

List of Licensed DECAMS Operators

S/N	Name	No. of Subscribers	Average false alarm percentage for 3 rd Quarter 2025 ^[a]	Demerit points (normalised) ^[b]
1	Ademco (Far East) Pte Ltd E-mail: service.sg@ademcosecurity.com Phone: 6305 3003 URL: https://sg.ademcosecurity.com/services/fire-monitoring-decams/	3000 to <4000	Approximately <u>3.7%</u>	N.A.
2	Certis Technology (Singapore) Pte Ltd E-mail: CustomerService@certisgroup.com Phone: 6747 2888 URL: https://www.certisgroup.com/	2000 to <3000	Approximately <u>2.7%</u>	N.A.
3	Chubb Singapore Pte Ltd E-mail: sg_csmc@chubbfs.com Phone: 6293 7566 URL: https://chubbfs.com/	1000 to <2000	Approximately <u>2.3%</u>	N.A.
4	Prosegur Singapore Pte Ltd E-mail: smartcentre@prosegur.com.sg Phone: 6488 0252 URL: https://www.prosegur.com.sg/	<1000	Approximately <u>0%</u>	N.A.
5	SECOM Smart (Singapore) Pte Ltd E-mail: enquiries@secomsmart.com.sg Phone: 1800 881 1111 URL: https://www.secomsmart.com.sg/	<1000	Approximately <u>2.2%</u>	N.A.
6	SP Group ^[c] E-mail: mohdelmisha@spgroup.com.sg URL: https://www.spgroup.com.sg	<1000	Approximately <u>9.8%</u>	N.A.

[a] False alarm percentage are calculated as the average of monthly percentages for the given quarter. E.g. XYZ company with 1000 subscribers transmitted 21 false alarms in Jan '25, 22 false alarms in Feb '25, and 23 false alarms in Mar '25. Its false alarm percentage for 1st Quarter 2025 is 2.2%.

[b] Demerit points are awarded for the breach of certain licensing conditions. Demerit points are normalised per 100 subscribers and remain on record for 12 months. E.g. XYZ company with 1000 subscribers was awarded 4 demerit points on 1 Apr '25 and 6 demerit points on 1 Jul '25. Its normalised demerit points on 1 Jan '26 will be 1.00 while its normalised demerit points in 1 Apr '26 will be 0.60.

[c] SP Group's DECAMS services are limited to its own buildings and are not available for public subscription.

Note: Information given as of 1 Dec '25. While care has been taken to ensure the accuracy of the information presented, it is provided for indicative purposes only. No liability shall be accepted for any loss or inconvenience arising from any inaccuracies.