



Defend yourself against

FRAUD

A consumer alert message from ADT

ADT is a part of your neighborhood. With 170 locally staffed offices in the U.S. and Canada, we live and work in your community. Some of our competitors are not part of the community. They descend on neighborhoods during the summer selling security systems door-to-door, at times using deceptive business practices. When these scam artists see the ADT sign in your yard, they may falsely associate themselves with ADT to trick you into switching services.

After they leave, you're on your own. There may be no local office to turn to for support and service.

Knowledge is your best defense

Follow these tips to prevent sales scams before they happen:

- 1 ADT representatives will carry proper company-issued identification.
- 2 To confirm a representative is really affiliated with ADT, ask to see their official identification. If they don't show it, don't believe them.
- 3 When in doubt, **ask for their ID and go to [adt.com/verify](https://www.adt.com/verify)**, or call 800.ADT.ASAP before you let them in your home.

DO NOT SIGN ANY DOCUMENTS WITHOUT A THOROUGH REVIEW



These phrases should set off alarm bells!

Here are some common phrases that unscrupulous sales representatives from other companies use to gain entry into the homes of ADT customers:

"We are here to upgrade your ADT system."

"ADT is no longer covering your area."

"I'm with the company that manufactured your alarm system."

"Our company just bought ADT."

"ADT just monitors your home; they do not service the equipment."

"ADT is going out of business."

"ADT systems are more vulnerable to burglaries."



Whatever they try to sell you, check with us first!

If your system is due for an upgrade, we can set you up with the latest technology.

You have three business days to change your mind!

If you are a victim of fraud, it's important to understand that you can cancel the contract. The Federal Trade Commission's Cooling-Off Rule* gives you three business days to cancel the deal if you sign the contract in your home or at a location that is not the seller's permanent place of business. You do not have to give a reason for canceling your purchase. You have a right to change your mind, even if the equipment has already been installed.

*Source: www.consumer.ftc.gov/articles/0176-buyers-remorse-when-ftcs-cooling-rule-may-help

If it doesn't feel legitimate—report it

Post a "No Soliciting" sticker on your door. Deny door-to-door sales people access to your home—do NOT allow them to gain entry.

If you sense that someone is trying to trick you into changing your security provider, immediately report the incident to:

- ADT by calling 800.ADT.ASAP
- The Better Business Bureau
- Your local law enforcement
- Alert your neighbors, friends and family

For more information, you can visit our Fraud Prevention Center at adt.com/fraud or call ADT at 800.ADT.ASAP to report any deceptive sales activity.



140+ Years in the business

A+ BBB rating

9 Monitoring centers

7+ Million customers

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