



CIS COMPLAINT

Record 1 of 261	
Reference Number	2803650
Created Date	03/14/2003
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	AHOWARD
Entered Date	03/14/2003
Updated By	CIS1
Updated Date	02/18/2006
Agency Contact	Internet
Complaint Date	03/13/2003
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	HORISON VIEW
Consumer Address, State Code	
Consumer Address, State Name	
Consumer Address, Country Code	ZAF
Consumer Address, Country Name	SOUTH AFRICA
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)

Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	24 HOUR LOCKSMITH CALL-OUT
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	FLORIDA
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	ZAF
Company Address, Country Name	SOUTH AFRICA
Company Address, ZIP Code	1710
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	083
Company Phone, Number	7562661
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	In Person

Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$23000.00
Complaint Info Amount Paid Method	Cash
Complaint Info Amount Paid Value	\$23000.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I LOCKED MY KEYS IN MY FLAT AND FOUND THIS LOCKSMITH NAME IN THE YELLOW PAGES. I CONTACTED HIM AND HE CAME OUT TO OPEN THE DOOR BUT COULD NOT OPEN THE DOOR AND USED A SCREWDRIVER AND HAMMER TO HIT THE DOOR HANDLE OFF AND DAMAGED MY DOOR HANDLE VERY MUCH. AFTER SEVERAL PHONE CALLS TO FANIE AND PROMISES TO COME OUT AND PUT A NEW LOCK IN HE NEVER SHOWN UP, NOT EVEN PHONED TO EXPLAIN. I FEEL THAT I COULD ALSO USED A SCREWDRIVER AND HAMMER AND KNOCK IT OFF MYSELF BUT THEY DID A VERY BAD BAD JOB AND I HAVE TO PAID FOR IT AND FEEL THAT I MUST GET MY MONEY BACK. THEY COULD JUST TOLD ME THAT THEY CANT OPEN THE DOOR AND I WOULD FIND SOMEBODY ELSE TO DO THAT BUT BECAUSE IM A WOMAN I FEEL THEY USED ME!!! MY ATTORNEY TOLD ME THAT I SHOULD NOT PAID THEM</p>

BUT NOW I HAVE ALREADY PAID HIM AND MY ATTORNEY FEEL THAT I MUST CONTACT YOU PEOPLE TO COMPLAINT ABOUT FANIE. IS THERE ANYTHING YOU CAN HELP WITH BECAUSE I FEEL VERY UNHAPPY ABOUT HIS ATTITUDE AND THE WAY THE HANDLE THE WAY OF OPENING MY DOOR BECAUSE THEY REALLY DONT HAVE A CLUE OF OPENING A DOOR.

Complaint Info CRA Dispute Flag
Complaint Info CRA Dispute Responded
Complaint Info CRA Dispute Resolved

Record 2 of 261

Reference Number	3052761
Created Date	06/09/2003
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	DBRAHLEK
Entered Date	06/09/2003
Updated By	CIS1
Updated Date	02/18/2006
Agency Contact	Internet
Complaint Date	06/07/2003
Transaction Date	05/28/2003
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	Los Angeles
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	b(6)
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Diaz Locksmith
Company Address, Line 1	2658 Menlo Ave.
Company Address, Line 2	Apartment 3
Company Address, Line 3	
Company Address, City	Los Angeles
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90007
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	213
Company Phone, Number	880
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Unknown
Company Rep Middle Name	
Company Rep Last Name	Unknown
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	In Person
Complaint Info Initial Contact Date	05/28/2003
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	

Complaint Info Amount Requested Value	\$45.00
Complaint Info Amount Paid Method	Cash
Complaint Info Amount Paid Value	\$45.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>When I was out of town, my roommate (b)(6) called a mobile locksmith service called Diaz Locksmith to have a key made. He found these people in the Los Angeles Yellow Pages. They came to our apartment, there was a misunderstanding the communication, and instead of making a key, they rekeyed the lock and charged him \$45. He didn't realize the locks had been rekeyed until the rest of us discovered our keys no longer worked. I called, and instead of asking for the money back, I requested that Diaz Locksmith simply come and undo the rekeying mistake. The woman I spoke to said that was possible, but it would cost another \$45. I explained that this was unacceptable. My roommate also spoke with her, and they are no longer answering their phone for us. They refused to let us speak to a manager, and one employee cussed at my roommate. There is no address listed in the Yellow Pages for this business, though they have several locations.</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 3 of 261

Reference Number	6844875
Created Date	10/03/2005
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	DCRASE
Entered Date	10/03/2005
Updated By	CIS1
Updated Date	02/18/2006
Agency Contact	Internet
Complaint Date	10/01/2005
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Van Nuys
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	60 - 64
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	24 Hrs. Emergency Locksmith Services
Company Address, Line 1	16935 Vanowen St.
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Van Nuys
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	91405
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	818
Company Phone, Number	345-9182
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	In Person
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	

Complaint Info Amount Requested Value	\$130.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Called Locksmith and was quoted a price of \$55.00 for unlocking car door. When repairman arrived he took my DMV identification and wrote a sales receipt for \$130.00 which I refused to pay or sign. This was done prior to any work being done. He never even attempted to open the door before writing sales receipt and taking ID number. I'm contacting the three credit reporting agencies to let them know he has my identification and try and protect my credit and try and prevent "some" potential identity theft.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

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Reference Number	6849835
Created Date	10/04/2005
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	DBRAHLEK
Entered Date	10/04/2005
Updated By	CIS1
Updated Date	02/18/2006
Agency Contact	Internet
Complaint Date	09/30/2005
Transaction Date	08/01/2005
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Philadelphia
Consumer Address, State Code	PA
Consumer Address, State Name	Pennsylvania
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

