreement of October 29, 2018, as demonstrated by the inclusion of "warranty", which is unique to the Agreement of October 29, 2018.
- 5) Because Safe home relies on the valid status of the October 29, 2018 Agreement, the stated term for monitoring (36 months) must survive, which precludes any other term for such service under any other agreement, less Safe Home hold me responsible for two concurrent terms of monitoring.

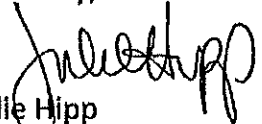
- 6) The Agreement of October 29, 2018 represents a singular and new Agreement between the parties; inasmuch as:
 - a. Section 10 clarifies the exclusive nature of the agreement excluding any other agreements.
 - b. Any prior monitoring agreement was carried over into a new monitoring service term of 36 months under the new Agreement of October 29, 2018, where two terms could not flow concurrently, and
 - c. Safe Home Security has proffered no invoicing for monitoring services separate from the two invoices presented.
- 7) The Invoices of November 10, 2018 and January 10, 2019, represent prima facie documentation of Safe Home's sole reliance on the Agreement of October 29, 2018, as represented by the Itemized charges, include both monitoring and warranty services, all originating from the same transaction: 18881889.

The remedy I am requesting is that you enforce the cancellation of the October 29, 2018 Agreement; effectively ending any and all contractual relationship between myself and Safe Home Security from any prior agreement.

I appreciate your assistance in reconciling my legal/contractual status with this company. This has been a long and stressful relationship with a company that is unwilling or unable to conduct business in a responsible manner. Their improper invoicing, based on an invalid Agreement, now includes late fees and interest which would have an impact on my credit score; something I manage with great care and take very seriously.

I will make myself available for any further information you require. I can be reached at 203-645-8461.

Sincerely,


Julie Hipp
6 Rolling Meadow Drive
Wallingford, CT 06492

See attachments:

SAFE HOME SECURITY, INC.



Office Acct # 122652

1125 Middle St, Middletown, CT 06457 Tel 1-800-833-3211
AGREEMENT FOR MONITORING AND INSTALLATION OF SECURITY SYSTEMS

1. This agreement is entered into on 10/29/2010, between SAFE HOME SECURITY, INC., hereinafter referred to as "Company" and

Julie Hipp of Wallingford CT 06402
Address 6 Rolling Meadow Drive
SSN# _____ DOB _____ SSN# _____ DOB _____
hereinafter referred to as the Client." Phone (203)645-0481 E-mail Jhipp@impactpartners.com

2. **SERVICE AND EQUIPMENT:** Company agrees to provide and client agrees to pay for service and/or equipment as described below:

3. **MONITORING:** Company agrees to provide monitoring service for a period of 36 months from the above date. This agreement shall automatically renew without action by either party under the same terms and conditions for successive periods equal to one (1) month unless either party gives to the other at (60) least sixty days written notice, prior to expiration date, of intention to terminate this Agreement upon any expiration date. Upon renewal, service will be billed at then-current monitoring fees.

4. **MONITORING CHARGES:** Monthly monitoring charge of \$ 44.99, plus applicable sales tax. Includes Parts Only Warranty Parts and Labor Warranty Cell Backup Monthly Equipment Charge and is payable in advance and shall be paid Monthly Quarterly (if paid quarterly an additional service charge of \$3.00 per quarter shall apply).

EARLY CANCELLATION: Client may cancel prior to completion of primary or renewal term upon receipt of ninety percent (90%) of stated terms. Applicable for sale of home, death and transfers. All cancellation requests must be in writing.

5. **ELECTRONIC FUNDS TRANSFER (EFT) AUTHORIZATION:** The Client authorizes the Company to make EFT's from the Client's bank account for the amount of the monitoring, tax, or other alarm charges. The Client further agrees that if at any time the Client decides to discontinue the direct payment option, the client must notify the Company. The Company is not liable in any way for erroneous bill statements or incorrect debits to the Client's account and should an error occur, the Company's only responsibility is to correct it when and if it receives notice of the error from the Client. The Client further agrees that should any direct payment be returned, the client shall be liable for a \$20.00 returned payment fee where permitted by law.

Check here to decline EFT Payment Option Client's Signature If Declined _____
Acct #: _____ Rtg #: _____ Exp Date: _____ Card#: _____
Bank Name: _____ Billing Cycle: Visa MC AmEx Bank Debit ATM Card

6. **EQUIPMENT TO BE INSTALLED:**
See attached Schedule A.

7. **ADDITIONAL PROTECTION:** The need for additional protection of intrusion, fire, smoke, cellular, panic, duress, and medical emergency has been explained to the Client and the Client declines the offer to purchase additional equipment. All (initials)

8. **EQUIPMENT CHARGES FOR ADDITIONAL ITEMS:** The additional items will be billed separately from the monitoring charges at an additional monthly charge of \$ _____ for a period of 36 months. There will be no renewal term for the equipment charges. The client may prepay the equipment charges at ninety percent (90%) of the remaining primary term of this agreement.

9. **SERVICE REPAIRS TO CLIENTS SYSTEM:** Unless otherwise indicated, the client understands that the monitoring fee covers only the monitoring service and client agrees to pay Company for all service or repairs to the alarm system. Client hereby agrees to periodically test, at least monthly, observe Client's system, be aware of its operational status in accordance with the operating instructions, and request service if needed.

10. **ENTIRE AGREEMENT:** It is agreed and understood by the parties that this agreement constitutes the entire agreement by the parties and there are no verbal understandings changing or modifying any of the terms of this agreement. This agreement may not be changed, modified or varied except in writing and signed by an authorized representative of the Company. Client hereby acknowledges that he/she has read, received a copy of, and understands this entire agreement, including the attached Notice of Cancellation.

11. **INVALID PROVISIONS:** If any of the terms or provisions of this agreement shall be determined to be invalid or inoperative, all of the remaining terms and provisions shall remain in full force and effect.

12. **YOU, THE BUYER, MAY CANCEL THIS TRANSACTION AT ANY TIME PRIOR TO MIDNIGHT OF THE THIRD BUSINESS DAY AFTER THE DATE OF THIS TRANSACTION. SEE THE ATTACHED NOTICE OF CANCELLATION FOR AN EXPLANATION OF THIS RIGHT.**

DocuSigned by: Amanda Velez Client Signature: Julie Hipp
Written By: EF06E8437637491.. Client Signature: GD1F0408A36461
Approval Date: _____ Date: 10/29/2010
(For office use only)

READ TERMS AND CONDITIONS ON REVERSE SIDE

License Numbers: CT 00180132 GA 11420398 MN T5216769 NC 1265CSA NY 12000243233
PA Registration # PA081783, registered by The Bureau of Consumer Protection Tel 1-800-320-6880

Contact #515-200 Rev 6/2012 CT NY PA

Schedule A.

ITEM	QTY	RETAIL PRICE	TOTAL PRICE	MONTHLY CHARGE
		\$	\$	\$
		\$	\$	\$
		\$	\$	\$
		\$	\$	\$
		\$	\$	\$
		\$	\$	\$
		\$	\$	\$
		\$	\$	\$
		\$	\$	\$
		\$	\$	\$
		\$	\$	\$
		\$	\$	\$
Warranty	X			\$
Cellular		\$	\$	\$
Installation Charge		\$	\$ 0.00	\$
Sales Tax		\$	\$	\$
Total Equipment and Installation Charges		\$	\$ 0	\$

I have read and agree to the equipment and pricing listed above DS
JA (Clients Initials)

Certificate Of Completion

Envelope Id: B3EBB79D55924E53967F7C2FF5C9371C
 Subject: Save Team Contract for 6081234 Julie Hipp
 Source Envelope:
 Document Pages: 4
 Certificate Pages: 5
 AutoNav: Enabled
 Envelope Stamping: Enabled
 Time Zone: (UTC-05:00) Eastern Time (US & Canada)

Status: Completed

Envelope Originator:
 SafeHome Security
 1125 Middle St
 Middletown, CT 06457
 docusign@myshs.com
 IP Address: 50.235.116.254

Record Tracking

Status: Original
 10/29/2018 2:20:12 PM

Holder: SafeHome Security
 docusign@myshs.com

Location: DocuSign

Signer Events

Amanda Velez
 avelaz@myshs.com
 Security Level: Email, Account Authentication
 (None)

Signature

DocuSigned by:
Amanda Velez
 8F94E2837637491...

Timestamp

Sent: 10/29/2018 2:20:13 PM
 Viewed: 10/29/2018 2:20:39 PM
 Signed: 10/29/2018 2:20:48 PM

Signature Adoption: Pre-selected Style
 Using IP Address: 50.233.242.254

Electronic Record and Signature Disclosure:
 Accepted: 10/29/2018 2:20:39 PM
 ID: f9d59deb-30d7-488e-bd2b-a952677f8563

Julie Hipp
 jhipp@impactpartners.com
 Owner
 Security Level: Email, Account Authentication
 (None)

DocuSigned by:
Julie Hipp
 CDW040DA362451...

Sent: 10/29/2018 2:20:49 PM
 Viewed: 10/29/2018 2:21:23 PM
 Signed: 10/29/2018 2:48:34 PM

Signature Adoption: Pre-selected Style
 Using IP Address: 24.218.49.61

Electronic Record and Signature Disclosure:
 Not Offered via DocuSign

In Person Signer Events

Signature

Timestamp

Editor Delivery Events

Status

Timestamp

Agent Delivery Events

Status

Timestamp

Intermediary Delivery Events

Status

Timestamp

Certified Delivery Events

Status

Timestamp

Carbon Copy Events

Status

Timestamp

Safe Home Security
 signedagreements@myshs.com
 Security Level: Email, Account Authentication
 (None)

COPIED

Sent: 10/29/2018 2:48:35 PM

Electronic Record and Signature Disclosure:
 Not Offered via DocuSign

ELECTRONIC RECORD AND SIGNATURE DISCLOSURE

From time to time, Safe Home Security, Inc (we, us or Company) may be required by law to provide to you certain written notices or disclosures. Described below are the terms and conditions for providing to you such notices and disclosures electronically through your DocuSign, Inc. (DocuSign) Express user account. Please read the information below carefully and thoroughly, and if you can access this information electronically to your satisfaction and agree to these terms and conditions, please confirm your agreement by clicking the 'I agree' button at the bottom of this document.

Getting paper copies

At any time, you may request from us a paper copy of any record provided or made available electronically to you by us. For such copies, as long as you are an authorized user of the DocuSign system you will have the ability to download and print any documents we send to you through your DocuSign user account for a limited period of time (usually 30 days) after such documents are first sent to you. After such time, if you wish for us to send you paper copies of any such documents from our office to you, you will be charged a \$0.00 per-page fee. You may request delivery of such paper copies from us by following the procedure described below.

Withdrawing your consent

If you decide to receive notices and disclosures from us electronically, you may at any time change your mind and tell us that thereafter you want to receive required notices and disclosures only in paper format. How you must inform us of your decision to receive future notices and disclosure in paper format and withdraw your consent to receive notices and disclosures electronically is described below.

Consequences of changing your mind

If you elect to receive required notices and disclosures only in paper format, it will slow the speed at which we can complete certain steps in transactions with you and delivering services to you because we will need first to send the required notices or disclosures to you in paper format, and then wait until we receive back from you your acknowledgment of your receipt of such paper notices or disclosures. To indicate to us that you are changing your mind, you must withdraw your consent using the DocuSign 'Withdraw Consent' form on the signing page of your DocuSign account. This will indicate to us that you have withdrawn your consent to receive required notices and disclosures electronically from us and you will no longer be able to use your DocuSign Express user account to receive required notices and consents electronically from us or to sign electronically documents from us.

All notices and disclosures will be sent to you electronically

Unless you tell us otherwise in accordance with the procedures described herein, we will provide electronically to you through your DocuSign user account all required notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you during the course of our relationship with you. To reduce the chance of you inadvertently not receiving any notice or disclosure, we prefer to provide all of the required notices and disclosures to you by the same method and to the same address that you have given us. Thus, you can receive all the disclosures and notices electronically or in paper format through the paper mail delivery system. If you do not agree with this process, please let us know as described below. Please also see the paragraph immediately above that describes the consequences of your electing not to receive delivery of the notices and disclosures electronically from us.

Acknowledging your access and consent to receive materials electronically

To confirm to us that you can access this information electronically, which will be similar to other electronic notices and disclosures that we will provide to you, please verify that you were able to read this electronic disclosure and that you also were able to print on paper or electronically save this page for your future reference and access or that you were able to e-mail this disclosure and consent to an address where you will be able to print on paper or save it for your future reference and access. Further, if you consent to receiving notices and disclosures exclusively in electronic format on the terms and conditions described above, please let us know by clicking the 'I agree' button below.

By checking the 'I Agree' box, I confirm that:

- I can access and read this Electronic CONSENT TO ELECTRONIC RECEIPT OF ELECTRONIC RECORD AND SIGNATURE DISCLOSURES document; and
- I can print on paper the disclosure or save or send the disclosure to a place where I can print it, for future reference and access; and
- Until or unless I notify Safe Home Security, Inc as described above, I consent to receive from exclusively through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to me by Safe Home Security, Inc during the course of my relationship with you.

Original Copy Sent

NOTICE OF CANCELLATION
10/29/2018 (Date of Transaction)

YOU MAY CANCEL THIS TRANSACTION, WITHOUT PENALTY OR OBLIGATION, WITHIN THREE BUSINESS DAYS FROM THE ABOVE DATE.

IF YOU CANCEL, ANY PROPERTY TRADED IN, ANY PAYMENTS MADE BY YOU UNDER THE CONTRACT OR SALE, AND ANY NEGOTIABLE INSTRUMENT EXECUTED BY YOU WILL BE RETURNED WITHIN TEN BUSINESS DAYS FOLLOWING RECEIPT BY THE SELLER OF YOUR CANCELLATION NOTICE, AND ANY SECURITY INTEREST ARISING OUT OF THE TRANSACTION WILL BE CANCELLED.

IF YOU CANCEL, YOU MUST MAKE AVAILABLE TO THE SELLER AT YOUR RESIDENCE, IN SUBSTANTIALLY AS GOOD CONDITION AS WHEN RECEIVED, ANY GOODS DELIVERED TO YOU UNDER THIS CONTRACT OR SALE; OR YOU MAY, IF YOU WISH, COMPLY WITH THE INSTRUCTIONS OF THE SELLER REGARDING THE RETURN SHIPMENT OF THE GOODS AT THE SELLER'S EXPENSE AND RISK.

IF YOU DO MAKE THE GOODS AVAILABLE TO THE SELLER, AND THE SELLER DOES NOT PICK THEM UP WITHIN TWENTY DAYS OF THE DATE OF CANCELLATION, YOU MAY RETAIN OR DISPOSE OF THE GOODS WITHOUT ANY FURTHER OBLIGATION. IF YOU FAIL TO MAKE THE GOODS AVAILABLE TO THE SELLER, OR IF YOU AGREE TO RETURN THE GOODS TO THE SELLER AND FAIL TO DO SO THEN YOU REMAIN LIABLE FOR PERFORMANCE OF ALL OBLIGATIONS UNDER THE CONTRACT.

TO CANCEL THIS TRANSACTION MAIL OR DELIVER A SIGNED AND DATED COPY OF THIS CANCELLATION NOTICE OR ANY OTHER WRITTEN NOTICE, OR SEND A TELEGRAM TO SAFE HOME SECURITY AT 1125 Middle St, Middletown, CT 06457
Tel 1-800-833-3211

NOT LATER THAN MIDNIGHT OF 10-31-18

I HEREBY CANCEL THIS TRANSACTION

10-30-18 (Date) Julettipp (Buyer's Signature)
6 Rolling Meadow Dr (Address)
Wallingford (City) CT (State) 06492 (Zip)

NOTICE OF CANCELLATION
10/29/2018 (Date of Transaction)

YOU MAY CANCEL THIS TRANSACTION, WITHOUT PENALTY OR OBLIGATION, WITHIN THREE BUSINESS DAYS FROM THE ABOVE DATE.

IF YOU CANCEL, ANY PROPERTY TRADED IN, ANY PAYMENTS MADE BY YOU UNDER THE CONTRACT OR SALE, AND ANY NEGOTIABLE INSTRUMENT EXECUTED BY YOU WILL BE RETURNED WITHIN TEN BUSINESS DAYS FOLLOWING RECEIPT BY THE SELLER OF YOUR CANCELLATION NOTICE, AND ANY SECURITY INTEREST ARISING OUT OF THE TRANSACTION WILL BE CANCELLED.

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Tel 1-800-833-3211

NOT LATER THAN MIDNIGHT OF 10-31-18

I HEREBY CANCEL THIS TRANSACTION

10-30-18 (Date) Julettipp (Buyer's Signature)
6 Rolling Meadow Dr (Address)
Wallingford (City) CT (State) 06492 (Zip)

Send all correspondence to:

Safe Home Security, Inc.
1125 Middle Street
Middletown, CT 06457

For Billing Inquiries: (800)833-3211
For Repair Service: (800)833-3211

JULIE HIPP
6 ROLLING MEADOW DR
WALLINGFORD, CT 06492-2567

STATEMENT DATE	CUSTOMER ID
11/10/18	122552
DATE DUE	
12/01/18	

AL 1391 CT 00180152 DE 09-165 FL #EF20000405 MA #001263 MD 107-1551 MS 15013578 NY 12000243233 NJ 3BX00013300 RI 7625 TX B16661 NC 1265-CSA NCSSL,1631

Transaction Date	Transaction Number	Transaction Type	Transaction Amount	Sales Tax	Description	Transaction Total
					Previous Balance	0.00
11/10/18	18881889	Invoice	104.97	6.67	Monitoring 12/01/18 - 03/01/19	111.64
11/10/18	18881889	Invoice	3.00	0.19	Processing Fee	3.19
11/10/18	18881889	Invoice	30.00	1.91	Warranty 12/01/18 - 03/01/19	31.91

You may avoid future processing fees if you elect to pay annually or switch to automatic monthly debit. Please call us at 800-833-3211 to choose one of those options.

Ending Balance
146.74

TO INSURE PROMPT CREDIT PLEASE RETURN THIS PORTION OF BILL WITH YOUR PAYMENT

Safe Home Security, Inc.
1125 Middle Street
Middletown, CT 06457

CUSTOMER ID	DATE DUE	AMOUNT DUE	AMOUNT PAID
122552	12/01/18	146.74	

NOTE CHANGE OF ADDRESS
(Please enter changes on reverse side)

Do you want to save time and money?
Check the box and fill in the required information
on the reverse side to sign up for Pre-authorized
Payments to pay your bill automatically.

Please enter your customer ID on your check and
make payable to:

6323 6323 6323 SFE 6323
JULIE HIPP
6 ROLLING MEADOW DR
WALLINGFORD, CT 06492-2567



SAFE HOME SECURITY, INC.
8278 INNOVATION WAY
CHICAGO, IL 60682-0082

827800122552 0000014674 0000000000 6

Send all correspondence to:

Safe Home Security, Inc.
1125 Middle Street
Middletown, CT 06457

For Billing Inquiries: (800)833-3211
For Repair Service: (800)833-3211

JULIE HIPP
6 ROLLING MEADOW DR
WALLINGFORD, CT 06492-2567

STATEMENT DATE	CUSTOMER ID
01/10/19	122552
DATE DUE	
02/01/19	

AL 1391 CT 00180152 DE 09-165 FL #EF20000405 MA #001263 MD 107-1651 MS 15013578 NY 12000243233 NJ 3BX00013300 RI 7625 TX B16661 NC 1285-CSA NCSL,1631

Transaction Date	Transaction Number	Transaction Type	Transaction Amount	Sales Tax	Description	Transaction Total
01/10/19	19234955	Invoice	10.00	0.00	Previous Balance	146.74
					Late Fee	10.00
01/10/19	19234955	Invoice	2.20	0.00	Finance Charge	2.20

YOUR ACCOUNT IS PAST DUE. Pay immediately and avoid an additional \$10.00 late charge. A finance charge of 1.5% monthly (18% APR) is charged on unpaid balances.

Ending Balance
158.94

This invoice is due and payable by the due date as stated above. A late charge of \$10 will be added to the balance if this invoice is paid more than 60 days past the due date.



TO INSURE PROMPT CREDIT PLEASE RETURN THIS PORTION OF BILL WITH YOUR PAYMENT

Safe Home Security, Inc.
1125 Middle Street
Middletown, CT 06457

CUSTOMER ID	DATE DUE	AMOUNT DUE	AMOUNT PAID
122552	02/01/19	158.94	

NOTE CHANGE OF ADDRESS
(Please enter changes on reverse side)

Do you want to save time and money?
Check the box and fill in the required information
on the reverse side to sign up for Pre-authorized
Payments to pay your bill automatically.

Please enter your customer ID on your check and
make payable to:

498 498 498 SFE 498
JULIE HIPP
6 ROLLING MEADOW DR
WALLINGFORD, CT 06492-2567



SAFE HOME SECURITY, INC.
8278 INNOVATION WAY
CHICAGO, IL 60682-0082

827800122552 0000015894 0000014674 6

December 28, 2018

Ms. Amanda Velez, Authorized Agent
SafeHome Security, Inc.
1125 Middle Street
Middletown, CT 06457

RE: Cancellation of Agreement for Monitoring and Installation of Security
Systems, dated October 29, 2018

Dear Ms. Velez:

Following my cancellation of the Agreement noted above, I have received an Invoice for monitoring services from SafeHome Security, Inc. (please see attached copy). As a matter of record, and as I shared with you in a post-cancellation telephone conference, I properly executed the requirements of cancellation; pursuant to both the explicit language of the Agreement itself and Consumer Protection Laws for CT, including:

- Executing the above referenced Agreement for Monitoring of Security Services on October 29, 2018.
- Reconsideration of my benefit under the Agreement following delivery of the executed Agreement.
- Exercising the provision for cancellation within three calendar days from the date the transaction of executing the Agreement took place.
- Utilizing the "Cancellation Form" provided by you, including: my signature, the date of my cancellation, and my full address.
- Mailing the form to Safe Home Security, Inc. at the address provided on that Monday evening, October 29, 2018; fully within the prescribed three business days.
 - o Receipt confirmation to Safe Home Security, Inc. via USPS tracking and personally from you, Amanda Velez, on behalf of Safe Home Security, Inc. via telephone conference (thank you).

During our call you shared your belief that I am bound by the full term of some prior Agreement with Safe Home. As I stated then, and reiterate herein please direct your attention to Article 10 of our present Agreement: executed 10/29/18, wherein: the present Agreement is the only Agreement, representing the "Entire Agreement"; further excluding any "verbal understandings" you may have had. Any provision(s), clause(s), or rationale upon which you seek to assert that a "prior Agreement" survives, constitutes a bad faith interpretation of the Agreement; ostensibly designed to benefit SafeHome Security, Inc. at the expense of my consumer protections.

The present Agreement is the only Agreement and is terminated as a result of my proper execution of the Notice of Cancellation under the terms of the Agreement.

Please advise the administrative function within Safe Home Security, Inc. to remove me from their active accounts to assure I am not contacted or bothered by any further billing, service calls, or any other communication related to your Company.

Sincerely,

Julie Hipp

cc: Eric Sussman, esq.
Day Pitney, LLP

Office of the Attorney General
Department of Consumer Protection
450 Columbus Boulevard, Suite 901. Hartford, CT

Buck, Christine

From: Julie Hipp <jhipp@impactpartners.com>
Sent: Tuesday, February 26, 2019 3:01 PM
To: Buck, Christine
Cc: Alonzo, Mercedes
Subject: Julie Hipp Case Number PI1900968 - Complaint of Safe Home Security
Attachments: SafeHomeFeb2019.pdf

Christine Buck

Office of Attorney General

55 Elm Street

Hartford, CT 06141

RE: Complaint of Safe Home Security, Inc.

Dear Ms. Buck:

I understand my complaint to the Department of Consumer Protection regarding Safe Home Security, Inc. (SHS) has been transferred to your office and assigned a case number: PI1900968. I was told that you are handling this matter until the primary attorney, Ms. Mercedes Alonzo, returns sometime later this month.

I wanted to forward two items I have received from SHS since the time I sent my original complaint on January 31, 2019. Please find attached two invoice documents from SHS:

- The first, dated February 3, 2019, is a letter threatening me with negative credit reporting if I do not pay \$158.94; an amount from the January Invoice I included with my complaint, and
- Second, an Invoice Dated February 10, 2019, with additional and future charges, late fees, and interest, predicated on the Agreement of October 29, 2018 – which agreement is canceled and the subject of my original complaint.

Please include these documents with the material I have submitted earlier regarding this matter. I take my credit profile very seriously and am concerned that SHS will transmit improper information to credit bureaus which would not only reflect poorly on my creditworthiness but also exacerbate the time and effort required to set those credit records straight.

When you and Ms. Alonzo have had time to review my complaint, I would appreciate some communication via email or telephone so I have some idea how you will proceed. Although this is taking some time longer than I had hoped, I was happy to see the matter transferred to your department, as I recognize the circumstances represent a contract/legal matter that requires a thoughtful examination of the documentation.

I can be reached by email as addressed here, or by my cell at 203-645-8461. I would like the opportunity to review the material with you if you have any questions or need some clarifications.

Thank you for your attention to this matter,

Regards,

Julie Hipp

203-645-8461

Attachment



1125 Middle Street
Middletown, CT 06457



February 03, 2019

1523 1523 1523 R1p
Julie Hipp
6 Rolling Meadow Dr
Wallingford CT 06492



RE: Account Number 122552

Dear Julie Hipp,

Your account is past due in the amount of \$158.94. All accounts are reported to multiple credit bureaus monthly. Please remit payment immediately to avoid future delinquent reporting as well as additional late and finance charges.

For your convenience we accept check or credit card payments by phone at no additional cost. Your prompt attention to this matter is appreciated.

We may be reached toll free by calling 1-866-802-0635 extension 1600 with any questions.

Sincerely,

Collections Department
Safe Home Security Inc.



Residential & Commercial Security Systems
1125 Middle Street Middletown, CT 06457 Tel (860) 563-5686 Fax (860) 563-5998
www.SafeHomeSecurityInc.com
License Numbers: AL 1391 CT 00180152 DE 09-165 FL# EF20000405 MA# 001263
MD 107-1551 MS 15013578 NY 12000243233 RI 7625 TX B16661
NC 1265-CSA NCSLL, 1631 Midtown Pl, Suite 104, Raleigh, NC 27609 Tel 910-875-3611

Send all correspondence to:

Safe Home Security, Inc.
1125 Middle Street
Middletown, CT 06457

For Billing Inquiries: (800)833-3211
For Repair Service: (800)833-3211

JULIE HIPP
6 ROLLING MEADOW DR
WALLINGFORD, CT 06492-2567

STATEMENT DATE	CUSTOMER ID
02/10/19	122552
DATE DUE	
03/01/19	

AL 1391 CT 00180152 DE 09-165 FL #EF20000405 MA #001263 MD 107-1551 MS 15013578 NY 12000243233 NJ 3BX00013300 RI 7626 TX B16661 NC 1265-CSA NCSSL,1631

Transaction Date	Transaction Number	Transaction Type	Transaction Amount	Sales Tax	Description	Transaction Total
02/10/19	19378572	Invoice	104.97	6.67	Previous Balance	158.94
					Monitoring 03/01/19 - 06/01/19	111.64
02/10/19	19378572	Invoice	3.00	0.19	Processing Fee	3.19
02/10/19	19378572	Invoice	30.00	1.91	Warranty 03/01/19 - 06/01/19	31.91
02/10/19	19378572	Invoice	10.00	0.00	Late Fee	10.00
02/10/19	19378572	Invoice	2.38	0.00	Finance Charge	2.38

YOUR ACCOUNT IS PAST DUE. Pay immediately and avoid an additional \$10.00 late charge. A finance charge of 1.5% monthly (18% APR) is charged on unpaid balances.

Ending Balance
318.06

This invoice is due and payable by the due date as stated above. A late charge of \$10 will be added to the balance if this invoice is paid more than 60 days past the due date.

TO INSURE PROMPT CREDIT PLEASE RETURN THIS PORTION OF BILL WITH YOUR PAYMENT

Safe Home Security, Inc.
1125 Middle Street
Middletown, CT 06457

CUSTOMER ID	DATE DUE	AMOUNT DUE	AMOUNT PAID
122552	03/01/19	318.06	

NOTE CHANGE OF ADDRESS
(Please enter changes on reverse side)

Do you want to save time and money?
Check the box and fill in the required information
on the reverse side to sign up for Pre-authorized
Payments to pay your bill automatically.

Please enter your customer ID on your check and
make payable to:

1824 1824 1824 SPE 1824
JULIE HIPP
6 ROLLING MEADOW DR
WALLINGFORD, CT 06492-2567



SAFE HOME SECURITY, INC.
8278 INNOVATION WAY
CHICAGO, IL 60882-0082

827800122552 0000031806 0000015894 4

Exhibit 8



Attorney General George Jepsen

e-Complaint Form

Office of the Attorney General
55 Elm Street
Hartford, Connecticut 06141-0120

Please provide as much information as possible as this will help us serve you more effectively.

* Denotes Required Field

Your Information

Salutation:

Mr.

First Name:

Allan

Last Name:

Devine

If business related, enter your company name:

Street Address:

1168 N. Chance Way

City/Town:

Inverness

State:

Florida

Zip Code:

34453

Phone:

3524004262

Phone Extension:

(Optional)

Email Address:

acdevine@charter.net

Proper format "John_doe@gmail.com" Provide a valid email address to receive a confirmation receipt.

I am a senior citizen (over 60)

I am a veteran

Who is your complaint against?

Name Of Business Entity Or Provider Of Services:

Safe Home Security Inc

Salutation:

Other

Complainee First Name:

Safe Home Security

Complainee Last Name:

Safe Home Security Inc

Street Address:

1125 Middle Street

City/Town:

Middletown

State:

Connecticut

Zip Code:

06457

Phone Number:

8605635686

Extension:

(Optional)

Email Address:

john_doe@example.com

Proper format "John_doe@example.com"

Business Website:

www.SafeHomesSecurityInc.com

Complaint Subject:

Home Solicitation Sales

Describe Your Complaint

Date of transaction or incident:

12/03/2018

(Example: 01/01/1999)

Briefly Describe your complaint: (Note: 1000 characters maximum)

Number of characters remaining: -47

I, initially had a security service (ADT) which was purchased by SHS. Since I my service was continued I allowed them to continue to withdraw a monthly servicing fee. When my agreement was completed they attempted to have me sign a five year contract. I told them I would never commit to any agreement for that period of time, but I would continue on by the month. I felt obliged for a year so they continued to withdraw \$34 a month for a period of time until I determined I had met my obligation. I called their office and told them I no longer wanted their monitoring service and I'd send their equipment back. They said I needed to continue with them until 2023 because I signed a contract. I never signed anything so I asked her to send me an executed copy. I received a hard copy of contract which was electronically signed with a stamp with my name on it. I do not and never have had such a stamp. This is fraudulent activity on their part and would appreciate it if you would have them cease and desist from threats of collection.

Maximum 1000 characters allowed.

Is your complaint about goods or services?

Yes No

Goods Or Services Details

Did you make a payment? Yes No

If yes, how did you pay?:

online payment services

Cost of product or service:

170

(Do not include \$ sign.)

Did you sign a contract? Yes No

Was product or service advertised? Yes No

If yes, where was it advertised:

Home solicitation

Date advertised:

05/01/2005

(Example: 01/01/1990)

Action Taken By You:

Have you previously contacted the CT Attorney General Office or other State or Federal Agencies about this matter?

Yes No

Have you contacted a private attorney regarding this matter?

Yes No

Is court action or other legal proceeding pending?

Yes No

Do you want to upload supporting documents?

Yes No

Supporting Documents Upload ...

File upload instructions:

- Total number of files you can upload is 3
- Maximum file size limit is 2MB (2000 KB)
- Upload document files of type .docx, .doc, .txt and .pdf
- Upload image files of type .jpg, .jpeg, .tif, tiff, .png and .bmp
- To reset the attached file(s), you can always select the radio button "No" above.
- All rules above must be applied for a successful upload. If one file fails, re-select all files again.

Please **do NOT** include financial account numbers, credit or debit card numbers, your social security number, etc., or other sensitive personal identifying information. We will contact you if we need any of this information.

If we need additional documents from you, we will:

- Contact you directly
- Tell you what documents we need, and
- Arrange for you to provide it to us in a more secure manner.

Select the file(s) by clicking the button below.

No file chosen

File 1 size (MB)

No file chosen

File 2 size (MB)

No file chosen

File 3 size (MB)

If you select a wrong file type or size you can always click the button again to choose a different file that meets the upload requirements..

Declaration and Signature

In filing this complaint, I understand that the Attorney General is not my private attorney, but represents the State in enforcing laws designed to protect the public from deceptive or unfair practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney.

I also understand that information submitted to the Office of the Attorney General may be considered public information subject to disclosure under the Connecticut Freedom Of Information Act, Connecticut General Statutes Section 1-200 et. seq.

By filing this complaint form, I am authorizing the Attorney General's Office to speak about my complaint with the person or business I am complaining about. By filing this complaint, I am also authorizing the Attorney General's Office to send a copy of this completed form and any attached documents to the person or business about whom I am complaining.

Signed By:

Allan C Devine

By typing my full name above and checking this box, I certify that the above complaint is true and accurate to the best of my knowledge and that any documents attached are true and accurate copies of original, and I adopt this as my online signature.

I'm not a robot

reCAPTCHA
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Allan C Devine
1168 N. Chance Way
Inverness Fl 34453
(352) 400 4262

Dec 12, 2018

Atty General George Jepsen
55 Elm St
Hartford Ct 06141

Re: Safe Home Security

Dear Sir:

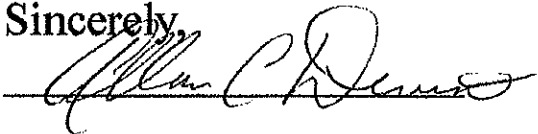
I am submitting this complaint to your office with hope you that you might look into their fraudulent business practices. I am submitting your e-Complaint form with my letter. If you go on line, you'll see there are numerous letters which reinforce my complaint.

Safe Home Security
1125 Middle St.
Middletown Ct 06457

On -line reviews reiterate the problem and many other unfair business practice.

Thank you in advance for you assistance.

Sincerely,

A handwritten signature in cursive script, appearing to read "Allan C Devine", written over a horizontal line.



1125 Middle Street
Middletown, CT 06457



December 03, 2018

1389 1389 1389 R1p
Allan Charles Devine Sr
1168 N. Chance Way
Inverness FL 34453



RE: Account Number 199785

Dear Allan Charles Devine Sr,

Your account is past due in the amount of \$170.70. All accounts are reported to multiple credit bureaus monthly. Please remit payment immediately to avoid future delinquent reporting as well as additional late and finance charges.

For your convenience we accept check or credit card payments by phone at no additional cost. Your prompt attention to this matter is appreciated.

We may be reached toll free by calling 1-866-802-0635 extension 1600 with any questions.

Sincerely,

Collections Department
Safe Home Security Inc.



Residential & Commercial Security Systems

1125 Middle Street Middletown, CT 06457 Tel (860) 563-5686 Fax (860) 563-5998

www.SafeHomeSecurityInc.com

License Numbers: AL 1391 CT 00180152 DE 09-165 FL# BF20000405 MA# 001263

MD 107-1551 MS 15013578 NY 12000243233 RI 7625 TX B16661

NC 1265-CSA NCSSL, 1631 Midtown Pl, Suite 104, Raleigh, NC 27609 Tel 919-875-3611 -006-

Blake, Jonathan

From: acdevine@charter.net
Sent: Friday, March 15, 2019 1:35 PM
To: Blake, Jonathan; 'acdevine@charter.net'
Subject: RE: Safe Home Security

Dear Mr. Blake

I appreciate the time spent in responding to my issue. The situation with Safe Home Security has not been resolved and now they have reported my delinquency to the credit institutions which has caused my rating to be reduced from a mid 800 to a 650 rating.

To reiterate my position:

A. For years I was using ADT as a security firm and then 2 or 3 years ago they sold to Safe Home Security.

B. I was contacted by their sales personnel to sign a contract with them. A Mr. Gary Belanger spoke with me regarding a service agreement. I agreed to have an Electronic Fund Transfer from a credit card on a monthly basis for their monitoring service. I told him specifically that I would not commit to a FIVE YEAR contract. He agreed to a monthly arrangement and I was satisfied.

C. In 2017, I decided that the area we were living in was safe and there was no need for this monitoring expense so I called their office and spoke with a young lady in their office regarding cancellation of my agreement and she told me I had a contract and could not cancel without payment of balance of contract. At which time I told her I did not have a contract and to stop monitoring and collect their equipment.

D. I asked her to send me a copy of an executed contract which she did. The form she sent me was a contract with a stamp of my name where a signature would have been. I never agreed to this arrangement and have letters attesting to this in my response.

Thank you for assistance in my endeavor to correct a situation that seems to be very prevalent with this firm. By reviewing the criticisms of their operation on line you can see this is a company that is one that has to be monitored for the good of society.

Yours truly,

Allan C Devine (Dated 3/15 /2019

From: "Blake, Jonathan"
To: "acdevine@charter.net"
Cc:
Sent: Friday March 15 2019 8:30:37AM
Subject: Safe Home Security

Mr. Devine – The State is considering bringing an enforcement action against Safe Home Security, and your complaint was forwarded to me for review. Has your complaint against Safe Home been resolved? Please let me know. Thanks,

Jon J. Blake

Assistant Attorney General
Special Assistant State's Attorney
Office of the Attorney General
110 Sherman Street
Hartford, CT 06105-2294

Phone: 860.808.5400

Fax: 860.808.5593

Email: jonathan.blake@ct.gov

URL: <http://ct.gov/ag/>

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Exhibit 9

From: [Aashli Patel](#)
To: [DCP.Complaints](#)
Subject: Break In at Caronnas package store in Enfield, CT
Date: Wednesday, September 05, 2018 11:08:56 AM

Dear Sir/Madam,

We had two back to back break in that happened at our liquor store located at 15 Pearl St, Enfield, CT. The first break in happened on 6/29/2018 and the second time it happened on 8/31/2018. My store was alarmed both the times and we are using **Safe home Security systems**, based out in Middletown, CT as our Burglar alarm system service provider. The alarm never tripped off and we never got any call from our security system notifying about any activity in spite of having motion sensors and locked windows and doors. The first time when the break in happened, the alarm company tech came to inspect and he mentioned that the system did not detect the motion because some of the bottles on the shelf blocked the motion sensors. So he installed a second motion sensor right across the wall from the cash register. The second time the break in happened on 8/31/18. Even though the store was armed and all the signals going to the security company was tested by the company, motion sensor didn't detect any activity during. There was a huge window broken behind the cash register which was broken with the hammer and the glass shattered and fell on the floor. The robber was in the store trying to open the locked cash register with the screwdriver, he knocked off price pole, cash register screen while trying to open, even then the motion detector didn't trip off. The security company has confirmed themselves that the system was alarmed and all the signals were working but they don't know why didn't the alarm trip off.

I have already got the claim from the insurance company for the first break in and if I submit a second claim within a month, my premium is going to shoot up.

I have reached out to alarm company and spoken to 4 different people and explained my situation to them. And requested them to pay for the damages to resolve this issue but I was either discouraged by stating I should file a claim with the insurance company or I was promised by the employee whom I spoke to be called back with a resolution. I called for the 4th time on September 5 at 9.15am and I was told that I should submit a legal complaint against the company or hire an attorney to help me with the legal process. Being a small business owner, I would not be able to afford an attorney for such a claim and as a consumer I have a right to get my money back or get paid for the damages occurring from a faulty product/service, in this case their faulty security alarm system.

Upon asking for termination of their service as I am dissatisfied and disappointed with their service, I am asked to pay for the penalty for early termination of my contract which is ridiculous. Not only the company takes no measure to help the customers, but the people working there have no clue about dealing with such issues. Some of them are rude, unprofessional and badly managed. I hope to get guidance from your end and help a small business owner get monetary compensation from Safe Home Security systems in terms of the damages caused to my business with their faulty alarm system. And I also hope they get more cautious and sensible in trying to resolve such issues that might happen with any other customers.

Thanks
Riddhi Desai