

05 October 2022

Dear Customer

RE: NOTIFICATION OF CHANGE TO MRFS GROUP LEGAL ENTITY

As a valued customer, we are pleased to inform you that from Friday 23rd September 2022, FAFS Fire & Security has acquired a portfolio of MRFS Group's customers.

This letter informs you of our intention to assign all parties' future contractual obligations from MRFS Group (a trading name of Icegrade Group Limited) to FAFS Fire & Security with immediate effect. For the avoidance of doubt FAFS Fire & Security do not accept any liability for any work undertaken by the Icegrade Group Limited legal entity under any trading style.

Who is FAFS Fire & Security?

Established in 1988, FAFS Fire & Security is the trading name of Fire Alarm Fabrication Services Limited. Based in Chessington, FAFS Fire & Security is one of a number of established brands comprising Marlowe Fire & Security Group, the fire life safety and security division of Marlowe plc. Marlowe Plc is an AIM listed business on the London Stock Exchange with a market capitalisation of £800m and significant financial backing.

Individually, these businesses are leaders in their fields but together form a group that can provide our customers with a comprehensive and integrated approach to their security, fire life safety and regulatory compliance.

The range of solutions MRFS Group provides is complementary to FAFS Fire & Security's existing fire life safety and security service offering.

What will remain the same?

- We will maintain the MRFS Group brand without change.
- MRFS Group will be an independent trading style and operating division of FAFS Fire & Security.
- Our adherence to our agreed contractual obligations, SLAs and pricing remain unaffected by this assignment of contract.
- MRFS Group's people (including your day to day contacts), delivering and administering MRFS Group services to its customers will stay the same, and Tony Bygraves will remain as Managing Director.
- There will be no change to the branding to our engineers' uniforms and vehicle livery.
- MRFS Group's insurance cover will be incorporated into the enhanced Marlowe Fire & Security Group Policy and regional offices remain unaffected.
- MRFS Group's current certification will be novated, including our NSI Gold Approval, complementary to the existing certification held by FAFS Fire & Security.
- Contact telephone numbers and email addresses will stay the same.

What is going to change?

Invoice templates and service docket templates will slightly change. While maintaining the MRFS Group brand, the templates format will change slightly and will identify the legal entity you are trading with as Fire Alarm Fabrication Services Limited.

MRFS Group, a trading style of Fire Alarm Fabrication Services Limited

Registered Name: Fire Alarm Fabrication Services Limited
Registered Office: 20 Grosvenor Place, London, SW1X 7HN
Registered in England & Wales
Company Registration No. 02565127
Vat No. GB562162065



In the future, as part of our integration process all future invoices, dockets and certificates will be automatically issued from a @marlowefireandsecuritygroup.com email address.

Our bank account will change. Payments should be made to the FAFS South bank account detailed below.

As part of the integration process and assignment of contracts, your existing alarm monitoring will be gradually transferred into the Marlowe Fire & Security Group owned Category II NSI Gold Standard BS5979 accredited Alarm Receiving Centre, Marlowe Connect.

Operating 24/7, 365 days a year through the latest communications technologies, Marlowe Connect works alongside the Emergency Services to protect your property and people.

The transfer is easily achieved and will not result in any loss of monitoring during the transfer process itself. This is performed electronically in most cases and is instantaneous. Existing keyholder records, site opening times and site specific procedures will be retained as part of this transfer.

Further correspondence regarding the transfer of your connection will follow in due course.

Updating your records

In order to support you during this process, we would like to confirm FAFS company details.

This change is immediate. Please delete all previous MRFS Group details and ensure all future payments are made to the bank details provided.

Company Details

Company Name:	Fire Alarm Fabrication Services Limited
Company Registration No:	02565127
VAT Registration No:	GB562162065
Registered Office Address:	20 Grosvenor Place, London, SW1X 7HN
Telephone:	0808 5288 999
Email:	sales@mrfsgroup.com
Website:	www.mrfsgroup.com

What happens next?

No further action is required from you at this time and further updates will be provided to you throughout the process. While maintaining its continued independence as an operating division of FAFS Fire & Security, you can have the assurance of the group's financial backing and ongoing investment in training, technology, and corporate governance to ensure a continual, organic enhancement to the services we provide.

This new chapter is an exciting step for our business and customers, and I wish to take this opportunity to thank you for your continued custom.

Should you have any questions or require any additional information, please do not hesitate to contact us via sales@mrfsgroup.com

Yours faithfully



Robert Flinn
Chief Executive
integration@marlowefireandsecuritygroup.com