



Emergency Codes

Greetings!

As we improve our system and procedures, we are speeding up the process used by a member to access a lockbox when the SentriCard® is preventing access.

If your association allows "**One Day Codes**", SentriLock will issue an "**Emergency Code**" to a member that is an active cardholder at a lockbox in their approved region, under one of the following conditions:

- a. The member has a possible defective SentriCard®.
- b. The member cannot access a lockbox because the lockbox is not reading the SentriCard®.

This will prevent the member from having to wait for permission from the lockbox owner and provide quicker access.

The member will be granted only two business days to either get to a card reader and have a member of SentriLock view the card or get to their Board/Association to receive a replacement.

Sincerely,

Rob Faulconer
Customer Relations Department Manager
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