



## Brinks Home Security Kynect Pilot Program FAQs

**Q: Who is eligible to participate in the Brinks Home Security™ pilot program?**

**A: All Associates in Dallas, Houston and Atlanta markets and corporate staff can test drive the service. Please affirm your address has service available upon enrollment.**

**Q: How were those markets chosen?**

**A: For this pilot program, participating markets were chosen based on size.**

**Q: I tried to sign up for the pilot but the form isn't working. What's going on?**

**A: Make sure you're using Chrome or Firefox to view the page. The form isn't compatible with Internet Explorer.**

**Q: What do I do after I submit the pilot program enrollment form?**

**A: Call Brinks Home Security's dedicated Kynect line for order fulfillment/sales at 888-635-3855. They'll ask you to verify some information before they perform a credit check. Then, you'll provide your payment information. Next, you'll be transferred to the Activation department. If that team is unavailable, you can schedule a time for them to call you back.**

If you can't get through to complete the telephonic enrollment due to high call volumes, leave a voicemail and someone from Brinks Home Security Support will contact you within 72 hours. If you miss their call, the support agent will leave you a message asking you to call them back.

**Q: When can customers get Brinks Home Security as a Kynect service?**

**A: We can't share a timeframe just yet, but stay tuned!**

**Q: I'm already a Brinks Home Security customer. Can I still be part of the Kynect pilot?**

**A: Sorry, only new Brinks Home Security customers can participate. "Takeover" contracts, meaning the use of existing equipment from previous service contracts, are also ineligible.**

**Q: Is there an incentive to participate?**

**A: All staff members and Associates who participate will receive a one-time \$200 bonus. This will be the only compensation available during the pilot. Normal compensation kicks in once the service is available to customers.**

**Q: When will I receive the bonus?**

**A: You'll be eligible to receive the bonus 30 days after you sign your service contract. When you reach the 30-day mark, the payment will appear on your weekly bonus check the following week.**

**Q: Is a contract term required?**

**A: You'll be asked to sign a 36-month contract with Brinks Home Security.**

**Q: Is there a termination fee if I cancel my monitoring and service?**

**A:** You can cancel within your first 30 days without penalty. After the 30-day mark, the terms of your agreement will be in effect.

- **Canceling Within the 30-Day Window:** If you chose the \$0 down, \$49/month option, you'll be asked to return all security equipment within 30 days. If you miss the return window, your payment method will be charged for the equipment. If you chose the \$399 down, \$39/month option, you can keep the security equipment or return it for a full refund.
- **Canceling Outside the 30-Day Window:** You will be responsible for paying out the remainder of your contract, which is your monthly bill multiplied by the number of months remaining on your contract. No additional taxes or fees required.

**Q: How do I cancel my Brinks Home Security service?**

**A:** You can begin the process by contacting Brinks Home Security via phone, email or web chat. We recommend a phone call for the best experience.

**Q: Can I refer to the home security service as just "Brinks"?**

**A:** Always use Brinks Home Security, never just Brinks. Brinks and Brinks Home Security are 2 separate entities that aren't interchangeable.

**Q: What steps is Brinks Home Security taking during the COVID-19 outbreak?**

**A:** Brinks Home Security is keeping a close eye on the COVID-19 virus and remains committed to providing the highest level of service during the current climate. This is especially true for the technicians who will visit your home to install or service your security system.

A day before the scheduled service job, you'll receive a text with information on the steps and precautionary measures technicians follow, including:

- **Daily Health Monitoring:** Technicians monitor themselves throughout the day for any signs of COVID-19. If a technician exhibits any symptoms, they will immediately take themselves off duty and pass the job to another technician or reschedule your appointment.
- **Before Arrival:** Technicians will call you 30 minutes before arrival to ask if anyone in your household has had flu-like symptoms in the past 4 days. This is asked out of an abundance of caution for the health and safety of everyone.
- **Preparing for Your Service Call:** Due to the increased demand for hand sanitizer, disinfectant wipes, gloves and shoe covers, Brinks Home Security is doing everything possible to continue to keep technicians fully stocked with these items to maintain a high standard of service and safety.
- **While in Your Home:** All technicians have been asked to maintain social distance from customers, avoid shaking hands, and wipe down their work areas upon arrival and before leaving your house to slow the spread of the virus.

**[Click here for more FAQs from Brinks Home Security.](#)**