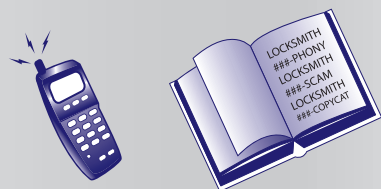


THE SCAMS



There are certain individuals who are placing hundreds of listings in a single phone book and/or search engine with different names, phone numbers and phony addresses tailored to convince consumers that 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 very low price. The person claiming to be a locksmith typically arrives in an unmarked vehicle without proper credentials and may perform 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 20 times higher than the original phone quote and the individual may only accept cash for services performed.



Beware of copycat ads placed in phone books and search engines with very similar names of well established legitimate locksmith companies. Don't be tricked, verify you are working with the original reputable locksmith company, who will have the appropriate credentials.

FILING A COMPLAINT

If you think you were a victim of a "locksmith scam", contact your local consumer protection agency for information and assistance. 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 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) and the Better Business Bureau (www.bbb.org) can also assist you and help you file a complaint.



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



FOR MORE INFORMATION

legallocksmiths.com
aloea.org (Consumers defrauded by Locksmiths Scams)
locksmithwiki.com (Locksmith Scam Alert)

To order additional copies contact PBP at 1-800-355-6322
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"LOCKSMITH" SCAM ALERT

Beware of Scammers Posing As LEGITIMATE LOCKSMITHS!



DON'T BE A VICTIM

Avoid falling victim to individuals posing as legitimate locksmiths. The scammers generally overcharge for services, perform unskilled work and prey on people in vulnerable emergency lock-out situations.

Help Us Stop This Nationwide Problem & Protect Yourself By Following This Advice

Provided by your Legitimate Local Locksmith Company



TIPS ON HIRING A REPUTABLE LOCKSMITH



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

Know Who To Trust!

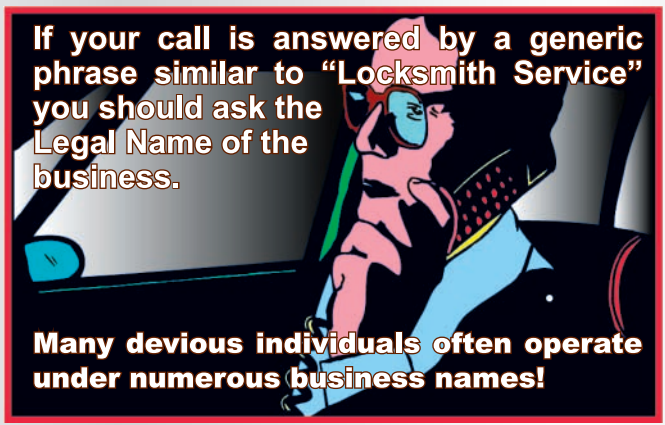
Educate yourself before you are in an emergency situation.

When using the phone book or internet consider these things before making that call.

Look Closely At The Ad To See That The Business Name Is Clearly Identified

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

If a website 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.



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!

Asking Questions is KEY

Where Is Your Business Located

When you make what you believe to be a "local" call you could actually be connected to a call center out of state.

Before Giving Your Address Or Location Ask The Company For Theirs

ASK:

- How long have you been in business?
- How long have you been operating in this location?

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.

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

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 if you are in a lock-out situation.

What Payment Is Accepted

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

ONCE THE LOCKSMITH ARRIVES



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 ensure you are the legitimate owner.

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

If you are in a lock-out situation, be cautious if you are told the lock needs to be drilled and replaced. Experienced, legitimate locksmiths have the education and necessary tools that enable them to unlock almost any door.

When The Work Is Complete

Make sure you receive an itemized invoice listing parts, labor, mileage and cost 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 your phone for future reference and for recommendations.



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