



January 11, 2023

**Subject: First Alert/Resideo Payment Terms**

Dear Customer,

As a valued business partner to our First Alert business, Resideo appreciates your trust and confidence in our company, our products, and our services, and we very much value the relationship we enjoy between our two companies.

Recently, as part of our First Alert migration into the Resideo ERP system, we have undergone a review of our payment terms. This letter is to inform you that effective January 27, 2023 First Alert will implement the Resideo Credit Card Acceptance Policy:

*Resideo accepts VISA, MasterCard, and American Express. Credit card orders can be placed via Phone, Fax, or Email after the Credit Card has been safely (encrypted) added to your account. No cash discount applies to these orders. Your credit card account will be charged the same day Resideo invoices you. Consult with your credit card company for their terms of payment.*

To add your credit card to your new Resideo account **please contact our customer master team at 855-260-1862 x1021**. The credit card information will be encrypted and then available to add to your orders as they are called, faxed, or emailed into our Customer Service team. Please do NOT include credit card information via Fax or Email.

Per this policy, any items billed on open terms will require payment by check or electronic funds transfer. It has always been Resideo's policy to accept credit card only at the time of shipment. This letter serves as notice of enforcement of this policy.

If you currently are paying in advance with credit card, you may continue to do so with the Resideo process. All payments are due in Resideo's bank account on or before the invoice due date.

Please contact your Sales Representative or Credit Analyst with any questions or concerns.

**IMPORTANT: Please keep your business safe from any fraud attempts. Always verify requested changes to business-critical information like bank accounts, key personnel, or business processes by contacting Resideo via known contact methods.**

Resideo is dedicated to growing our partnership with you, and we greatly appreciate your business.

A handwritten signature in cursive script that reads 'Jennifer Huseman'.

Jennifer Huseman, Sr. Credit Manager

**resideo.com**

Scottsdale, Arizona | Austin, Texas | Golden Valley, MN | Melville, NY