

Brinks Home Security  
Consumer Complaint Division  
1990 Wittington Place  
Farmers Branch, TX 75234

Skyline Security  
10642 Downey Ave. Ste 205  
Downey, CA 90241

To whom it may concern:

On 5/8/20 a Skyline representative came to my home asking me to sign up for services for Skyline/Brinks, I was verbally given an agreement that stated if I moved the contract could be cancel and then I signed an agreement with Brinks Home Security/Skyline Security to install and update equipment from previous security company ADT.

On 3/5/2021, the house I was living in was sold to Open Door, prior to move out date I reached out to Brinks to cancel home security at this location. All calls are recorded. I asked them to come pick up the equipment and was told they could not come to the home prior to the closing date. Attached is a copy of the number of times I contacted Skyline/Brinks to resolve the disconnection of services. Attached are emails with representatives from both companies trying to make deals to continue services. At one point a Skyline representative asked me to wait until May when their one year contract was up and it would be cheaper for me to end the contract. They proceed to send me a check for \$111.00(see attached) to buy out the contract. Is this standard business practice?

The current home I am living in has a security service and asked to put service on hold. Brinks Home Security/Skyline Security declined putting service on hold.

After further conversation I was told I could ask the new owner to assume the contract. Open Door buys homes and then resells homes. I provided the information via email to Skyline when I was told they could retrieve the equipment. Later after Open Door sold the house to a homeowner I was in contact with the new home owner and was told via text that the new owner assumed the contract.

On 8/13/21 Skyline sent a letter to previous address and then forwarded to me RE: termination of services stating I owe \$5826.83 and was sent to Hillcrest Collection Agency. I spoke to Joel at this agency on 8/25/21 who wanted me to agree to pay this amount and then proceeded to negotiate to half the amount if I paid during the phone call. I asked the representative if I could take a week to gather my information to refute the claim and was told I either pay or it goes on my credit report. At this point I declined to pay and disconnected the call.

To resolve the problem, I would appreciate your companies cease the collection agency as the equipment has stayed with the house and the new owner has assumed the contract. A copy of this letter is being sent to both companies in hopes this will be resolved.