



Community  
Association  
Program

## COMMUNITY ASSOCIATION PROGRAM NEWSLETTER

WINTER 2019-2020

### ADT IDENTITY THEFT PROTECTION

**Every two seconds there's another identity theft. Threats are everywhere. There are any number of ways someone can steal your personal information, from hacking to wallet theft.** Dealing with credit fraud or identity theft can be stressful and expensive. ADT's Identity Theft Expense Reimbursement can help cover you with up to \$1 million in reimbursement for losses or expenses related to recovering from identity theft, including the time you spend working to restore your identity.



#### What is identity theft?

Identity theft is the misuse of someone's sensitive information to fraudulently open credit accounts, use existing credit and banking assets, and even seek medical treatment. Sensitive data includes personally identifiable information (PII), such as social security numbers (SSN) and financial account numbers, as well as protected health information (PHI). PII and PHI can be exposed intentionally and unintentionally, including through human error, data theft, and hacking attacks on computing devices.

#### How does fraud monitoring help protect you?

Many of life's milestones, such as buying a house, getting married, having children or retiring, create new opportunities for identity thieves. ADT's Identity Protection scours millions of identities sources and alerts you to changes to your credit, personal or financial information. With ADT's Identity Protection, you gain access to experienced fraud specialists who are standing by to help you resolve any suspicious activity.

#### Why is dark web monitoring important?

Dark web monitoring helps detect identity fraud thefts that use your personal identifiable information like SSN, date of birth, driver's license, email addresses, bank accounts, etc. Knowing about these thefts and threats will enable you to take the necessary steps immediately to protect your identity and any damages resulting from it.

#### ADT can help safeguard your Digital Identity for just \$9.99 per month (+ tax).

All you need is access to a computer and the internet. Once you purchase ADT Identity Theft Protection services, you must then activate your ADT Identity Protection account by logging into your account with your username and password to access your alerts and reports. Requires monthly subscription. Credit score tracking and non-credit monitoring requires an additional enrollment process and ADT will be unable to provide services until you are fully enrolled. Call **800.878.7806** or visit <https://www.adt.com/identity-theft-protection> for more information today!

### FLYING WITH A REAL ID

Beginning October 1, 2020, every air traveler 18 years of age and older will need a REAL ID compliant driver's license, state-issued enhanced driver's license, or another acceptable form of ID (ie: passport) to fly within the United States. REAL ID compliant card are marked with a star at the top of the card. If you're not sure, contact your state driver's license agency on how to obtain a REAL ID compliant card.

The REAL ID Act was passed by Congress in 2005 to establish minimum security standards for state-issued driver's licenses and identification cards and prohibit federal agencies from accepting these from states that do not meet the standards for official purposes, such as getting through airport security checkpoints to board a plane.

For more information, visit [tsa.gov/real-id](https://tsa.gov/real-id) or [dhs.gov/real-id](https://dhs.gov/real-id).



## HOW CAN I OBTAIN AN ALARM MONITORING CERTIFICATE?



Many insurance companies offer discounts to homeowners who have monitored security systems installed. To get your Alarm Monitoring Certificate for your insurance company, log into [MyADT.com](http://MyADT.com) and click on the Account Documents tab. Under Insurance Discount at right, select Alarm Monitoring Certificate.

## HOW CAN I UPDATE INFORMATION ON MY ACCOUNT?

There are a host of things you can update through the My Account tab once you log into your MyADT account. You can ensure your billing information is current, add or change a credit card, set up EasyPay automatic payments, order new batteries for your devices and schedule service appointments. Start by logging in at [MyADT.com](http://MyADT.com).

## HOW DO I PLACE MY SYSTEM IN TEST MODE?

To ensure your system is sending signals to ADT, we recommend testing it every 30 days. It's easy to test your system, simply log into [MyADT.com](http://MyADT.com), select the Alarm System tab, select System Test from the top, choose the duration, and then click the Start Test Mode button. You can also call the ADT Community Association Service Center at **800-878-7806** to put your system into Test Mode.

## HOW DO I ARM MY SYSTEM?

There are two ways to arm your system:

1. **AWAY** - When leaving your house, you should always arm your system for Away to activate the interior zones such as your motion detectors.
2. **STAY** - When you are at home, you should always arm your system for Stay so you can walk around your residence without the motion detector picking up your activity and causing a false alarm.



When coming home, the first thing you should do is enter your 4 digit code to Disarm the system. Then make sure to arm the system again, but this time in Stay mode. This provides an added layer of protection for you and your family while you're at home. Stay mode activates exterior doors while allowing you to move around the home freely without triggering the alarm. To avoid setting off your alarm accidentally, make sure everyone in your household knows how to use the security system.

## WHY DO I NEED A VERBAL SECURITY PASSWORD?



A verbal security password is the "word" or code that you provide to ADT over the phone in order to identify yourself. They are also known as verbal passwords or PICs. All verbal security passwords must adhere to the following guidelines: must be a maximum of 10 characters in length, no spaces, alphanumeric characters only (no special characters allowed), no words that could cause confusion during an emergency situation, such as "help" or "fire," and avoid using inappropriate or offensive words.

## DO I NEED AN ALARM PERMIT?

Many cities, Police Departments, Sheriff's Departments, and Fire Departments require alarm system users to obtain an alarm permit or register their system. Failure to do so may result in municipal fines or refusal by an emergency agency to respond to an alarm at your premises. To find out if a permit or registration is required, contact your local Police, Sheriff or Fire Department using their non-emergency telephone number, or look them up on the Internet. If a permit is required, you must provide ADT with your alarm permit/registration number. Please email this information to [ADTjurisdictions@adt.com](mailto:ADTjurisdictions@adt.com).

Your permit may have an expiration date. If your permit expires and you renew it, you will need to add the updated permit information to your ADT account by calling **800.878.7806** or emailing [ADTjurisdictions@adt.com](mailto:ADTjurisdictions@adt.com).



Protection for what you value most

### WELCOME TO THE ADT FAMILY



We are proud to welcome the exclusive communities of **Marbella Isles** of Naples, FL, **Jonathan's Landing** of Jupiter, FL, and **Hickory Point Christian Village** of Forsythe, IL to our ADT Family! We are pleased to provide you with concierge-style monitoring, customer care and service to ensure your complete satisfaction. Your valued residents will receive customized services with the latest equipment and technology to protect and enhance their lifestyle.

**On behalf of our entire ADT Community Association Team,  
thank you for choosing ADT and welcome to our family!**

### SOCIAL MEDIA SAFETY

The Internet is a great way to stay in touch with friends and family. However, predators oftentimes take advantage of this and actively stalk online meeting places such as chat rooms and social media sites to lure their victims. Keep these safety tips in mind while surfing the web and using social media:

- Never share pictures of yourself online that you wouldn't want to be seen by your family, coworkers, or a total stranger.
- Set your user profile to private so only real friends can get access. Know who you're chatting with – online acquaintances are not always friends.
- Treat people online as you would in person: be polite!
- Don't share personal information online such as your full name, workplace, school, address or phone number, or user passwords.
- Don't meet up in person with anyone you met online.
- Report suspected abuse to law enforcement.



### DID YOU KNOW?



Every year, 500,000 pets are affected by home fires with 40,000 dying because their owners did not have monitored security protection. If a fire or carbon monoxide leak happens in your home, there's no time to waste detecting it. Monitored ADT sensors can alert our monitoring centers quickly, so we can quickly get first responders to your home to help you and your family — and your pets!

### A SYSTEM TAILORED TO YOU

Every ADT security system is designed to help protect your home in a way that works best for you, your family, and your budget. Whether you want just the basics or all the bells and whistles, ADT can work with you to customize your system to help protect your home and family or enhance your system with smart home technology.

#### Home Automation

- Custom Alerts
- Z-Wave Technology
- Control from Anywhere



#### Video Monitoring

- Live Streaming
- Recorded Clips
- Indoor/Outdoor Cameras



#### Emergency Alarms

- Smoke Detectors
- Carbon Monoxide Detectors
- Flood Sensors



**Customize your system today by calling 800.878.7806**



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2801 Gateway Drive  
Pompano Beach, FL 33069  
Phone: 800-878-7806  
Fax: 954-272-7844

**WE'RE ON THE WEB!**

[www.MYADT.COM](http://www.MYADT.COM)

Visit our secure website to  
obtain operation manuals,  
view alarm activity, or update  
contact information today.

Articles in this newsletter are also  
available in electronic format for  
association newsletters, websites,  
and CCTV broadcasts.

## GATEHOUSE SAFETY

Security officers in gated communities provide security for home owners but may themselves be vulnerable. Especially those working alone. A leading risk factor for violence is the single and isolated worker. When there are neither witnesses nor immediate backup, perpetrators feel free to intimidate or behave inappropriately. Panic buttons and duress signals have been successfully used to quickly and discreetly summon support. ADT can install an alarm panel in your gatehouse with a fixed panic button (ie: placed under a desk) and wireless keyfob or pendant panic button that the officer may carry or wear. In case of emergency, the officer can press the button to alert ADT's monitoring center to dispatch police assistance. Please call **800.878.7806** for more information and preferred pricing today!



## KEEP YOUR RESIDENTS INFORMED

ADT depends on associations to inform new residents about our service as a benefit to living in your community. We are happy to help by preparing letters of introduction for your new resident packages. We can provide you with a supply of window decals, magnets, and yard signs to distribute to new residents. We can also provide you with information electronically to post on your community website and include in your newsletter.

## IMPORTANT ADT CONTACTS

### Community Association Service Center & Monitoring Center (24 Hours)

24-Hour Customer Care, Technical Support,  
Service & Sales, or to  
Cancel an Alarm (password needed)  
**800-878-7806**

#### John Butrim

Senior Director—National Accounts  
Community Association & Multifamily Programs

#### Janett McMillan

Director of Sales & Marketing

#### Bari Siegall

Community Association Program Liaison

#### Eileen Arbulu

Community Association Program Liaison

#### Martha Chavez

Community Association Program Liaison

#### Norman Greg Small

Community Association Project Manager



Customer Experience Is Our North Star