

FOR IMMEDIATE RELEASE

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State Fire Marshal to investigate alarm sales violations by out-of-state companies

JACKSON, Miss. – The Mississippi State Fire Marshal Office (SFMO) has received reports of dishonest security alarm sales. Complaints indicate that some of these door-to-door solicitors have lied about what company they work for in order to gain access to homes. Once inside, they may have taken advantage of customers by removing existing security systems, installing new ones, and locking customers into a new contract with a new company.

If you believe you've been taken advantage of or had your security system replaced by a fraudulent company, **please contact the State Fire Marshal Office by calling 601-359-1061.**

"If someone comes to your door trying to sell an alarm system, they must have a license and signed photo ID issued by the State Fire Marshal's Office. Ask them to show you those credentials," said Commissioner of Insurance and State Fire Marshal Mike Chaney.

Companies dealing with the sale, installation, and service of residential alarm systems in Mississippi are regulated by the Mississippi State Fire Marshal's Office, per the Mississippi Electronic Protection Licensing Act passed by the state legislature in 2006.

An important part of the licensing process includes criminal background checks on those who sell and install these systems, as well as requiring these individuals to have the proper training to ensure competency.

If a salesperson comes to your door, be cautious of the following:

- Offers that promise a "free" system or claims that your current system is old, out of date or in need of an upgrade or replacement.
- Claims that your home has been chosen as a "model" home and is eligible for a free system and/or reduced monitoring fee.
- Guarantees that you will receive a reduction in your homeowner's insurance when a system is purchased.
- Salespersons that come to your home claiming to be with your current company. Call your company and verify.
- Claims that your company has gone out of business or that your account has been purchased from your company. Call your company and verify.

- Claims of increased crime in your neighborhood. Call your local police and verify.

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