



## First County Monitoring – Keyholder Changes

If you require any keyholder changes to your account, please contact First County Monitoring directly. Their admin department is open Monday – Friday 9am – 5pm (excluding bank holidays). Please note anything received outside of these hours will be in action the next working day.

The email address to contact for any keyholder changes is:  
[admin@firstcountymonitoring.co.uk](mailto:admin@firstcountymonitoring.co.uk)

Please note: your system number is required on all correspondence to the monitoring station for any changes to the account. Your system number should be kept secure at all times.

We also advise that you request a copy of the updated information held by the monitoring station so this can be checked of any errors.

In an emergency the shift supervisor can make basic updates. If it is an emergency outside of normal office hours, please use the following email address:  
[fcm\\_supervisor@firstcountymonitoring.co.uk](mailto:fcm_supervisor@firstcountymonitoring.co.uk)

First County telephone number for queries: **0175 724 4310**.