



# GUARD-ALERT GAZETTE

April – June 2019

Volume 9, Issue 2



1. Message from the CEO
2. How to Keep Your Home Safe This Winter
3. Obituaries
4. Rapid Response – We've got you covered.
5. Guard dogs – First line of defence
6. Good Job
7. Personnel Profile – Gift Matekenya
8. Crime News
9. Avoid card cloning
10. Inspiration
11. Paying Bills

**Total Security Solutions**

# Message from the CEO

Welcome to all our valued customers.

Dear valued customer.

Thank you for taking the time to read our quarterly newsletter.

Once again we are faced with rapidly changing and challenging times in Zimbabwe. The recent Government announcements caught the majority of us by surprise and left wondering how this would impact on our businesses. Having allowed the dust to settle there are a few indications and movements that will hopefully bring relief to the economy, we remain positive.

Our main concern at present is trying to ensure that our guards are paid sufficient to ensure that they are able to get to work and can sustain their families without the falling to the temptation of theft. To this end the hardship allowances introduced at the beginning of the year have been reviewed on a monthly basis to try and maintain real wages but, due to customer resistance, this has not always been possible.

Notwithstanding the recent measures by Government, prices continue to rise in ZWL and we have been left with no choice but to increase July wages and charges. We have tried to keep these to the minimum and the July increases are pegged at the real rate prevailing at the beginning of May. We hope that these will stabilise with the economy in the near future. I and my team remain ready to discuss these difficult issues with you and find mutually acceptable solutions to the problem at hand and maintain our business relationship.

I would like to welcome National Blood Transfusion Services, Pecos Enterprises, Fast Jet Airlines, Davies Granite Quarries and Sahara Leaf Tobacco who all became new customers over the last three months. We were also honoured to be awarded a large portion of Delta Corporations contract to augment the work we already do for them. This is also a very busy period for the tobacco industry in Zimbabwe and we are proud to be part of it through our work with Tobacco Processors Zimbabwe, Northern Tobacco, Zimbabwe Leaf Tobacco, Mashonaland

Tobacco, Boost Tobacco, Tobacco Sales Floors and Chidziva Tobacco.

Winter, endless power cuts and increasing home and business break-ins are with us and in this article you will find numerous hints and products that we offer to assist you in protecting your property and loved ones during these times. Please take note as you may, for a few dollars, save yourself a lot of anguish in the long run.

We wish all our valued customers well during these testing times and remain committed to providing you with a cost effective, quality and all round security service. We assure you of our best service and attention at all times.

Best regards

Richard Robinson  
Chief Executive Officer

## HOW TO KEEP YOUR HOME SAFE THIS WINTER

With the recent powercuts, the nights are getting darker, which means opportunistic crime is on the rise especially in the residential areas throughout Zimbabwe. Generally, winter is regarded as the season where many more things can go wrong with maintenance of a property. Home burglary rates climb in winter, home accidents increase and home systems are pressured beyond capacity. It's never too late to take the necessary precautions to raise the security level in and around your home. We have compiled a list of things you can do to maximise the security of your home:

### Visible CCTV System

Having a visible CCTV system installed around the outside of your property can be an effective way of deterring opportunistic burglaries. The more visible the deterrents you have, the less likely you are to be burgled.

Guard-Alert Electronics installs CCTV systems for home owners and businesses alike. Contact GAE for a quote today.

### Lock up your Doors and Windows

It is amazing how many homeowners are careless with this basic security measure. Always lock doors and all windows, including above ground windows. We recommend that you take extra security measures with windows and sliding glass doors, including adding security bars to discourage entry.

### Lock up your Garage

Check your windows and doors and make sure that all locks are intact. People often forget about the garage but, it's a popular entry point for thieves. Be sure to keep it locked at all times even when you are home. Turn off automatic garage door openers and use a clamp or padlock to the inside so that the door can't be opened.

### Refrain from Hiding Keys

Always assume that burglars are watching your house. Be sure to never leave a spare key outside your house- **thieves know where to find them**. It is better to leave a spare key with a neighbour and to make sure all residents have their own key and **NEVER** lend it out.

### Light Entryways

Make sure all doors, are well lit. Use flood lights to discourage burglars.

### Use a Safe

For your valuables, a safe is a good idea. Keeping jewellery that is rarely worn but which has value in a safe deposit box is another security measure.

### Time-switch Lights

If you travel or get home late, why not purchase a few timer switches to turn lights on when dark sets? At the same time, it is advisable to draw curtains and drapes. This will prevent prospective burglars from studying the interior of the home.



### Add a Security Alarm System

It's always best to have a home alarm system installed to protect your home and we recommend this to all our customers. Today's security alarms address all the features that burglars hate; light, noise and video devices. Adding flood lights activated by motion around the home's perimeter increases the effect. Alarms draw attention to the burglary in progress and the recording camera make identification a major concern for the perpetrator.

For additional protection we recommend having your alarm linked to a guarding company such as Guard-Alert Electronics as this will alert them of any potential break-ins. Our Rapid Response Crew will respond to the incident and call the police in your absence for added peace of mind.

### Keep Yard Organised

Keep shrubs trimmed so burglars cannot hide in the shadows and make sure that you protect your outdoor valuables. Burglars also target sheds, garages and other outdoor buildings. Secure your grill, lawnmower, bicycles and other outdoor gear. If you have a combination to your doors or garage, change the entry password regularly.



# Obituaries

Guard-Alert Group extends its sincere condolences to the families of the following members of our guard force who passed away recently

Nicholas Maminya (Operations Officer) had been working for Guard-Alert for 27 years at the time of the passing having joined the company in 1992. His contributions to this company during his 27 years of dedicated and selfless service were many and varied. He will

be sadly missed by all of us who knew and worked with him.

Shemp Mwayenga (Lance Corporal) had been working for Guard-Alert for 28 years at the time of his passing having joined the company in 1991. His legacy will live on in the hearts of everyone he interacted and worked with.

Brian Chimhanda (Security Guard) had been working for Guard-Alert for 7 years. He was a

respected and trusted member of our company who will be missed by all who worked and interacted with him.

Musafare Makuwa (Security Guard) had been working for Guard-Alert for 10 years. He was a respected and trusted member of our company. Many will miss him.

May the Lord rest their departed souls.

## ISO 9001:2015 CERTIFICATION



**QUALITY ASSURED**

**ISO 9001:2015 CERTIFICATION**  
Guard-Alert (Pvt) Ltd is now certified to the revised (International Standards Organisation) ISO 9001:2015 QMS Certification. The certification was attained on 10 September 2018 after successfully migrating from the ISO 9001:2008 standard which was phased out in 2018.

The main focus of the Quality Standard is on customer satisfaction and we will continuously strive to provide a quality service to our clients based on the revised Quality Management Systems.



## GUARD-ALERT RAPID RESPONSE



When it comes to your security, alarm monitoring and rapid response go hand in hand to ensuring not only the safety of your property but also that of your loved ones as well as protecting your valuable assets.

At our integrated, state-of-the-art control centre located in Harare, our extensive resources allow us to skilfully monitor both business and home alarm systems in 29 centres around the country. A team of highly trained controllers monitors the on-the-ground movements and responses of our elite response officers, transmitting information 24/7 via our top-notch dedicated communications network.

We are geared to skilfully handle any situation when every second counts and minutes feel like hours. In an emergency, whether a crime related incident has occurred, a fire has broken out, or you require medical assistance you need only remember one number (ours!) and we will send help your way.

When you join the Guard-Alert family, you will have the reassurance of one of the biggest local fleet patrolling your neighbourhood and responding to your emergency. Our dedicated team of reaction officers are a force to be reckoned with, ready and willing to go beyond the call of duty to ensure our clients' safety. They are qualified and regularly put through their paces to ensure we have the absolute best response officers looking after you. Reaction Security Officers are also trained to manage the crime scene as first officer on the scene, this is vital to ensure no evidence contamination takes place. Keep in mind the better we preserve the crime scene; the more evidence is usable in court

Our proficient crime fighting force has been trained to proactively combat crime to protect businesses,

but their first priority is always the personal safety of the business owner, management, staff and clients, followed by the security of the business's stock and equipment. Business owners and managers can rest assured knowing that their business premises are in safe hands, with our professional team of controllers and armed response officers keeping a watchful eye and responding pro-actively to any potential criminal activity.

Each of our zones has a dedicated vehicle that patrols the designated footprint 24 hours a day. These vehicles have resulted in a solid track record of significantly minimised crime within the areas they service. A combination of high visibility patrolling from the dedicated vehicle, personalised community and vehicle signage, and the proactive nature of a dedicated service proves that community policing works. Operating within a dedicated footprint, the armed response officers get to know the area, monitor who should and should not be there, and, when in need, the vehicle ensures that clients receive exceptional response times.

Make sure you choose a response company such as Guard-Alert Electronics that you can trust. Trained to act swiftly and decisively to combat crime, you can be assured knowing that our experienced and committed team has got your back. Our team of vigilant response officers also work closely with the police and neighbourhood watch committees to help make communities safer.

Protect your business; home and family with our 24/7 alarm monitoring and armed response service. Contact us today to feel safe again.

# Guard Dogs – Living Alarms



There are a variety of reasons why you might find the need for an extra level of security. From making sure your home and family are secure to ensuring the safety of yourself and employee's safety at the workplace, taking appropriate precautions can truly be a lifesaver and save you financial headaches, emotional distress and a myriad of other negative consequences.

An option people consider, either alone or paired with a security system or security guard, is having a security dog or guard dog.

A guard dog is a dog used to guard against and watch for unwanted or unexpected people. Guard dogs bark loudly to alert their owners of an intruder's presence and to scare away the intruder and are also capable of attacking, or restraining the intruder.

## How can I best enhance the safety for my home and/or business?

A guard dog is the right solution for you. Guard dogs may be the most dependable link in the chain of your property's security as they are often alerted to danger even before the alarm has been triggered and may be your first line of defence.

## Where can I get a guard dog?

Sectra (Pvt) Ltd, Guard-Alert's training division specialises in the training of guard dogs and dog handlers. Guard-dogs are taken through a regime of instruction so that they are prepared for all potentially volatile situations. Aggression and obedience training form part of the curriculum.

Guard dogs are further taught to guard objects and protect their owners by means of growling, barking defensive snapping and nipping. Additionally, they are also taught controlled attacking skills – to attack only on order, after an assault has been attempted or an object has been stolen, to bite the intruder's clothing, leg or forearm only and to loosen their grip only on an order to do so.

## Should your existing security guard have a guard dog accompany him?

As a way to add an extra precaution, working with a security dog is a good idea. Guard dogs provide additional reinforcement to security guards while carrying out their day to day duties. They can boost security where the premises are quite big and cannot be adequately covered by the guards on duty.

For optimum security, the guard at the premises should be a trained dog handler. Whilst you will be paying slightly more for protection, you are getting your money's worth with the combined awareness of the dog and the handler. The guard dog is trained so that they use their heightened senses to detect any smell, sound or movement from distances humans are unable to. Their handler is then equally trained to not only themselves act as a security guard and be patrolling but to notice and understand signs from the dog if they have detected someone. As a result of these heightened senses, you will not need to hire as many guard dogs as you would security guards.

\*\*\*Sectra offers a 21 day dog handling course. The training undertaken will cover all aspects of how to handle the dog

professionally and keep the dog under control. In addition to feeding the dog, the dog handler also carries out regular assessments on the general well being of the dog. \*\*\*

## Advantages of Guard Dogs

### 1. They secure your property when you are away

The mere presence of a dog is a burglary deterrent considering a burglar's primary objective is to steal as much as they can in the shortest time possible. Criminals would rather work in the dark, in quiet and with no interruptions or feelings of paranoia. Dogs do not give them that satisfaction and will draw attention to them if they keep barking long enough which they will do for as long as the intruder remains in the property.

In addition, with a guard dog, it is much more difficult for the intruder to establish the outcome if they get seen/caught. The intruder will be unsure in what ways the dog is trained to protect the property, is it to simply vocally scare them away or to physically attack them and hold them until the necessary authorities arrive. As a result, statistically it has been proven that your business and/or is far less likely to be targeted.

### 2. They protect you when you are home

Guard dogs are like an alarm system when a stranger is in the neighbourhood. They keep barking and wake up the neighbours, including other neighbourhood dogs and that is no environment for a burglar to be in unless the neighbourhood is poorly lit and provides a lot of hiding spots for them to lurk in.

### 3. Wider range of detection than security systems

Where an installed security system will sound the alarm only when the trespasser has crossed the threshold of a camera's line of sight or door sensor's line of detection, a dog will bark once it senses a stranger over a wider radius thanks to its acute sense of hearing. They are responsive and sensitive to higher pitched sounds such as glass breaking or tires screeching more so than humans

### 4. A selfless protector

When worse comes to worst, a dog won't hesitate to put itself in harm's way and in the way of an intruder standing between you and your physical wellbeing. As a result of their evolutionary development, dogs' genetic makeup accommodates social hierarchy and loyalty to the pack - It will defend you until the very end.

### 5. Fast responder

Having a professional monitoring service watching your back is no trivial form of security at all, and in fact is reliable at catching criminals in the act, but once an alarm is triggered, every minute with an intruder in the house counts, and no matter how fast their response time is, the window between then and now can see a lot of scary happenings. Having a dog protect your home ensures that you'll have a much bigger chance at fending off a home invader should they stick around after they trigger an alarm, and your loyal companion will stall them for the amount of time it takes for rescue to arrive.

### 6. An effective weapon

Having an offensive approach is the best defence when the situation is such that there is no escaping violence. When you have no other choice but to attack the attacker, a dog's claws and teeth can be a nightmare to an invader, especially if they don't have a good aim with a firearm. Just as security technology advances, so do criminals means of disabling and destroying them without you knowing until it's too late. In these instances where your property is too important to leave to chance, extra security measures such as guard dogs are necessary. Whether your business is residential, commercial, construction etc. these four legged living alarms are able to detect movement, substances, and certain behaviours, amongst other things. For more details on dog training, dog handler training, dog leasing and dog boarding facilities contact Sectra – the dog training specialists on (0242) 2910907 or Mr Orabi on 0782710154.

## GOOD JOB

Our guards are always alert and on the look-out for potential crime. Let us look at a few instances where guards were vigilant in the execution of their duties resulting major savings for our clients.

On 2 May 2019 at 11.25am Sergeant Nziramasanga averted a break in at Kamfinsa car park when he observed and rushed towards a suspect who was about to break into a parked vehicle using a crow bar. Upon realizing that he had been seen, the suspect jumped into a Toyota Allion registration number ADW 6290 with four occupants and sped off. The incident was reported to Police. Nothing was stolen.

On 10 May 2019 at 11.30am security guard Mushonga arrested a Clean Me Cleaner employee who had stolen 6 x 750 ml sheens at Toyota Zimbabwe. The accused was handed over to police and will appear before the magistrate.

On 22 May 2019 at 9.50am our guard assisted in arresting criminals at Arcturus Quarry who had stolen a water pump, hydraulic compressor, a welding machine and an electric motor. Scene was attended and the criminals were taken to Mabvuku Police Station.

Attentiveness is a key characteristic a security guard should possess. While executing his duties, security guard Maresa noticed that one of the clothing bales in the warehouse at his post had been opened and some clothes had been stolen. This led to him conducting searches which were fruitful as he discovered a blue and pink romper in one of the employees handbag leading to her arrest.

## Personnel profile



**Regional Manager  
Gift Matekenya**

**It is important that our clients know who they can liaise with for their security needs on a day to day basis. This issue focuses on Regional Manager Gift Matekenya, who is the Regional Manager for Harare North guarding operations.**

Born and bred in Gurube, Zimbabwe, Gift Matekenya joined Guard-Alert Security as an Operations Officer based in Harare on the 1st of November in 1999

after retiring from the Zimbabwe Republic Police Support Unit. He was subsequently transferred to Bindura and then back to Harare in the following year.

Gift Matekenya quickly rose through the ranks as he was promoted to District Officer in charge of Mvurwi in 2001. He was later transferred to Kadoma in 2003 holding the same post but this time in charge of the region covering Chegutu, Kadoma, Sanyati and Gokwe North. He was further promoted to Regional Manager a position he holds to date. At this position, Mr Matekenya covers a vast area including Harare North, Norton, Ruwa, Mazowe and Domboshava under his portfolio.

Mr Matekenya holds several industry relevant qualifications which include a Police Service Certificate and a Diploma in War Crimes. He also undertook several development courses offered by Sectra which include the Security Officers Course as well as the Security Management Course.

Mr Matekenya has been married to Isabel for 40 years and the couple has six children. Asked what his interests outside work are, Mr Matekenya stated that he is a passionate Christian and enjoys spending time in fellowship. He also enjoys watching sport especially wrestling on television.



# CRIME NEWS

## NATIONWIDE

The ZRP have issued a warning about an upsurge in the theft of motor vehicles, thefts from motor vehicles and smash and grab incidences in the country. One of the most Recent modus operandi being used by criminals is that they approach a motorist at an intersection claiming that he/she has hit a pedestrian or another motorist. Unaware that they are being tricked, the motorists disembark from their vehicles to check the "victim" leaving keys on the ignition. The criminals then immediately get into the vehicle and drive away.

In view of the foregoing, motorists are advised to:

1. Adjust speed when approaching traffic light controlled intersections so that one proceeds straight as the traffic light turns green without necessarily having to stop.
2. Keep all vehicle doors locked and windows opened not more than 2-4cm when driving.
3. NOT entertain strangers at road intersections and be prepared to take off should you observe suspicious people around your vehicle.
4. Exercise caution when driving along roads with tall grass and maize crops as robbers use these as hideouts while targeting motorists.
5. Ensure that all valuables including laptops, handbags and briefcases are hidden in the boot of your car or under the seats before commencing your travel.
6. Physically check if doors are locked after using the remote to lock the vehicle.
7. Activate alarm systems on your vehicle
8. Avoid driving or travelling at night outside city limits.
9. Use safe overnight parking.

**Drivers beware! Thieves have devised a new method of high jacking cars. They put a magnet on the brake disk of your car and, when driving, it makes a noise making it seem like there is a problem with your car. When you stop and get out of the car to check they then attack you stealing all your valuables including the car.**

A car was also intentionally spiked along the road from Glenara Ave turning left onto Airport road. Whilst changing the tyre, several items including a laptop, a smart phone, passports, a black leather wallet with credit cards were stolen from the vehicle. Nothing has been recovered.

We live in an age where a Personal Identification Number (PIN) is used to gain access to almost anything and anywhere. Members of the public are warned against using obvious numbers such as one's birth date, anniversary date or ID number as their PIN. You should ensure that numbers used cannot be connected to yourself making it that much harder for a thief to be able to figure out what your PIN is.

Motorists are warned not to give lifts to strangers as criminals now pretend to be genuine commuters. The criminals usually travel in groups of two to four people who pretend to be travelling independently. After travelling for a while, the criminals then produce weapons and threaten the driver and other passengers in the car robbing them of their valuables and in most cases dumping them in a remote area as the thieves use the car as their getaway vehicle.

**HARARE** – On Friday 22 June 2019, the state media reported that the armed robbers held up the bread van while it made deliveries to a shopping centre in Harare's Glen Norah suburb. The gang, armed with pistols, overpowered the drivers and got away with 500 loaves of bread. Bread is very scarce at the moment and is reportedly fetching high prices on the informal market.

On the 2nd of May 2019 at 11.25am hours one of our security guards averted a break in at Kamfinsa car park when he observed and rushed towards a suspect who was about to break into a parked vehicle using a crow bar. Upon realizing that he had been seen, the suspect jumped into a Toyota Allion registration number ADW 6290 with four occupants and sped off. The incident was reported to Police. Nothing was stolen.

**BULAWAYO** – Six men armed with guns raided a house in Bulawayo's Famona suburb and got away with US\$30 000, a gun, ammunition, a safe with an undisclosed amount of cash and a vehicle. A police source said that the robbers ambushed the house owner (name withheld) as he was driving into his yard. They ordered him out of the car at gun point and threatened to shoot and kill him if he disobeyed their orders.

The suspects demanded money from the victim and indicated that they knew he had a large sum of money kept in his house. The robbers got away with a hunting rifle and about 15 rounds of ammunition. They stole a safe with cash. They took about US\$30 000 and a Nissan single cab pickup truck which was used as the getaway vehicle.

Six armed robbers pounced on a house in

Bulawayo's city centre and brutally attacked four people with machetes before they got away with US\$6 687, RTGS\$1 000, five grams of gold 3 digital gold scales.

Two of the victims who sustained deep cuts on their hands and legs were admitted to Mpilo Central Hospital while two were discharged. Police are on record advising members of the public to avoid keeping large sums of money at their homes, as the money attracts criminals. They always advise residents to deposit excess cash in banks.

In one of the incidents a Fuel Service Station armed guard was man-handled by Honda Fit drivers (mushikashikas) who tried to disarm him after telling customers in the queue that, they was no fuel. The guard reacted by using his pepper spray, activating the panic button and firing a warning shot on the air, the crowd dispersed and case was reported to Police. Fuel station owners are advised to employ well trained guard who will always manage such situations.

**GWERU** – Police in Gweru have arrested a notorious armed robber who teamed up with two accomplices to rob a woman of USD4000 and RTGS\$800 at gunpoint. The gang allegedly ambushed the woman on her way back from work near Mawunga Primary School, Ascot, Gweru.

The criminals were using a Honda Fit vehicle which was parked some distance from the woman's house. While one of the of them remained in the car, two of them proceeded to the house armed with an AK47 rifle and robbed her at gun point stealing not only her money but also her cell phone. The woman screamed for help and people came to help her but the robbers fired two shots to scare them away.



# Avoid Card Cloning

**Protect your plastic to avoid becoming a victim of credit card fraud**

Cash is no longer king as we've come to rely on the convenience of paying with plastic money. But credit card cloning is a very real threat to your personal information and financial security.

## Credit card cloning: How it's done

A cloning or skimming device is very difficult to spot – particularly if it's attached to the payment machine or ATM you're using.

Skimming devices record the information from the magnetic strip on your card which can be programmed onto a new card or used for online shopping. The fraudsters however, need your PIN to complete the scam so covering your pin is the first step to preventing fraud.

Supermarkets, restaurants and shops aren't the only targets. Some sophisticated criminals fit skimming devices to ATMs, fuel pumps and public-use computers. More often than not, the device has been carefully concealed. But you can follow some basic steps to avoid becoming a fraud statistic.

## Tips to avoid becoming a victim

### 1. ATM safety tips:

- Never give your card to someone at an ATM for any reason.
- Never let anyone assist you at an ATM, even if they appear to be a bank official or security personnel.
- Beware of people standing close to you when you are concluding transactions at an ATM.
- Ensure you hide your pin when keying it into an ATM.
- Never use an ATM that looks tampered with or damaged.
- Always use an ATM in a well-lit area.
- If possible, use an ATM that is monitored by a CCTV camera.

### 2. Shopping Safety Tips:

- Ensure your card never leaves your sight. Most restaurants and shops have portable card swipe



machines so there should be no reason for your card to leave your presence. If the person needs to use a different machine always accompany that person.

- Ensure that your card is not swapped for another card after paying.
- Sign on the back of the card. This will help a seller verify that the card being used belongs to you. It will help prevent fraud if a merchant is suspicious and asks the user to sign on the charge slip. The signatures on the slip and the card should match.
- Use cash instead of your card if you have any suspicions.
- Monitor your bank statements for any unusual transactions.
- If married, reconcile your account transactions with your spouse on a regular basis
- Destroy your old receipts. The details in your card statement could be used to commit fraud. Fraudsters could report a lost card, change your address and phone number and then get a duplicate card issued using the details.
- Track all messages on your phone. Keep a close watch on your phone. Thanks to the two-step authentication system and SMS notifications from banks, most transaction alerts end up on your mobile phone. Be suspicious if your phone suddenly stops working and the SIM is disabled. This is another modus-operandi of fraudsters. They report a lost phone against your number and ask for a new SIM to be issued. Using that they can receive banking alerts so you will be oblivious to any fraud taking place while figuring out why your phone is not working.

## Credit card cloning: How to deal with skimming when it happens

- Inform your bank or Credit Card Company immediately.
- If a crime has been committed with the fraud – such as your wallet or phone being stolen – report the theft to police.

A few simple precautions mean you don't need to lose faith in your plastic money – just remember that fraud can happen to you and take **care with your credit.**

## INSPIRATION

- Opportunities are usually disguised as hard work, so most people don't recognise them. – Ann Landers
- Make your life a masterpiece; imagine no limitations on what you can be, have or do. – Brian Tracy
- Life is 10% what happens and 90% how you react to it. – Charles R. Swindoll

Do not wait; the time will never be 'just right.' Start where you stand, and work with whatever tools you may have at your command, and better tools will be found as you go along. – George Herbert



Help us keep your account up-to-date

We sometimes have difficulty in tracing which customer's payments are on our bank statement. In order for us to be able to reconcile our accounts we ask you please to:

1. Put your account reference number on the deposit
2. Send proof of your payment to [accounts@guardalert.co.zw](mailto:accounts@guardalert.co.zw) for all Guard-Alert payments and to [billing@gae.co.zw](mailto:billing@gae.co.zw) for all Guard-Alert Electronics payments .