



FAQ ABOUT LOJACK BAHAMAS

What is LoJack and how does it work?

LoJack is a stolen vehicle recovery system that allows police to track and recover your stolen vehicle. A **LoJack** unit is hidden in your vehicle by a certified technician and registered in the **LoJack Bahamas** database. When you file a stolen vehicle report with the police, the **LoJack** transmitter hidden in your vehicle will be activated by a silent radio signal that is sent from the **LoJack** computer. Police can then track the signal and locate the vehicle.

Is my LoJack always “on”?

Your **LoJack** is always in receiving mode, ready to be activated by a silent signal from **LoJack** computers.

How do I know if my LoJack is working?

Your **LoJack** unit is tested and certified at the time of installation. You will be required to verify your **LoJack** unit is functioning properly each year by having an annual inspection.

When is the annual inspection date?

Your annual inspection will be at the same time that your insurance policy is renewed. The inspection cost is \$50.00* which will be reimbursed to you by your Insurance Agency when you pay your insurance premium.

*** Pricing is subject to change without notice.**

How do I arrange an annual inspection?

To arrange your annual inspection call us at **328-8431** or e-mail us at info@lojackbahamas.com.

What do I do if I believe my LoJack requires service?

Call us at **328-8431** to schedule an inspection of your **LoJack** – or to talk to a Customer Service Representative who can answer any questions you may have. For faster assistance, please make sure you have your Vehicle Identification Number (VIN) or car license number at the time of the call. Your VIN number is located on the **LoJack** I.D. card given to you at the time your **LoJack** unit was installed and on your insurance policy certificate.

Does my car need to be running for LoJack to work?

No. The **LoJack** unit constantly draws a very small amount of power from your vehicle’s battery. Should your battery be disconnected, **LoJack**’s back up battery will provide power.

What should I do if my vehicle is stolen?

If your vehicle is stolen, report the theft immediately by calling **911**. You will need to get the name and badge number of the Police Officer that you report your vehicle stolen to. Once you've reported your vehicle stolen to the Police contact **LoJack Bahamas** at **328-8431** to advise us of the theft. You will be required to give the following information to **LoJack**; Name and badge number of the Police Officer that took the report of the theft, which Police station where the report was filed if other than **911** and information on your vehicle, owners name, VIN and license numbers. The **LoJack** unit in your vehicle will then be activated and the Police will start the tracking process.

What should I do if my vehicle is involved in an accident?

If your vehicle sustains damage as a result of an accident, you should call us at **328-8431** or e-mail us at info@lojackbahamas.com. to schedule an inspection of your **LoJack** unit. This inspection is required to ensure your **LoJack** unit is still functioning properly. This inspection will be performed **FREE of CHARGE**.

What happens when I sell my vehicle, can I transfer my LoJack to my new vehicle?

Your **LoJack** unit is transferable from one vehicle to another; there will be a fee for recovering the unit from one vehicle and installing it in another. However, **LoJack** may enhance your vehicle's resale value.

What happens if I sell my vehicle with a LoJack unit installed?

If you sell your vehicle with a **LoJack** unit installed **LoJack Bahamas** should be advised so that the registration of the unit can be transferred to the new owner of the vehicle which will continue to provide **LoJack** coverage for the vehicle and remove your contact information from that unit.

Can car thieves find my LoJack unit and beat the system?

The **LoJack** unit is very small – about the size of a deck of cards – so it can be hidden in as many as 20 to 30 different places in your vehicle. This makes it very difficult for thieves to find your **LoJack** unit.

Is LoJack available in my area?

Presently **LoJack** is only available in **New Providence** but coverage will be increasing to other islands in the near future.

Why is there no exterior marking on the vehicle stating it has a LoJack unit? Wouldn't a LoJack sticker act as a theft deterrent?

LoJack is not designed to be a deterrent. One of the major benefits of the system is that **LoJack's** presence is not disclosed to the thief. This increases the likelihood of rapid recovery and minimal damage, and 90% of **LoJack** equipped vehicles are recovered.

How is LoJack different from other systems?

LoJack is the only stolen vehicle recovery system operated by the police. It is based on wireless radio frequency technology. From ground or air the signal from your **LoJack** unit can be tracked whether it is in an underground parking facility, in a warehouse, or in a container on a ship. GPS based tracking systems require direct line of sight by the satellite.

Is LoJack a high-end alarm system?

LoJack is not an alarm system. Alarms work as theft deterrents but do not provide a way for your stolen vehicle to be tracked and recovered.

Are there different LoJack systems?

LoJack products include the **LoJack** Stolen Vehicle Recovery System for Automotive, Motorcycle, Commercial and Construction Equipment which allows police to track and recover your vehicle after you report it stolen, and the **LoJack** Early Warning Recovery System which is an additional layer of protection on top of **LoJack** Stolen Vehicle Recovery System. An Early Warning unit will send **LoJack Bahamas** a message if your vehicle is moved without the key fob/pass and **LoJack** will contact you and ask that you check on your vehicle. Contact **LoJack Bahamas** at **328-8431** or e-mail us at info@lojackbahamas.com for pricing and availability.

How do I find a car Dealer that sells LoJack?

Call us at **328-8431** or visit our website www.lojackbahamas.com & see Auto Dealers.

Who installs LoJack?

LoJack is installed by certified **LoJack** Technicians, and can be installed at **LoJack Bahamas** or at participating Auto Dealership when you purchase a new vehicle, or at your home or office. When installations take place at your home or office there is an additional service charge.

Can LoJack be installed in my existing vehicle?

Yes, you can purchase **LoJack** for your existing vehicle. Call **328-8431** or e-mail us at info@lojackbahamas.com.

If I purchase a vehicle abroad that has a LoJack unit already installed can it be registered with LoJack Bahamas?

Yes, as long as **LoJack Bahamas** can confirm the serial number of the **LoJack** unit in your vehicle.

How do I find out if the used vehicle I have purchased locally or abroad has a LoJack Unit?

Ask your Auto Dealer or the previous owner if the vehicle is **LoJack** equipped or contact **LoJack Bahamas** Customer Service at **328-8431** or e-mail us at info@lojackbahamas.com.

Will I receive an insurance discount?

Participating Insurers are giving a premium rebate for vehicles with theft coverage as follows; A one year only premium rebate, based on your Policies Net Premium will be allowed for any customer insured under a comprehensive or third party fire and theft policy based on the following: - Policy Net Premium \$0 to \$499 will be rebated \$50.00, Policy Net Premium \$500 to \$999 will be rebated \$100.00 and Policy Net Premium \$1000 and greater will be rebated \$150.00. Participating insurers will also pay the annual inspection charge on policies with theft coverage.

Can I order a replacement or additional Key Fob/Pass for my LoJack System?

Yes, you can order an additional Key Fob/Pass by contacting **LoJack** Customer Service at **328-8431** or e-mail us at info@lojackbahamas.com.

Can I have LoJack units installed in my company's fleet of vehicles?

Yes, contact **LoJack** Customer Service at **328-8431** or e-mail us at info@lojackbahamas.com for more details and pricing.

Can I buy a LoJack unit online?

No, **LoJack** units can only be purchased through **LoJack Bahamas** or an approved dealer. The **LoJack** Unit has to be installed by a certified **LoJack** Technician.

Please visit our website at www.trackitbahamas.com