

TMA Five Diamond Checklist 2024

A 100% Operator Certified Monitoring Center

Company Name: _____

- NEW RENEWAL
- Complete and sign application form.
- Provide a copy of your UL, FM and/or ETL Certificate.
 - Include a certificate from an inspection completed this calendar year (expiration date should be in 2025).
 - If your inspection date has been delayed, submit the certificate that you have on file with the understanding that you must provide the current year's inspection certificate to TMA upon completion.
 - If your monitoring center is located in Canada, include the ULC listing.
 - Video monitoring companies – include the UL Certificate from your UL827 hosted data center. Note: The data center must also be a TMA member.
- Download and attach your operator transcripts in spreadsheet format for TMA's Operator Level I and/or Level II courses, for details see "How to Export Student Transcript". **Include data for all currently employed operators and verify the number of operators listed on the transcript match the number of current operators listed on the Five Diamond Application.** For operators trained at another company, include their course certificate of completion.
- Verify your 2024 TMA Membership is in good standing and dues have been paid for the current calendar year. (Note: membership dues are billed separately from the Five Diamond application fee.)
- Complete and sign the Five Diamond Logo License Agreement.
- Notarize the Application form (if applicable). (US-based companies only; Canada-based companies are exempt). This is required for US Companies that are new to Five Diamond or are returning after a 1+ year gap or if there have been changes to the company's articles or officers since the previous application. **When renewing in consecutive years with no changes, a notary is NOT required.**
- I have read, acknowledge and understand the Five Diamond program requires a 3-year recertification requirement for all monitoring center operators.
- Return the completed application, with all required materials:
 - Online: [HERE](#)
 - Email: fivediamond@tma.us
 - Mail: The Monitoring Association, 7918 Jones Branch Drive, Suite 510, McLean, VA 22102
- Include payment or copy of payment receipt for TMA Five Diamond Application Fee, \$400.00. Please note: Applications require payment in order process.
 - Pay online: [HERE](#) (login is your email address). Application fee is non-refundable.
 - Pay by check: The Monitoring Association, 7918 Jones Branch Drive, Suite 510, McLean, VA 22102
 - Pay by phone with credit card: 703-660-4914, 703-660-4918, or 703-660-4919

OPTIONAL: Purchase a TMA Five Diamond Plaque [HERE](#) (login is your email address)

PLEASE NOTE: TMA periodically audits Five Diamond designated companies to ensure that program requirements are being met. The operator training as well as member participation in TMA activities are both commitments associated with the program. If you have questions or would like to engage in member activities, please contact us at fivediamond@tma.us.