



- Locked Out?
- Need new deadbolts?
- Keys made?
- Locks rekeyed?
- Purchased a new home?
- Security work needed?

### Know Who To Trust!

Please take the time to educate yourself before you are in an emergency situation.

If you are using the phone book, internet or Google maps, there are a few things to consider before making that call.

### Look Closely at the ad to see that the Business Name is clearly identified.

A warning sign to look for on an ad is the statement "Under Same Ownership" which is usually found in small print on a large ad. This statement could mean the "Company" may operate under several names.

If a web address is provided take time to check if the name, phone number and address match the ad. Some ads may list several association memberships; make sure the organizations are valid by going to their website as well.

If your call is answered by a generic phrase similar to "Locksmith Service" you should ask the Legal Name of the business.

Many devious individuals often operate under numerous business names!

### Where is your Business Located?

Some disreputable companies list phony street addresses. When you make the "local" call your call could actually be a call center out of state.

You could also ask:

- How long have you been in business?
- How long have you been operating in this location?
- Where were you located prior?

Remember that many legitimate locksmiths may not include a business address because they operate as a "mobile" business. The mobile locksmith service vehicles are outfitted with the tools of the trade and are the locksmith's "SHOP ON WHEELS".

### Is the Locksmith Insured?

It is important for the locksmith to have insurance in case your property is damaged during a repair or if faulty work leads to loss.

### Is the Locksmith Licensed?

The following states currently require Locksmith Licensing: Alabama, California, Illinois, Louisiana, Maryland, New Jersey, North Carolina, Oklahoma, Tennessee, Texas and Virginia. 6/2009

### Is the Locksmith Bonded?

To be bonded a person must pass a thorough background, fingerprinting and criminal check.

### Do they have any Certifications?

- RL (Registered Locksmith)
- CRL (Certified Registered Locksmith)
- CPL (Certified Professional Locksmith)
- CML (Certified Master Locksmith)

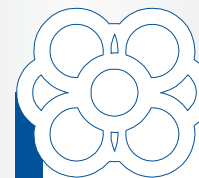
### Ask for an Estimate

Include all work, replacement parts and if there are any additional fees including a service call or mileage/trip charge. Most legitimate locksmiths will give you an estimate on the phone; especially in a lock out situation.

### What Payment is Accepted?

If checks are accepted ask what company to make the check payable to.

### Ask for Identification



- Drivers License
- Business Card
- Locksmith License (where applicable)
- Invoice

If a drivers license is shown check the picture, state and expiration date.

Ask to see an invoice. Check to see if the name and information match the business card and vehicle.

Expect the Locksmith to ask you for Identification as well. They need to insure you are the legitimate owner.

Once the locksmith has inspected the lock ask if the estimate has changed. If it has you may want to seriously consider not allowing the work to be done.

If you are in a locked out situation, be cautious if you are told the lock needs to be drilled and replaced. An experienced, legitimate locksmith has the education and necessary tools that enable them to unlock almost any door.

- Never sign a blank form authorizing work
- Do not pay for service in advance
- Always ask that parts replaced are returned to you

### When the Work is Complete

Make sure you receive an itemized invoice listing parts, labor, mileage, and the price of the service call. If you need to dispute a charge you will need this itemized invoice as proof of how much was paid and exactly what the payment was for.

Once you have found a reputable locksmith you can trust, keep the company's name and contact information in your wallet. You may also want to program the number into your phone for future reference and for recommendations.

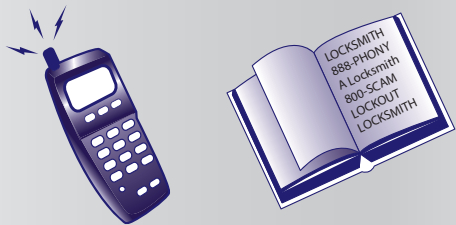


Please Help us get this message out by sharing this brochure.

## THE SCAMS



There are certain individuals who are placing multiple listings (sometimes 30 or more in a single phone book and/or search engine) with different names, phone numbers and phony addresses tailored to convince consumers they are dealing with a local company. When you call the number you are actually connected to a call center (many times out-of-state) where you will be quoted a reasonable price. The person claiming to be a locksmith typically arrives in an unmarked vehicle without proper credentials and may preform unnecessary sub-standard work.



In many instances the consumer is told the lock cannot be opened and therefore, it is necessary to drill it out and replace it with a new lock. The bill sometimes is 10 to 15 times higher than the original phone quote and the individual may only accept cash for services performed.



There are also copy cat locksmiths who are running ads in phone books/search engines using very similar names of well established legitimate locksmith companies, hoping that the consumer will think they are calling the real locksmith. You must be very careful and know that you are working with the original locksmith who will have the appropriate credentials.

## FILING A COMPLAINT

If you have a problem with a locksmith, try to resolve the problem with the company first. Some companies may not accept responsibility if you do not complain in a timely manner. If your situation cannot be resolved consider contacting your local consumer protection agency for information and assistance. [www.consumeraction.gov](http://www.consumeraction.gov)



You can also file a complaint with the Federal Trade Commission (FTC). The FTC does not intervene in individual disputes, however the information you provide will help indicate a pattern of possible law violations requiring action by the FTC. The FTC works for the consumer to prevent fraudulent, deceptive and unfair business practices in the marketplace. To file a complaint visit [www.ftc.gov](http://www.ftc.gov) or call toll-free 877-FTC-HELP. The FTC enters consumer complaints into the Consumer Sentinel Network, a secure online database and investigative tool used by hundreds of civil and criminal law enforcement agencies.



Your state Attorney General, ([www.naag.org](http://www.naag.org)) and the Better Business Bureau ([www.bbb.org](http://www.bbb.org)) can also assist you and help you file a complaint.



Associated Locksmiths of America (ALOA) ([www.aloa.org](http://www.aloa.org)) has a website where you can link directly to the FTC complaint form. If you were a victim of a locksmith whose contact information you obtained off the internet, ALOA has a direct link to the FBI Internet Crime Complaint Center ([www.ic3.gov/default.aspx](http://www.ic3.gov/default.aspx)) where you can file a complaint.



## FOR MORE INFORMATION

[legallocksmiths.com](http://legallocksmiths.com)  
[locksmithswiki.com](http://locksmithswiki.com)  
[findalocksmith.com](http://findalocksmith.com)

## LOCKSMITH SCAM ALERT

**Unfair or Deceptive "Locksmiths" Taking Advantage Nationwide!**



**Help Stop the Phony Locksmiths!**

**Avoid falling Victim to individuals posing as legitimate locksmiths who generally overcharge for services, perform unskilled work and prey on people in vulnerable - emergency lockout situations.**

**Help us stop this Nationwide problem and  
 Protect Yourself by following this advice  
 Provided by your Legitimate  
 Local Locksmith Company.**

