

Monday 1st November 2021

### RE: CONFIRMATION OF NOVATION OF CONTRACT

Dear Customer

Following the communication from our colleagues at FSE Fire & Security, we would like to take this opportunity to welcome you as a customer of Marlowe Fire & Security and to highlight the importance we place on helping our customers get the most out of our service.

At Marlowe Fire & Security we take pride in the service we provide and hope to develop a value adding, long-term partnership with you. We want you to experience exceptional levels of service, support and communication and we have included some useful information below to help you navigate through the transition from FSE Fire & Security.

**As previously stated, Marlowe Fire & Security's adherence to the contractual obligations agreed between you and FSE Fire & Security will remain unaffected by this contract novation.**

#### What Are the Benefits to You?

During our many years of serving both commercial and domestic customers across the UK, both FSE Fire & Security and Marlowe Fire & Security have independently established themselves as fire life safety and security service providers of choice.

By uniting the capabilities and resources of FSE Fire & Security and Marlowe Fire & Security as a consolidated entity, we can now offer a more extensive range of capabilities and services across the range of sectors in which we operate.

Combining our business development and engineering teams and uniting them behind a single brand allows us to sharpen our focus and provide a truly superior customer experience. By driving closer working relationships with a much larger electrical and mechanical, fire life safety and security engineering team we will be able to provide an enhanced service, resulting in improved customer care.

#### Contacting Our Team

Please feel free to contact us at any time on 0333 010 2000 or email the relevant department at the following addresses:

|                                     |  |
|-------------------------------------|--|
| <b>Monitoring enquiries:</b>        | <a href="mailto:alarm.monitoring@marlowefireandsecurity.com">alarm.monitoring@marlowefireandsecurity.com</a> |
| <b>To book a repair:</b>            | <a href="mailto:call.receipt@marlowefireandsecurity.com">call.receipt@marlowefireandsecurity.com</a>         |
| <b>To book a maintenance visit:</b> | <a href="mailto:ppm.bookings@marlowefireandsecurity.com">ppm.bookings@marlowefireandsecurity.com</a>         |
| <b>Customer Service enquiries:</b>  | <a href="mailto:customer.care@marlowefireandsecurity.com">customer.care@marlowefireandsecurity.com</a>       |
| <b>Upgrade enquiries:</b>           | <a href="mailto:connect@marlowefireandsecurity.com">connect@marlowefireandsecurity.com</a>                   |
| <b>Accounts department:</b>         | <a href="mailto:accounts@marlowefireandsecurity.com">accounts@marlowefireandsecurity.com</a>                 |

#### Updating Your Records

In order to support you during this process we would like to confirm to you Marlowe Fire & Security's company details and contact information.

#### Marlowe Fire & Security

Registered Name: Marlowe Fire & Security Limited  
Registered Office: 20 Grosvenor Place, London, SW1X 7HN  
Registered in England & Wales  
Company Registration No. 05239777  
Vat No. 861 3820 29



If you haven't already updated your records, please do so as soon as possible to avoid delays. These details are effective from November 1st 2021.

Payee / Company Name: Marlowe Fire & Security Limited  
Company Registration No: 05239777  
VAT Registration No: GB861382029  
Registered Office Address: 20 Grosvenor Place, London, SW1X 7HN  
Primary Trading Address: Unit 8a, Wilford Industrial Estate, Ruddington Lane, Nottingham, NG11 7EP  
Head Office Address: Lowry House, 5 Ohio Avenue, Salford Quays, Greater Manchester, M50 2GT  
Telephone: 0333 010 2000  
Email: hello@marlowefireandsecurity.com  
Website: www.marlowefireandsecurity.com

### Resources and Useful Information

To help you familiarise yourself with our range of company policies, Terms & Conditions, and insurance cover, please visit the Downloads Page on our website at [www.marlowefireandsecurity.com](http://www.marlowefireandsecurity.com) for more information.

### What Happens Next

You will soon see that Service Engineers arriving at your site to carry out work will be in Marlowe Fire & Security branded uniforms and vehicles and documentation received will also be branded Marlowe, including:

- Quotations
- Engineering Dockets
- Invoices
- ID Cards, Uniform and Livery
- Health and Safety Documentation

Effective from November 1<sup>st</sup> 2021, FSE email addresses have migrated to @marlowefireandsecurity.com and our new advertised telephone number is 0333 010 2000. All FSE websites have migrated to [www.marlowefireandsecurity.com](http://www.marlowefireandsecurity.com) in addition to social media accounts and online directories.

Please be aware that all previous email addresses are automatically redirected to ensure no communication is lost and the old telephone number is diverted.

This new chapter is an exciting step for our business and customers and we wish to take this opportunity to give you our assurance that the service we provide you will always be of the highest standard. We look forward to commencing our relationship and exploring the new opportunities available to us all.

If you have any questions, or require any further information, please email [fseintegration@marlowefireandsecurity.com](mailto:fseintegration@marlowefireandsecurity.com)

Yours faithfully,



Paul Mather  
**Marlowe Fire & Security Managing Director**



Rob Flinn  
**Chief Executive**