



**MARLOWE Critical Services**

**Unit 8, Wilford Industrial Estate**

Ruddington Lane  
Wilford, Nottingham  
NG11 7EP

t. 0115 981 2624

w. [fsefireandsecurity.co.uk](http://fsefireandsecurity.co.uk)

e. [sales@fsefireandsecurity.co.uk](mailto:sales@fsefireandsecurity.co.uk)

1<sup>st</sup> September 2021

Dear Customer

## RE: NOTIFICATION OF CHANGE OF COMPANY NAME AND NOVATION OF CONTRACT

As a valued customer of FSE Fire & Security, I would like to notify you that we are making changes to our operating model and are officially integrating into our sister company Marlowe Fire & Security.



This letter informs you of our intention to fully novate all parties' contractual obligations from FSE Fire & Security to Marlowe Fire & Security from November 1<sup>st</sup> 2021.

Our obligations under your existing agreements remain unaffected by the integration and Marlowe Fire & Security commit to ensuring all our existing contractual obligations continue to be met.

### What are the benefits to you?

During our many years of serving both commercial and domestic customers across the UK, both FSE Fire & Security and Marlowe Fire & Security have independently established themselves as fire life safety and security service providers of choice.

By uniting the capabilities and resources of FSE Fire & Security and Marlowe Fire & Security as a consolidated entity, we can now offer a more extensive range of capabilities and services across the range of sectors in which we operate.

Combining our business development and engineering teams and uniting them behind a single brand allows us to sharpen our focus and provide a truly superior customer experience. By driving closer working relationships with a much larger electrical and mechanical, fire life safety and security engineering team we will be able to provide an enhanced service, resulting in improved customer care.

### What is going to change and what will stay the same?

There will be no material change to your current arrangements. Our people, including your day-to-day contacts and dedicated engineers, insurance cover, office location, accreditations and adherence to our agreed contractual obligations remain unaffected by the integration.

#### FSE Fire & Security Limited

Registered Office: 20 Grosvenor Place, London, SW1X 7HN

Registered in England & Wales

Company Registration No. 055 175 34

VAT No. 865 4847 77



Examples of the types of documents that will be branded as Marlowe Fire & Security include:

- Quotations
- Engineers Dockets
- Invoices
- ID Cards, Uniform and Livery
- Health and Safety Documentation (RAMS)

Please note that the update of our vehicle livery will be gradual and our engineers may attend your site in a FSE Fire & Security branded vehicle. However, to assure you of their identity, their photographic ID cards will be branded Marlowe Fire & Security.

In addition, from November 1<sup>st</sup> 2021, our email addresses URL will be migrating to @marlowefireandsecurity.com and our new advertised telephone number will be 0333 010 2000. Our websites will migrate to www.marlowefireandsecurity.com in addition to updating our social media accounts and online directories.

**Please be aware that all current email addresses will be automatically redirected to ensure no communication is lost and our existing telephone number diverted. You should not try to utilise the @marlowefireandsecurity.com email address until November 1<sup>st</sup> 2021.**

### Updating your records

In order to support the integration process, I would like to confirm to you our company details. Please ensure your records are updated for November 1<sup>st</sup> 2021 and ensure that this notification is distributed to the relevant teams and individuals within your organisation.

Company Name:	Marlowe Fire & Security Limited
Company Registration No:	05239777
VAT Registration No:	GB861382029
Registered Office:	20 Grosvenor Place, London, SW1X 7HN
Trading Address:	Unit 8a, Wilford Industrial Estate, Ruddington Lane, Nottingham, NG11 7EP
Head Office:	Lowry House, 5 Ohio Avenue, Salford Quays, Greater Manchester, M50 2GT
Telephone:	0333 010 2000
Email:	hello@marlowefireandsecurity.com
Website:	www.marlowefireandsecurity.com

### What happens next?

We aim to conclude the integration process by November 1<sup>st</sup> 2021 when all future company communications will be branded Marlowe Fire & Security.

Marlowe Fire & Security's Bank Details to which payments should be made from November 1<sup>st</sup> 2021 will be communicated to you by October 1<sup>st</sup> 2021 to ensure sufficient time to update your records.

No further action is required from you at this time and further updates will be provided to you throughout the process both directly and through our websites and social media accounts.

This new chapter is an exciting step for our business and customers and I want to thank you for your continued custom. I look forward to continuing our valued relationship and exploring the new opportunities that Marlowe Fire & Security can offer.

If you have any questions or would like any further information, please email [fseintegration@marlowefireandsecurity.com](mailto:fseintegration@marlowefireandsecurity.com)

Yours sincerely,



Stuart Rye  
FSE Fire & Security Managing Director