



# EPS

ENGINEERED PROTECTION  
SYSTEMS, INC.

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## PLEASE ROUTE TO CHIEF OF SECURITY

### Independent and Secure

Independent Bank Corporation operates four affiliate banks across Michigan's Lower Peninsula. These affiliates total 92 banking offices and over \$1.8 billion in assets. The Ionia-based bank is known for providing superior customer service and quality financial products. Its focus is to promote the community banking philosophy that has been a priority of Independent Bank's since first opening their doors 138 years ago.

Independent Bank Corporation has grown extensively throughout the last four years. They have always worked to maintain a safe and secure environment for its customers and employees. In February 1998, Independent Bank Corporation hired an experienced leader to provide knowledge in the facilities and maintenance industries. Dave Troyer was hired as Assistant Vice President and Manager of Corporate Facilities. As a member of the Independent Bank team, Dave Troyer is responsible for the maintenance of all of its offices. His extensive banking background was just what the corporation needed to expand its offices without compromising any security measures.

Dave is a Michigan native, born in Sturgis and raised in Alma. He was a member of the United States Navy for ten years and worked in California for an additional ten years at Hughes Aircraft before returning to Michigan and pursuing a career in the banking industry.

When he first joined Independent Bank, Dave was responsible for the maintenance and security of its 72 offices. Now, with a staff of nine, he adheres to the demands of its 125 properties and the company's inherent growth. In 2002, Independent Bank plans to open four additional offices, with the potential to reach over 100 offices by the end of 2003.

Dave is proud of Independent Bank's community banking philosophy and its focus to continue to expand in smaller, more rural areas of the state. This allows the bank to concentrate on the economic need of each individual region, each of its banking customers. Putting the customer first is important to Dave. He works hard to ensure that each office is secure and the customers feel confident that they are banking with a safe and secure financial institution.

Of course, Independent Bank's security is important to **EPS**, and providing the most up-to-date equipment and monitoring of its facilities is a priority. **EPS** has been securing Independent Bank offices and remote ATM locations for more than a decade. As demands change, **EPS** will secure the additional offices and sites for Independent Bank.

**EPS** is committed to providing exceptional service on a personal level and continues to invest in new communication technologies and product lines to ensure exceptional service twenty-four hours a day, seven days a week. **EPS** works hard to meet Dave's, and all of its other customers', security needs.

Learn more about Independent Bank by visiting its website at: [www.independentbank.com](http://www.independentbank.com). For additional information about EPS, visit: [www.epssecurity.com](http://www.epssecurity.com).

- COMMERCIAL**
- CLOSED CIRCUIT TV
  - CARD ACCESS SYSTEMS
  - HEAT & SMOKE DETECTION
  - FIRE SYSTEMS MONITORING
  - INTRUSION DETECTION
  - HOLDUP ALARMS
  - SAFE & VAULT MONITORING
  - POWER MONITORING
  - INDUSTRIAL PROCESS MONITORING
  - FURNACE & BOILER MONITORING
  - GUARD TOUR MONITORING
  - FIRE TESTING
  - PREVENTATIVE MAINTENANCE
  - MANDATED INSPECTIONS

- RESIDENTIAL**
- HEAT & SMOKE DETECTION
  - INTRUSION DETECTION
  - FURNACE, SUMP PUMP, AND FREEZER FAILURE MONITORING
  - EMERGENCY MEDICAL ALERT
  - PANIC & CO<sub>2</sub> ALARMS



Dave Troyer - Assistant Vice President

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Since 1955



### 24/7 SERVICE - WE ARE HERE FOR YOU

**EPS** has always been a leader in the alarm industry. One large advantage that **EPS** has is the ability to service 24 hours a day. This service is available in many departments.

The **EPS** central station is a 24 hour, 7 day a week, 365 day a year monitoring facility located in GRAND RAPIDS. The operators and supervisors are on duty monitoring your security, fire, holdup, boiler, industrial process and supervisory alarms as well as card access. There is always a friendly and knowledgeable person for you to talk to.

The **EPS** service department is another department that is on duty 24 hours a day, 7 days a week. The Grand Rapids area service teams are physically working day and night, including weekends, to serve our customers. They handle service calls and can assist local municipalities with alarm response. The Lakeshore and Northern Michigan areas are covered by on-call technicians.

**EPS** is proud to be one of the few alarm companies in Michigan that can provide this 24 hour service. The phone numbers to reach the 24 hour services that EPS provides are (616) 459-1282 or (800) 632-8767.

# False Alarms – They Hurt Everyone

No one likes false alarms. They cost money, they hurt credibility, they can be dangerous, and they can cause a lot of unneeded stress. Please do your part to reduce false alarms.

## 1. Be comfortable with your system.

- Keep operating procedures for the system handy.
- Be aware of how much time you have to arm and disarm your system.
- Before leaving, securely close and lock all protected doors and windows (doors and windows should stay closed whenever your system is armed).
- Keep pets, fans, heaters, balloons, etc., away from areas protected by motion sensors.

## 2. Everyone who has a key to your home or business must know how to operate your security system.

- Remind visiting relatives, kids returning from school, etc., how to use your system.

## 3. Have all alarm system users practice the process to cancel an accidental alarm.

- If a false alarm occurs, don't panic! Enter your disarming code carefully to reset your alarm.
- If you set off your alarm by accident, do not leave until you call **EPS**, or **EPS** calls you and you give your pass card code.
- If you don't understand aspects of your system call **EPS** customer service, 616 459-0281 or 800 966-9199 toll free, extension 150.
- Service and maintain the system regularly before false alarms occur. For service on your system call 616 459-1282 or 800 632-8767.

## 4. Always keep in touch with **EPS**.

- Contact **EPS** if you are planning any home improvements or if you change your telephone service, install DSL, or get a new area code.

**EPS** is committed to reduce false alarms. Please help us, the police and fire departments will thank you. We want every dispatch to be a "real" one.