

Lowry House
5 Ohio Avenue, Salford
Greater Manchester
M50 2GT

t. 0333 010 2000
w. marlowefireandsecurity.com
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30 May 2022

RE: CONFIRMATION OF NOVATION OF CONTRACT

Dear Customer

Following the communication from our colleagues at Ruthven Alarms Limited, 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 Ruthven Alarms Limited.

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

Why Marlowe Fire & Security?

Marlowe Fire & Security has over 40 years' experience providing market-leading fire and security protection services and was selected by Ruthven Alarms for our excellent customer service levels.

The range of solutions Ruthven Alarms provides is complementary to our service offering. Marlowe Fire & Security provide national coverage through our UK wide delivery model, and our customers will benefit from access to additional trained and qualified engineering resource based directly in Scotland and the surrounding areas.

Contacting Our Team

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

To book a repair: call_receipt@marlowefireandsecurity.com
To book a maintenance visit: ppm_bookings@marlowefireandsecurity.com
Customer Service enquiries: customer_care@marlowefireandsecurity.com
Monitoring enquiries: alarm_monitoring@marlowefireandsecurity.com
Upgrade enquiries: connect@marlowefireandsecurity.com
Accounts department: accounts@marlowefireandsecurity.com

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.

If you haven't already updated your records, please do so as soon as possible to avoid delays. These details are effective from 1st June 2022.

Payee / Company Name: Marlowe Fire & Security Limited
Company Registration No: 05239777

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



VAT Registration No: GB861382029
Registered Office Address: 20 Grosvenor Place, London, SW1X 7HN
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

Updating Our Records

In order for us to communicate with our customers effectively, and to reduce paper consumption, we kindly request that you go to our website and complete the online form with your most up to date contact information so we can send correspondence, invoices and electronic service dockets and certificates by email wherever possible. The form can be accessed via www.marlowefireandsecurity.com/update-my-details/

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/downloads/ 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 1st June 2022, Ruthven email addresses will migrate to @marlowefireandsecurity.com and our new advertised telephone number is 0333 010 2000. The Ruthven website will redirect to 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 to our centralised 24/7 Customer Service Desk.

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 ruthven@marlowefireandsecurity.com

Yours faithfully,



Paul Mather
Managing Director



Rob Flinn
Chief Executive