

p o i n t



w e s t

credit union

Sonitrol Pacific
Leslie Malik
8220 NE Interstate Avenue
Portland, OR 97220

Dear Leslie,

We at Point West Credit Union wish to thank Sonitrol for a job well done early Sunday, November 9, 2008, where police apprehended a person who had (unsuccessfully) attempted to break in to our facility. Kris, the Sonitrol Operator handled the situation quickly and professionally; she expertly detected the sounds of someone outside the building trying to get inside and promptly dispatched police. When I arrived, the officers had the suspect in custody and they commented they were on site questioning the individual within *two minutes* of the call. Their attitude was very complimentary towards Sonitrol and your operators; it is evident to me that your verification of a real alarm and that your reputation stands out among our law enforcement!

Since we became a Sonitrol client two years ago, this is our first attempted break-in and thanks to Sonitrol, it was an unsuccessful one. We have been pleased with the sound technology that Sonitrol provides and we have peace of mind knowing our facility is protected by the best system available.

We would suggest Sonitrol to other businesses who consider an effective, false alarm-free system backed with excellent customer service important to them.

Sincerely,

Teri Robinson
VP of Operations
Point West Credit Union
trobinson@pointwestcu.com