



Allied Universal Client FAQs

Client FAQs

Q: What should AlliedBarton and Universal Services of America clients expect as a result of this merger?

A: Our main objective is to ensure that there is NO DISRUPTION OF SERVICE to you during the integration process.

We believe that there will be significant benefits to you, our customer, as we integrate our operations:

- **Depth of expertise:** combining the rich experience and technical expertise of the security professionals and training resources that exist across both companies
- **Increased density of resources:** improved ability to provision resources to provide for your daily and emergency needs
- **Technology:** improved effectiveness of our security resources through our technology solutions
- **Best practices:** leveraging the best practices from these two world-class organizations

Over the coming months, you will experience some minor changes, including:

- Uniforms will migrate to a new Allied Universal uniform
- Invoices and Security Professional paychecks will come from Allied Universal
- Guard registrations and licenses will migrate to Allied Universal

Your account teams will communicate to you when you can expect to see these changes. Most will occur on a regional basis (though you will find details in the sections that follow), beginning in late September of this year and finishing in Q1 2017. In the very short term, your account manager will be emailing you from a new email address structured similar to `firstname.lastname@aus.com`, beginning 8/5/2016. So please be on the lookout. However, for all email inquiries to specific departments (e.g. billing) please continue to use the legacy email addresses that you are currently using (e.g. `billing@universalpro.com` or `billing@alliedbarton.com`).

Please reach out to your account team if you have any questions or concerns.

Q: Who will lead the Allied Universal organization?

A: Steve Jones, the previous CEO of Universal Services of America, will serve as CEO of Allied Universal. Bill Whitmore, the previous CEO of AlliedBarton Security Services, will continue as Chairman of the Board of Directors of Allied Universal.

Q: When will I receive updated tax forms (i.e. a W-9)?

A: Your tax forms will be converting on a regional basis, beginning in late September. We will provide you with an update on when to expect to see your new forms as we get closer to the conversion dates.



Q: When will my invoicing transition to Allied Universal?

A: Invoicing will be converting on a regional basis, beginning in late September. We will provide you with an update on when to expect to see your new invoicing as we get closer to the conversion dates.

Q: When will I receive a new remittance address?

A: The remittance addresses will be converting on a regional basis, beginning in late September. We will provide you with an update on when to expect to see the new information as we get closer to the conversion dates.

Q: When will I receive a new certificate of insurance?

A: Throughout the transaction and the integration process all insurances remain in effect. Most insurance programs, including workers' compensation, general liability and automobile coverages, will be replaced later in the fall. As coverages are extended or replaced, you will be provided updated Certificates of Insurance as a matter of course.

Allied Universal's Crime, Employment Practices Liability and Fiduciary Liability insurance policies were replaced on the date of the merger, August 1, 2016. You may receive a notice of cancellation for the old policy and should have already received, or will receive in the next few days, an updated COI evidencing the new policies. Again, be assured that these coverages have continued uninterrupted throughout the process.

Q: When will the uniforms change for my job sites?

A: Uniforms will be converted to Allied Universal uniforms on a regional basis, beginning in late September. We will provide you with an update on when to expect to see your new uniforms as we get closer to the conversion dates.

Q: Will I still be able to access www.alliedbarton.com or www.universalpro.com websites? Does the new website, www.AUS.com, provide access to both?

A: We have redirected all web traffic from www.alliedbarton.com and www.universalpro.com to www.AUS.com. We are excited to launch this new website for our combined entity. It contains the same functions and information previously available on the individual sites. If you have login credentials, the login button is at the top of the homepage and you will be directed to a series of login options where you can navigate to where you need to go. You will use the same login credentials (username and password) that you've historically used to access the individual sites. If you have issues with this process, please contact your account manager.

Q: What is the history of Allied Universal? From which entities did the company form?

A: Allied Universal was formed by a merger between AlliedBarton Security Services and Universal Services of America. Please click this link to learn more about the history of the two and the combined organization: <http://www.aus.com/Portals/0/AboutUs/AU Story Datasheet.pdf>.



Q: Are there any changes to the access that legacy AlliedBarton or Universal clients have to a customer self-service portal that allows them to submit service requests and view invoices online?

A: Legacy AlliedBarton clients who previously had access to accessalliedbarton.com will continue to have access during the merger integration, using their current login credentials. Legacy Universal clients should continue to follow their current contact processes until further notice.