

Update Details

Help us give you the best service possible by ensuring we have your current details.

Please use this form to advise us of: Your current alarm response and emergency contact details. (Complete **Section A** and sign) and/or changes to existing Supervised Monitoring (open and close) times (Complete **Section B and/or A** and sign) - only available to existing business customers who have elected and pay for this service.

Your Property / Account Details

Customer Name: _____ Company Name (if applicable): _____

Customer Number: _____ Email: _____

Property address: _____

Effective date for changes: _____ (if left blank will be effective from receipt of these signed instructions)

SECTION A: Update Emergency Contact Details

Please tell us your emergency contact information (in order of priority of contact). If insufficient room please attach a separate list, signed by authorised signatory.

Priority Order	Name	Password	Phone Number 1	Phone Number 2
1				
2				
3				
4				
5				

Comments or special instructions: _____

SECTION B: Customers with existing Supervised Monitoring only - Change open/close

For business customers who have elected and pay for supervised monitoring, please provide your new open and close times right.

Remember to consider regular after hours work schedules and cleaners. Please advise if cleaners have a separate schedule. A 30 minute buffer either side of these times is generally allowed before contacting the authorised emergency contacts.

	Open	Close
Monday	am / pm	am / pm
Tuesday	am / pm	am / pm
Wednesday	am / pm	am / pm
Thursday	am / pm	am / pm
Friday	am / pm	am / pm
Saturday	am / pm	am / pm
Sunday	am / pm	am / pm

Please sign and authorise the changes:

Authorised Signatory Name: _____

Signed: _____ Contact Number: _____ Date: _____

Please post, email or fax to your Watch24 Security Customer Care team.
 Mail to: Watch24 Head Office, PO Box 6587 Baulkham Hills NSW 2153
 Fax to: 1300 732 405 Email to: customercare@watch24.com.au