



# Client Data Form

Site Name: \_\_\_\_\_

Site Address: \_\_\_\_\_

Accounts Email Address: \_\_\_\_\_

### Key-Holders & Passwords

All monitored clients require a key-holder list. These are the contacts the monitoring centre will call for any alarm situations that may arise. A password is a requirement with the monitoring centre. A name, number or combination will need to be quoted upon contact with the monitoring centre. Individuals can have their own, or use one password per site.

List	Full Name	Phone #1	Phone #2 (Optional)	Password (Required) <input type="checkbox"/> Tick if same code for All keyholders
1				
2				
3				
4				
5				
6				

### Alarm Action Procedures

In the event of an "Alarm Activation" to your monitored site, we would like the monitoring centre to act accordingly.

\*Please tick one box only\*

- Type 1:** Key-holders are to be contacted for all events. Patrol officer MUST be authorised by a key-holder.
- Type 2:** Key-holders are to be contacted for all events. Patrol officer authorised if NO key-holders are available or contactable.
- Type 3:** Patrol officer to be actioned for all events. NO key-holders to be contacted.

### Late to Close & Access Out of Hours Procedures (Optional for business sites)

Should you be working back or decide to enter your monitored premises outside of your monitored hours, please call the **monitoring centre on 1300 650 178**, quote your passcode and advise of your approximate working time and also the approximate time the system will be armed. Please complete this section only if you require these checks.

Standard operating times for arming and disarming are as below.

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Public Holiday
Disarming Time								
Arming Time								

### Late to Close Procedures

In the event of a "Late to Close" (alarm system has not been armed) we would like the monitoring centre to act accordingly. \*Please tick one box only\*

- Type 1:** Key-holders are to be contacted for ALL events. Patrol officer MUST be authorised by a key-holder.
- Type 2:** Key-holders are to be contacted for ALL events. Patrol officer authorised if NO key-holders are available or contactable.
- Type 3:** Patrol officer to be actioned to ALL events.



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