



February 8, 2016

To whom it may concern,

ISA has been performing alarm services for Macerich for over two years to include system repairs, system upgrades and portfolio alarm monitoring. We have found them to be very capable, cost effective, and innovative and a very good partner in addressing and resolving any issues related to our alarm systems. They have grown a well-deserved piece of our business in this very sensitive areas and have earned the status of trustworthy partners through the leadership of Troy Jones, our account executive.

Sincerely,

A handwritten signature in black ink, appearing to read "Joe Venne", with a long horizontal flourish extending to the right.

Joe Venne

Vice President, Operations