

August, 2022

Dear Cairn Customer,

Your security services provider, Cairn Control Systems Inc. was recently acquired by Liberty Security, and we'd like to take this opportunity to inform you about it.

Liberty Security Systems has taken over responsibility for the accounts from your present security company, Cairn Control Systems Inc. Under the terms of the agreement, Liberty becomes responsible for monitoring and servicing all of the existing customers of CAIRN.

Rob and Carol Cairns, who have owned and operated CAIRN for over forty years, will be working closely with Liberty during this transition.

### **How will this affect you?**

**Rest assured that this change will not interrupt your security services.** You will continue to receive all the services you have been receiving from CAIRN. Steven Carter, a long-time employee of Liberty, will assume the role of Branch Manager, Ontario working closely with the expert team at CAIRN to ensure all your security needs are being met.

All current employees will be staying on and continuing to care for you on a daily basis.

Liberty has a long-standing reputation for leveraging the very latest in security technology while providing top quality customer service. Check out our online customer reviews to learn more.

### **Who is Liberty Security?**

Founded in 2005, Liberty is one of Canada's fastest growing security and automation companies, saving lives and protecting property in over 30,000 locations across the country everyday. Liberty is owned by GardaWorld, one of the largest security providers worldwide.

### **Key Items to Consider**

1. For monthly billing services, all upcoming invoices will come from Liberty. If you currently are invoiced for recurring bills, contact us to switch to monthly billing and provide information for your chequing account for Electronic Funds Transfer and receive 1-month complimentary **alarm monitoring**.

2. All invoices you receive from Liberty Security should be paid to Liberty Security (not CAIRN) and mailed to our Accounting department at 5640 104 Street, Edmonton, AB T6H 2K2. Please add ar@libertysecurity.ca to your whitelist so you are sure to receive invoices.
3. If you are considering an upgrade to your security services or require service or training on your existing systems, please reach out.

**We'll be in touch!**

Liberty is in the process of communicating with all its new customers by telephone, email and mail, and is carrying out site visits and equipment inspections as necessary. We want to make sure that you understand this changeover and are pleased with your service. Also, future monthly payments will be made to Liberty Security Systems.

If you have any questions, do not hesitate to **call us at 905.820.4332 for Customer Service.**

**Sincerely,**



**Steven Carter**  
Branch Manager, Ontario  
Liberty Security  
647.255.2220



**Rob Cairns**  
Cairn Control Systems Inc.  
905.820.4332



**Carol Cairns**  
Cairn Controls Systems Inc.  
905.820.4332