



# BEHIND *the* SHIELD

A Shield Security, Inc. Newsletter

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**Shield Security Officers  
join with our support  
and management staff to  
wish you a very merry  
Holiday Season, and a  
prosperous New Year.**

## 'Tis the Season for Safety

### Be Aware, Be Alert, Be Happy!

During the holiday season, it's natural to focus our attention on loved ones, friends, neighbors, employees, tenants and customers. Unfortunately, the holidays are also a time when crime is on the rise. The only way to protect ourselves and those around us is to stay alert, aware and educated.

Remaining aware of your surroundings and using common sense are tips that can help enhance safety during the holiday season. Below you'll find a few more suggestions from the security experts at Shield Security to help keep your holidays merry.

#### **While you are out...**

Always be aware of your surroundings, especially if you happen to find yourself in poorly lit or unlit areas, or areas that are obscured by high hedges or bushes. After hours, remember the 'buddy system' is always the best. Don't visit ATMs alone or late at night and always look around carefully before withdrawing cash.

Dress comfortably and wear minimal jewelry when shopping, and don't carry large amounts of cash in your wallet or purse, which can make you an obvious



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President and Owner

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Corporate Vice President

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Offices Located In:

- Burbank**      **San Diego**
- Escondido**   **Upland**
- Long Beach**   **Van Nuys**
- Orange**        **Victorville**

*When you leave your vehicle, don't keep valuables or packages where they are visible to prying eyes. It's best to lock them in your trunk before you reach your destination.*

target. When walking, do not allow purses and packages to swing freely, inviting the possibility of a snatch and grab. If at any time you feel that you're being followed, change direction, vary your pace, or return to the shopping area and ask for an escort.

#### **In your car...**

Once you finally find a parking space, make sure to keep your valuables or packages out of plain sight. It's best to lock them in your trunk before you reach your destination. It's always a good idea to limit gasoline purchases to daylight hours, which can help prevent car jacking.

On the road, watch out for aggressive drivers at this time of year. Remain extra alert in order to prevent situations where you could be the victim of "swoop and squat." In these contrived collisions, a vehicle pulls into another's path and slams

**Continued on page 2**





## 'Tis the Season for Safety

Continued from page 1

on its brakes, causing the other vehicle to rear-end it.

### At the Office...

Even amongst co-workers, it's always a good idea to lock purses and wallets in desk drawers to prevent opportunity thefts. Keep a list of your credit card accounts and emergency telephone numbers on hand, and somewhere other than in your wallet. This makes it easier to replace the cards in the event they are stolen. If you receive an unsolicited call asking for personal or business information (including credit card or social security numbers) be very wary.

### At Home for the Holidays...

Do not allow solicitors to enter your office or home. This is a common cover for 'casing' a site for a future burglary. Ensure that all doors and windows are locked at all times at home and at the office, and that blinds and drapes remain closed when packages are visible. Spare keys should be entrusted to a neighbor, rather than hidden outside.

After the holidays, break down empty boxes and place them in trash bags, rather than pile them on the street. Don't advertise any expensive electronics or appliances. Be aware of any suspicious individuals and vehicles cruising aimlessly in your neighborhood. Your vigilance can protect others from becoming victims.

### Have a Safe Trip!

When traveling during the holidays, let neighbors know when you will be gone and when you will return. Suspend mail and newspaper service while you're away, or have a trusted neighbor pick them up for you. To give the appearance of unpredictable schedules, use timers on indoor and outdoor lights and radios.

**REMEMBER**, the only way to protect yourself and those around you is to be alert and aware. Shield Security, Inc. wishes you a safe and happy holiday!

# Don't Make a Gift of Your Identity

Now that the holidays have swung into high gear, shopping, celebrating, entertaining and travel are on the rise. It's easy for busy people to become careless and vulnerable to identity theft amidst all the rush and chaos. Preventing identity theft is important to your credit rating and peace of mind. Keep these tips in mind:

Buy a lockable cabinet and shredder for your home, which will allow you to shred discarded papers, and securely file important documents such as social security cards, birth certificates, marriage certificates and other long-term documents. Also, maintain a written record of all credit card numbers and whom to notify in the event the cards are lost or stolen. Keep blank checks and bank records under lock and key and shred them when they are no longer needed.



When purchasing checks, never have driver's license or social security numbers printed on them. When credit cards are replaced, make sure the old ones are destroyed by either shredding, or manually cutting them into small pieces. To add to your security, ask issuing credit card companies if your photo ID can be added to the back of your card.

While you are shopping, never leave a purse or wallet in a shopping cart or unattended on a counter, and avoid dropping receipts from ATMs, gas stations or other purchases into public trash receptacles. Always ask for and destroy all purchase receipt carbons.

Review your credit rating annually by ordering reports from ALL THREE credit bureaus to check for errors or evidence of identity theft:

**Equifax** . . . . . **800-685-1111** [www.equifax.com](http://www.equifax.com)

**Experian** . . . . . **888-397-3742** [www.experian.com](http://www.experian.com)

**Trans Union** . . . . . **800-916-8800** [www.tuc.com](http://www.tuc.com).

### What to do if you Suspect you are a Victim of Identity Theft

If you suspect you have been the victim of identity theft, immediately report lost or stolen items and fraudulent activity to your local police or sheriff, and notify all creditors by telephone and in writing. It's also a good idea to call your nearest U.S. Postal Inspection Service office and your local Postmaster, and to file a report with the Federal Trade Commission 877-IDTHEFT (877-438-4338).

Call any of the three credit bureaus (above) and report your identity theft; they will notify the other two. Request that a Fraud Alert/Victim Impact statement be placed in your credit file, instructing creditors to call you before opening any new accounts. Ask your bank to flag your accounts and contact you about any unusual activity and request a new Account Password and Personal Identification Number.

If your Social Security card was stolen, contact the Social Security Fraud Hotline at 800-269-0271. The Department of Motor Vehicles can tell you if another driver's license has been issued in your name, and re-issue a new license to you in the event of theft. The DMV also can initiate a formal complaint form to begin the fraud investigation process.

Your identity is priceless. Protect it.



# Improving Customer Service – 24 Hours a Day

Shield Security's state-of-the-art Communications Center provides our clients with immediate solutions to developing security problems and issues, 24 hours a day, 7 days a week.

According to Shield President, Ed Klosterman, Jr., "the resources and capabilities of our Com Center is yet another way of differentiating our quality of service. Our team of qualified professionals is staffed around the clock, enabling us to ensure the best possible solutions, regardless of the field challenge – from natural disasters, graffiti and electrical power outages to broken water lines – virtually any security issue."

Much of the Com Center's work is conducted after regular business hours, when most people have already gone home for the day. During these hours, Center personnel respond quickly to both routine and non-routine issues at locations throughout Southern California. Because we recognize the importance of responding to our customers' needs quickly and effectively, we do not rely on automated systems or answering services. We station a live security expert right on the telephone, personally answering each telephone call, and taking responsibility for solving the problem.

In many cases, our professionals are not just responding to problems, they are responding to the threat of a problem. We have the ability to identify situations through our advanced-technology remote monitoring capability; or reporting may come as the result of a direct customer contact or contact from one of our on-post Security Guards. The primary focus after any type of contact is to analyze the situation quickly in order to deliver an efficient, accurate solution.

The result of Shield's communications commitment is a faster, more comprehensive response for our clients. Plus, our new and emerging ability to field-monitor developing challenges (whether by camera, alarm, etc.), translates into additional effi-

**Shield Security**  
**COM CENTER**

- **State-of-the-art center is staffed 24 hours a day, 7 days a week**
- **Shield Security experts personally answer calls – no answering services**
- **Based in Southern California for greater control**
- **Immediate recognition and resolution of problems in the field**
- **Advanced-technology remote monitoring capabilities**

ciencies. We have even seen a reduction in the need for police response on false alarms in cases where Shield services are used as our clients' alarm company's first "point of contact" after hours.

Beyond responding to customer or facility issues, the Com Center is also the lifeline for Shield Security Officers on-post. A guard at a remote location is able to be in constant contact with the Shield Team. That means instant access to the Com Center-based security experts (some of whom have been with Shield as long as two decades), as well as Shield field support personnel, including Field Supervisors and top management.

We bring the right expertise to solving any problems that may arise, and because our Center is based right here in Southern California – rather than an out-of-state or a remotely managed contract service – we control the high skill level of each response. The skill of our Com Center personnel allows us to resolve problems quickly, many times right over the telephone.

The bottomline advantage to our customers is the immediate recogni-

tion and resolution of problems in the field. Whatever it may be, the Com Center's goal is to "fix it". Whether that requires additional Security Guard backup or other contingency actions, the Com Center staff is prepared to address the issue.

According to Mr. Klosterman, "we've encountered a wide variety of situations over the past 40 years, working day-in and day-out here in Southern California. The expertise and experience we have gained is used to guide our decisions and actions. Even though our customers may not always see this benefit daily, it's always at work in the background, ensuring quality service."

At the core of Shield's commitment to quality is ongoing training of its Com Center staff. It is important for our Com Center dispatchers and experts to be familiar with the facilities we protect. We review these details regularly, including updating requirements and site changes to ensure we are fully informed and up to date. That way our staff has all of the details when they respond. They know the scene. They know the objectives of our service at that location. They are fully up to speed.



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**SHIELD  
SECURITY**

Reputation | Commitment | Trust