



PRESS RELEASE

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FOR IMMEDIATE RELEASE

Brink's Home Security Recognized for Second Consecutive Year by J.D. Power and Associates for Providing an Outstanding Customer Service Experience

IRVING, Texas (September 27, 2005) – Brink's Home Security has been recognized two consecutive years for customer service excellence under the J.D. Power and Associates Certified Call Center Program.SM

Brink's Home Security, headquartered in Irving, TX, is one of the largest and fastest-growing providers of monitored security services to single-family residences and commercial properties in North America. Operating in more than 250 metropolitan areas in 44 states and two provinces in Canada, Brink's services over 970,000 customers.

Brink's passed a detailed audit of its recruiting, training, employee incentives, leadership roles and responsibilities, and quality assurance capabilities. In addition, customers who contacted these centers during the audit period were surveyed to measure customer satisfaction.

“To surpass the rigorous standards of the certification process two years in a row is a testament to Brink's Home Security's strong on-going commitment to providing its customers with a consistent, positive experience with its call centers. Brink's has created a highly customer-focused culture that stresses the importance of meeting customer needs at every touch point

opportunity. Brink's customers give particularly high ratings to both its customer service representatives and call center operations in general," said J.D. Power and Associates.

For certification status, a call center must perform within the top 20 percent of customer service on both internal metrics and external customer satisfaction, based on J.D. Power and Associates' cross-industry customer satisfaction research.

"This accomplishment acknowledges a strong commitment from everyone in the company to deliver an outstanding customer service experience by making the safety and security of customers our top priority," said Carole Vanyo, senior vice president of customer operations, Brink's Home Security. "Most importantly, this is not just our opinion; it's the opinion of our customers."

Brink's Home Security's keen focus and dedication to providing rapid response and peace of mind 24 hours a day have positioned the company as the standard bearer for service quality in the home security industry.

The Call Center Certification Program was launched by J.D. Power and Associates in 2004 to evaluate overall customer satisfaction and help call centers in various industries increase their efficiency and effectiveness by establishing best practices for handling service calls.

About Brink's Home Security, Inc.

Brink's Home Security, Inc., headquartered in Irving, Texas, is one of the largest and fastest growing providers of monitored home security services to single-family residences and commercial properties in North America. Brink's Home Security operates in more than 250 metropolitan areas and services more than 973,000 customers in 44 states and two provinces in Canada.

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