

June 18, 2013

Please do not enter into contract with Safe Home Security. Their service is lousy, their equipment is cheap, they don't care about customer satisfaction, and they are dishonest.

I am another customer of Safe Home Security who has been duped. This is a real shame; this company should be investigated and shut down. They don't care about their reputation, nor do they care about customer satisfaction. They fraudulently sign up customers into 5-year contract without fully disclosing that information to the consumer. They are very arrogant and rude to the customer over the phone especially when you decide you want to cancel the service. They do not explain the contract to the customer in an honest and clear manner. I have been trying to cancel the service for about two years now, each time I contact the company to request that the account be closed I am told literally I cannot do that. But I have never been told the true reason why the account cannot be closed. I found out today after having a heated conversation with an account manager that the 60 day notice that is required to close the account needs to be received 60 days prior to the exact day that you originally signed the contract for the service.

I signed up for the service on June 2nd 2007. I was put in a 60-month contract without being fully aware that I signed up for a 5-year contract. Realizing that it was basically my fault for not reading the fine prints before signing on the dotted line I resigned myself with the five-year even though the service was non-existent. My alarm went off many times, never once I was called by the monitoring department, nor did they call the police. The battery in the equipment expired I had to spend about \$80.00 to purchase a new one from them. The alarm would beep at odd hours at night freighting me, making me think that some intruder was in my house. I endured a host of issues throughout the five-year bondage with this company. I figured once the 5-years are over I would cancel. I contacted the company by phone in August of 2012 and informed them that I no longer needed the service and I wanted it cancelled, I was told that I needed to contact them 60 days prior to the anniversary month of my contract in writing to request cancellation of the service. So I couldn't cancel in 2012 even though my contract was legally over. So April 23rd, 2013 I notified them in writing that I wanted them to cancel the monitoring service as of June 2013. I received a letter telling me that they received my notice to cancel, which is fine, but they need me to call them first before they'll be able to cancel the service. I found that odd, but I called them anyway. Well, it turned out that I had a long and heated argument with this individual who claims to be a senior account representative, and claims to have the authority to decide who can and cannot cancel their account, and his decision was that he is not going to cancel the account. Needless to say I was furious at his arrogance. It wasn't until today that I found out that to be effective, they should have received the letter on the 2nd of April 2013, not on the 23rd of April. The same way I was not aware that I was in a 5-year contract, I was not aware of the fact that it was so technical. Instead of clearly explaining that to me when he received my letter, the senior account manager, chose to go into a long drawn out conversation, interrogating me (Law & Order) style in trying to figure out how he could scare me into renewing the service for another 5-year term. That is this company's modus operandi; keep the customer in the dark as much as possible while they hide behind the technicality of the verbiage of their confusing contract document.

The only way one can win is to stay away from this company. Do not allow those folks to enter your house, do not sign any document. They call you trying to get your business, hang up the phone and stay away from anybody who says they are from Safe Home Security. These folks are vicious; they'll take advantage of you in a heartbeat!

In addition to adding my complaint to this website for everyone who is searching for reference on this company, I am going to file complaints with the Attorney General in Connecticut where they are located, and in my state, Massachusetts. I will also file a complaint against them with the Better Business Bureau. I will do as much as I can so that everyone may be aware of what this company is all about before they get trapped like I am.

Thank you for reading my complaint, please do not enter into contract with Safe Home Security. Their service is lousy, their equipment is cheap, they don't care about customer satisfaction, and they are dishonest.