



Dear Villages at Anthem Homeowners:

My name is Tom Vigilante and I am the Owner and President of Centralized Vision. Launched in 2007, Centralized Vision provides pro-active protection of property and assets from our 24x7, 365 central monitoring station.

We are a full service leader and offer Virtual Monitoring services to include but not limited to, security cameras, emergency panic call stations, access controls for both doors and gates, energy management, flood detection sensors and audio voice down speaking for businesses and families throughout the country.

I am thrilled to announce that we have been selected to provide our Virtual Guard and Virtual Greeting/Concierge services to the homeowners in a major initiative to have greater security and monitoring over the association. Our greeting, concierge and guard service is currently being utilized at communities across the US and has proven to be a valuable asset for each. We are confident Villages at Anthem will appreciate the many benefits these services have to offer. As discussed with Dwight Reid, your community manager, security has been a topic of concern for the community as a whole. As of the first of June, this will alleviate those concerns and increase the overall security of the association.

Attached to this email is an overview of the services we will be offering which outlines all of the features that homeowners will gain as a result.

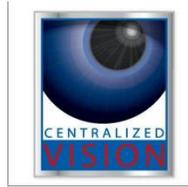
Whether its providing real-time monitoring of auto dealerships, housing communities, construction sites, retail centers, schools, entertainment facilities, sporting venues, recycling facilities, office buildings, medical buildings and or warehouse distribution centers our Safety Certified Surveillance Specialists are dedicated to ensuring people and environments are safe and secure.

In closing, I want to express how deeply excited we are to be a part of your community. We are committed to providing you with sustainable results that will be enjoyed for many years to come.

Sincerely,

Tom Vigilante  
President  
Centralized Vision





Centralized Vision is making final preparations to provide your community with a very unique and powerful service

Our services will be provided through the utilization of the security cameras, access controls and the call box that is currently installed at your community.

## Virtual Guard

Visual Inspections over the grounds of your property:

- 📹 **Live Video Camera Monitoring-** through your camera system to ensure all persons seen are abiding by community rules in and around your pool area.
- 📹 CV specialists will ensure suspicious persons seen are addressed by local PD and Security.

## Virtual Main Gate Greeter/Concierge

Our Specialists are on call 24x7 and are happy to hear from you

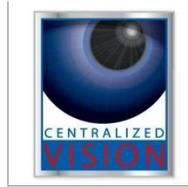
- 📞 All 4 digit gate access codes will be eliminated and no longer valid from the call box
- 📞 Your 3 digit call codes will remain active from the call box

*In the event a resident is not reached by a Visitor or Vendor from the call box, they will have the ability to call CV and ask for assistance with entering the community.*

- CV is called when a resident is not available, as a result of them on another call, walking their dog, in the shower, asleep, at the gym, etc.
- All callers will be verified through your residential profile data base.
- Callers will be granted or denied access

### Concierge/Greeting Service:

**Visitors/Vendors:** Must provide CV with the name of the residence they are visiting and the purpose of their visit. The residence's **personal profile** will be accessed and the caller's name will be verified. If they are not noted on the homeowner's **profile**, the resident will be called for approval. We will attempt the resident by calling the many numbers noted on their profile.



- ☛ CV will greet the caller by welcoming them to the community (“welcome to Villages at Anthem how may I assist you?”) their name is noted in our log and we will proceed to assist them.
- ☛ CV checks the name of the caller against the community Residential Profile data base under the appropriate resident.
- ☛ If they’re noted **on** the residents V.I.P. list they are granted access without further question.
- ☛ If they’re **not** noted on the residents profile as a V.I.P. our specialist conducts the following:
  - Place the caller on hold and call the resident and or site contact they are wishing to visit to confirm that access should be granted. If no answer, our specialist will call the residents cell phone as well as any other numbers listed in an attempt to reach them.
  - If reached, CV will let the resident know why we’re calling and represent the guest. If authorized the visitor is granted access
  - If we don’t reach the resident, access will be denied until the guest can have the resident call CV to grant them access.
- ☛ CV will open the gate by pressing **9** on our phone and the gate will open.



## Residential Profile

Centralized Vision has partnered with QuickPass in an effort to provide you with an easy, convenient way to update your visitor and resident information. All residents are being asked for your cooperation with the creation of your own personal profile in QuickPass, which will be utilized by Centralized Vision Specialists, when called upon to assist visitors and vendors attempting to enter the community to visit you.

You will receive an email from [Support@QuickPass.us](mailto:Support@QuickPass.us) inviting you to login from your computer or smartphone. Your login will be your email address; you will be prompted to then enter a password of your choosing, which will be unique to you. When using a smartphone, the QuickPass 2.0 app can be downloaded from the Google Play Store or the App Store. From a computer, simply visit <https://www.quickpass.us> and login at the top right corner.

Once you've established access to your QuickPass template you will have the ability to customize your information and add and remove your visitor/vendor information, as often as needed.

In the event you do not receive an e-mail from QuickPass or if you need assistance with creating your profile, simply e-mail Centralized Vision at [info@centralizedvision.com](mailto:info@centralizedvision.com). You may also call CV to speak with a representative by dialing 602-889-8094.

### **Please be prepared to offer the following information:**

1. Your full name and name of your spouse/significant other, children and address.
2. An active e-mail address to be used to send you information
3. Your home phone number, your cell phone number and the cell phone numbers for other persons living at the residence.
4. A verbal password that you may be asked to provide one of our specialists in the event you are contacting CV from the call box. This is implemented to prevent persons from impersonating you in an attempt to gain access into the community without following visitor and vendor protocol.
5. The name(s) of your V.I.P(s)/Permanent Visitors and or Temporary Visitors. V.I.P's/ Permanent and Temporary Visitors are visitors and vendors that you

trust and are placing on your profile allowing them access into the community without CV having to call you, the resident, to announce them. (Include delivery companies, visitors and vendors). **Temporary Visitors** are visitors that are staying within the community for 1, 2 or for even several days. At the end of their stay, their information will automatically drop off of your profile.

6. Vehicle information, include make model and license plate number and primary driver name. In the event you have a device/clicker assigned to your vehicle, include the device number

7. You may contact CV at any time to make changes to your profile and list of V.I.P's

#### **Visitor and Vendor community access**

All Visitors and or Vendors will first attempt to reach and speak to you (resident) through the call box located outside the gate of the community. Once called, you have the option to let them in. If the visitor or vendor can't reach you, CV Specialists will be called to provide assistance with giving them access into the community.

- CV will follow the steps as outlined on our service overview document.
- CV will make every effort to accommodate the visitor/vendor