

Protocol for Armored Car Services Master Agreement #: E194-72746

Scope of Services: Services to provide Armored Car Services to selected Commonwealth of Virginia agencies and other public bodies.

State Representative & Primary Point of Contact	
Service Related Issues, Changes, Updates:	Chris Scholz, Regional Account Executive Dunbar Armored, Inc. Phone Number: (804) 672-3300 / Richmond Office Phone Number: (757) 466-3380 / Norfolk Office Mobile: (804) 400-6103 / day & after hours Fax Number: (804) 672-3624 E-mail: chris.scholz@dunbararmored.com

Contract Compliance Issues, Changes, Modifications:	Chris Scholz, Regional Account Executive <i>Contact details above</i>
Dunbar Armored eVA ID:	E5486

Dunbar's Corporate Headquarters , Client Help Desk & Billing Inquires	
Corporate Headquarters:	Dunbar Armored, Inc. 50 Schilling Road Hunt Valley, MD 21031 Phone: (410) 584-9800 / Toll Free: (800) 888-2129 www.dunbararmored.com
Dunbar operates a Client Help Desk:	Phone Number: (800) 888-2129 Hrs. of Operation: Monday.-Friday 8:30am-7:00pm
	Akysia Kitchen, Dedicated Client Support Specialist Phone Number: (800) 888-2129 E-mail: akysia.kitchen@dunbararmored.com
	Melissa Baldwin, Asst. VP Client Services <i>(Escalation Resolution)</i> Phone Number: (800) 888-2129 or Direct: (410) 527-7132 E-mail: melissa.baldwin@dunbararmored.com
Billing Inquiries:	Kim Grover, Assistant Billing Manager Phone Number: (800) 888-2129 or Direct: (410) 229-1882 E-mail: kim.grover@dunbararmored.com

Dunbar Security Products, Ordering and Point of Contact	
	John Shilling, Sr. Account Executive Phone Number: (800) 766-9145, ext. 201 Fax Number: (800) 891-5154 Email: john.shilling@dunbararmored.com
Dunbar Security Products eVA ID:	VS0000031136