

Restricted System Information Sheet

Thank you for choosing KGB Security Locksmiths to supply and service your restricted locking system.

We would like to take this opportunity to bring to your attention a few suggestions that will assist you to maintain control of your MK system's integrity and help keep it trouble free.

Should you require any more keys we prefer that you fax or email the attached "RESTRICTED KEY ORDER FORM". The reason we require the order in this format is because it is not as simple as just "cutting" the key. The signature we hold on record **must** be retrieved and verified, the key blank stamped, computer records updated and finally the key cut. This process turn around is a minimum of 24-48 hours. However if you do require the key urgently a same day pick up service is available, although additional charges do apply.

When you fax or email the order, remember to include the **SYSTEM number**, this is the number stamped on the key and usually begins with one or two letters and ends in a series of numbers (e.g K123) Your key also has its own **(RANK)** identifying code which can be located under the system number on the head of the restricted key. - These are usually letters i.e., MK, SK1, F1, etc. We also insist the request **must** be signed by an authorised signatory. We also hold a record of this signature on file. Without a VALID authorised signature we are unable to process the order.

You may also see the key has another number stamped on the key (usually on the bottom part of the head) - this is the key issue number or GENERATION NUMBER. This allows you to keep track of who has keys by assigning a particular key to a nominated "key holder".

If you have a number of signatories who are able to order keys please remember that if they become redundant, it is **your responsibility** to advise us that they are no longer authorised to order keys. You can request a new "SIGNATURE AUTHORITY FORM" from our office to complete this process.

We use Couriers Please to deliver our keys however for a MORE secure delivery method we can HAND deliver your keys to a nominated person. Please understand that should Couriers please lose your key in transit we will ONLY replace the lost key/keys. KGB Security will not be liable for any consequential loss caused by Couriers Please losing your order. I also remind you a pick up service is available.

If you have any enquiries, please do not hesitate to call the keying department on the details provided below.

REGARDS,

KGB SECURITY MANAGMENT

EMAIL keyrequests@kgbsecurity.com.au

PHONE: 1300 542 732 or (07) 3276 4444 FAX: (07)32556050

All restricted key orders will take a minimum of 24-48 hours for processing, signature verification, system alteration and key cutting

If payment hasn't been finalised within 60 days key orders will be disposed of.

