



June 28, 2022

I am excited to announce that **The Protection Bureau has significantly enhanced its central station monitoring capabilities to now include AFA UL Listed Central Station Infrastructure.** These UL Listed, FM Approved, FDNY approved, and CSAA Five Diamond central station facilities are staffed with trained and skilled operators who are certified to receive and respond to any alarm condition 24 hours a day, 7 days a week.

While it has remained seamless to most of our customers, **The Protection Bureau joined forces with CTSI** in November of 2021, generating an organization with over **1,400 employees** in **22 countries**, while operating from over **38 US locations**.

**AFA Protective Systems, also a member of the CTSI family, was founded in 1873** and has pioneered central station monitoring with agility and innovation since its inception. **AFA and The Protection Bureau now deliver these central station alarm services to thousands of customers** providing **redundancy for disaster recovery while ensuring uninterrupted levels of service.** You can have confidence knowing that your property will receive a prompt and efficient response in the event of an emergency.

By the end of this year, we will transition our central station monitoring accounts to include this new capability. Our team of experts are working to transition your account as smoothly and efficiently as possible.

Should you have any questions or if there is anything we can do to make your experience with the CTSI family of companies better, please do not hesitate to contact Client Care Manager, Adam Ladd at (610) 903-4977 or email [adamladd@protectionbureau.com](mailto:adamladd@protectionbureau.com).

For additional information about AFA Protective Systems, click here - [www.afap.com/fire/central-station-monitoring](http://www.afap.com/fire/central-station-monitoring)

Thank you for your partnership. We sincerely appreciate the opportunity to serve you and your organization. Please feel free to contact me with any questions.

Sincerely,

*Michael Jobrey*

Michael Jobrey  
General Manager  
The Protection Bureau