



December 15, 2020

Dear Valued Customer of Austin Security,

On behalf of our entire team, I'd like to welcome you to Doyle Security Systems! We are thrilled to have you join the Doyle Security family!

As you know, the Austin Security team is joining forces with us at Doyle as of December 1, 2020. Just like Austin Security, we are a New York based company with headquarters in Rochester. We are excited and honored to continue to provide you with the highest quality protection and the great service you are used to receiving from Austin Security.

Let's get to know each other! To start, it is worth noting that Austin Security and Doyle Security Systems have a lot in common. Both of our companies are well known in our industry for providing premiere service. Furthermore, the transition will be easy because your system has always been monitored by our subsidiary company, UNICOM Protection. This means you will be working with the same staff for monitoring that you always have. As a reminder here are some of the features and benefits that our monitoring center will provide you:

- An award winning Emergency Response Center that is both UL-Listed and Five Diamond Certified.
- An all-star staff that receives the highest level of training available for our industry.
- A monitoring center that is one of the few in the nation named the "Emergency Response Center of the Year" by The Monitoring Association.
- A team of Emergency Response Center supervisors who average more than 15 years with our company and are always ready to be at your service.
- The very latest technology and capability in residential and commercial systems, including video, access, medical alarms and home automation.
- A family-owned business that is recognized as one of 2020's "Best Companies to Work for in New York."

Doyle Security has been family owned and operated since 1919, so you can rest assured knowing that our experience in the security industry will provide you the best protection available. In addition to serving the Olean and southern tier area, we have offices in Albany, Syracuse, Rochester, Buffalo, Fishkill and Catskill, New York as well as Erie, Pennsylvania. We've worked tirelessly for more than 100 years to ensure that all of our customers receive the best possible security with the greatest reliability available in our industry!

If you have any questions, please don't hesitate to contact us at any of the support options we've included below. You can also receive periodic updates about the merger by filling out the form on our website at www.GoDoyle.com/Austin [need new link]

Again, we're thrilled to welcome you to our Doyle Security family. We look forward to providing you with all of your security needs.

Sincerely,
Doyle Security Systems, Inc.

John G. Doyle, Jr.
President

Customer Support:

Email: AustinSupport@GoDoyle.com

Web: www.GoDoyle.com/Austin

Phone: (585) 242-1555

BUFFALO – ERIE – ROCHESTER – SYRACUSE - ALBANY - FISHKILL - CATSKILL
792 Calkins Road – Rochester, NY 14623
Licensed by N.Y. State Department of State Lic. #12000084040
www.GoDoyle.com