



SECURITY FIRST

SERVICING ALL SOUTH EAST QUEENSLAND

LOCKSMITHS
PTY LTD

The 4 Stages of the Locksmith Scam



How the Scam Works

- Stage 1:** A consumer lost their car-key or locked it in the car
- Stage 2:** The consumer searches online for a local locksmith to help
- Stage 3:** The scammer offers ridiculously low call out fees and gets the job
- Stage 4:** The price changes and the consumer is forced to pay via credit card or cash

The Scenario

The alleged "locksmith" arrives to do the job, usually in an unbranded vehicle, often in streetwear and without presenting any kind of identification.

The person will attempt to open the vehicle (or pretend to try) before informing the consumer that the service fee only covers their initial attempt and additional charges will apply.

If the consumer agrees to further costs, the scammer will generally use force to open the vehicle, sometimes causing irreparable damage.

To make matters worse, the scammer will then charge the consumer an exorbitant fee, demands immediate payment and issues a receipt without GST, business name, ABN or contact details.

These people are not professional locksmiths – they are scammers and often backpackers, students, and even tourists. Unfortunately, there is very little the consumer can do other than lodge a claim with the relevant consumer affairs authority, but as the scammers are unregistered and unlicensed, the chances of getting any money back are very slim.

So whenever you or your family needs a locksmith in a hurry, hire an industry professional.

Please help us to build a database and Report a Locksmith Scam - <https://mlaa.org.au/contact-us/report-a-locksmith-scam/>

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Requirements for a Security Providers Licence Individual – Class 2

There is currently some confusion in the industry about the need to use licensed security providers for general lock work and lock installation, including repairs and maintenance.

According to the Security Providers Act 1993 (the Act), in Queensland any tradesperson performing the general functions of a locksmith in their day to day job must hold a security provider licence - Individual - Class 2.

Businesses such as property management firms, facilities services providers and real estate agencies, who typically outsource the functions of a locksmith, need to ensure they hire professional licensed security providers.

The definition of a basic security item in the Act includes an electronic or mechanical lock used for basic household security, for example a door lock, window lock or padlock.

A licence to work as a locksmith is **not** required to:

- install a basic security item **while the property is being constructed, repaired or renovated** (this doesn't extend to repairing, servicing or maintaining basic security items)
- perform retail key cutting

Anyone who gets paid, or gets a reward to install, repair, service or maintain any security equipment, including the following is required to be licensed:

- alarms
- monitoring systems
- audio or visual recording systems
- electric, electro-magnetic or biometric access control devices
- motion, infra-red, microwave or contact detectors
- safes or vaults



More information about security providers is available on the Office of Fair Trading website www.qld.gov.au/fairtrading under Regulated industries, licensing and legislation.



Master Locksmiths Association (MLAA) members are highly trained, fully qualified security professionals. All MLAA business members are police checked and/or security licensed, and they are required to adhere to a strict code of ethics and code of conduct.

For more details about the Master Locksmiths Association visit <https://mlaa.org.au>

