



HOLLYWOOD MARKET
1319 North 8th Street
Boise, ID 83702

Sonitrol Pacific,

I wanted to write a letter expressing my feelings about my business, and the security that I have at Hollywood Market. Several years ago I had a typical security system in my business. During that time I have experienced several break-ins. I remember one time when some guys broke in and the police were not fast enough to catch them. Another time the alarm company never ever called the police when someone broke into the business through the attic vent and dropped into the store through the attic access.

Then, along came Sonitrol Pacific who showed me a system that actually catches criminals. In 2004, I had Sonitrol Pacific install Security in Hollywood Market. Within the first year, they assisted the Boise Police in catching three criminals in a smash and grab break-in. The officers reported that it was Sonitrol's verified information. Sonitrol Pacific heard smashing glass, a female saying she cut her hand on the glass, a male saying he had the beer, and a female voice saying she had the cash so "let's get out of here" which made Hollywood Market a priority call. The officers arrived in 3 minutes to make the arrests.

Last October Sonitrol Pacific assisted in arresting 2 more criminals before they ever got inside my back door. These 2 rookies were attempting to burn their way through my wooden back door with a blow torch. No other security would have recognized their attempted entry before they got inside my business. I was able to open for business the next morning without a disruption. Great Job Sonitrol!!!

Besides catching the criminals, I really appreciate your efforts to meet my needs. Since 2004, my needs have changed and you have provided me improved solutions that make it easier for me to use the security system and to give me more options at no cost to me. I also appreciate your technicians checking out the system during annual visits.

I believe feeling Safe and Secure is the Greatest Gift Sonitrol Pacific provides me. Share this letter with others, so that they can learn how to experience the same Peace of Mind that I have.

Sincerely,

Margaret Lawrence