

HAWK SECURITY SERVICES NAME CHANGE FREQUENTLY ASKED QUESTIONS / 2022



WE ARE EXCITED TO ANNOUNCE HAWK SECURITY SERVICES HAS JOINED FORCES WITH ALERT 360!

For decades, Alert 360 and Hawk Security Services have provided protection, peace of mind and an enhanced quality of life for our customers across Texas. We've also introduced new smart home and business technologies to meet the demands of home and business owners like you.

SAME TEAM, SAME COMPANY, SAME SERVICE. NOW WITH A NEW NAME.

HAWK SECURITY SERVICES IS EVOLVING AND GROWING WITH TEXAS!



SAME LOCAL CARE SAME PEACE OF MIND

We continue to offer the same peace of mind you've come to depend on for years. As we grow, we are even better equipped to protect and serve you, and provide the same local care and convenience you've come to expect.



ALERT 360 TEXAS

We've proudly served our Texas customers for 50 years. We have multiple local offices throughout Texas including Dallas, Fort Worth, Houston, San Antonio, Austin and Tyler.



AWARD-WINNING SERVICE & 24/7 PROTECTION

Nothing else has changed – we're the same team, providing award-winning protection and service for your home or business. We are thankful you've trusted us for 50 years to protect what matters most to you.



THERE ARE NO OTHER CHANGES TO OUR COMPANY OR THE SERVICE YOU ENJOY.

We're the same great company here to protect your family, home and business. We appreciate having you as a customer and want you to know we are always available to help.

KEY QUESTIONS

Why have you changed your name?

By joining forces, Alert 360 and Hawk Security will bring two of America's leading security companies together, offering customers even better customer service and state-of-the-art products. Alert 360 reflects more than just security, but a complete, next-generation smart home security solution that provides protection and control of your home or business at your fingertips.

What else is changing? Do I need to do anything to update my account?

No, you will remain in our system with the same login credentials you currently use to view your account, make bill payments and upgrade your service. Even the phone number and customer portal experience will remain the same – just with a new and refreshed look!

Someone came to my door (or called me) and said they bought your company and need me to sign a new contract – or change my equipment.

No one should come to your door with a new contract, putting pressure on you to sign it, unless you requested the appointment.

He or she most likely was trying to trick you into signing a contract with his or her company, or attempting to gain access to your financial information or alarm system. We have shared information about these deceptive practices in the past, and you can read more about it on our website under our "Scam Alert" section. We would like to ensure you we will never knock on your door to replace equipment without an appointment.

WHY ALERT 360?

Who is Alert 360?

Alert 360 started as a small security company in Tulsa, Oklahoma in 1973. For 50 years, we have grown to be the 5th largest residential security provider in the country, serving more than a quarter million customers in 26 states!

How big is your presence in Texas?

As you know, we do things bigger in Texas. Alert 360 and Hawk together provide services to more than 100,000 Texans from our local offices in Dallas/Fort Worth, Houston, San Antonio, Austin and Tyler.

Has my account been sold?

No, our companies are merging together and uniting under the Alert 360 name. Nothing else has changed – you're still receiving the same great local security service you've come to trust with even more to look forward to!

BILLING, TECHNICAL AND CUSTOMER SERVICE

Will I receive a new yard sign?

You will receive a new yard sign and window decals the next time an installer or technician visits your home. If you'd like a sign refresh sooner, we can send them immediately, or you can visit alert360.com, login to My Account, and request a yard sign through the customer portal.

Will my access code or other functions of my current security system change?

No. There are no changes to your codes or system. Everything remains the same. Only our name has changed.

Do you have the same contact information for help and service?

All our phone numbers remain the same.
Call us anytime at **866-484-4800**.

