



**ALABAMA ELECTRONIC SECURITY  
BOARD OF LICENSURE**

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**Consumer Complaint Information**

The AESBL is the state licensing board for locksmith and alarm system companies and their employees. The term “alarm system” includes, but is not limited to, burglar alarms, CCTV/surveillance/security camera systems and electronic access control systems. Companies that monitor alarm systems are also required to be licensed. The AESBL endeavors to provide consumer protection, mainly, by requiring that all individuals who receive a license have an acceptable criminal history and have passed certain training requirements beforehand.

The AESBL expects its licensees to provide prompt service to consumers whenever assistance is requested to resolve problems with their locking device(s) or alarm system. For more on what the AESBL expects of licensees, please see the Code of Ethics section in the rules and regulations (Administrative Code) posted on the AESBL web site.

The AESBL expect consumers to follow the procedures a company has specified in the contract or agreement signed by the consumer or in other material provided by the company. The consumer must give the company the opportunity to resolve a problem or issue before the AESBL will take any action against a licensed company or individual. However, if a consumer is unable to get assistance from the company or has encountered any of the following examples of issues with a company, there may be grounds for a formal complaint to be filed with the AESBL against the company:

- a. An overly aggressive sales approach where the salesperson spoke negatively or made false claims about the consumer’s current company or service provider or one in which the consumer is considering doing business and is pressured by the company’s salesperson to sign a new contract.
- b. Had a company representative, deceptively, mislead the consumer to believe he/she is a representative of their current company or provider in order to gain entry into their home or business to install a new system or locking device.
- c. Had a company representative enter their home or business only to find out later that the company and/or the representative were not licensed by the AESBL.
- d. Consumer was not immediately provided a copy of the contract or agreement they were required to sign and/or was not advised of their three (3) day right to cancel the contract and/or was not advised that by signing a new contract they may be obligated to two companies if they already have a monitored alarm system.

- e. A failure of the company to promptly respond to repeated telephone calls or written requests for assistance with a problem the consumer is having with their locking device(s) or alarm system.

If you have encountered any of the above or similar situations, you may provide the AESBL with information for it to consider in determining if a formal complaint is warranted. Following is a list of the main items that the AESBL requires in considering the merits of a complaint:

1. A written and signed statement about the issue encountered.
2. In your statement, provide a detailed description that includes: specific dates and times, what took place, what claims or enticements were stated by the company representative, any comments made about your current provider, what, if any, action you have taken to resolve the issue with the company, the name of the company, the name of the company's representative(s) and the names of any other witnesses to what happened. Also, please state whether or not the company's representative(s) entered your home or business.
3. Provide the AESBL with a copy of any business cards, contracts or agreements the company representative gave you. (Note: On the copy you send the AESBL, please mark out any of your personal information like Social Security Number, pass codes, bank account information, etc.)

The AESBL will review all information provided and may call or write you to discuss the problem or to request additional information. You will, also, receive a written response. If potential violations of the AESBL rules and regulations are determined by the AESBL staff and a formal complaint is deemed warranted, the AESBL will advise you as to what steps are necessary in order to file an Administrative Complaint.

Please note that the AESBL is not an attorney and does not assume the role of the consumer's legal advocate. The AESBL cannot guarantee that the consumer will be reimbursed for money spent or be released from a contract. The AESBL can only consider violations of its rules and statute. Any monetary penalties assessed by the AESBL against a company for violations are payable to the AESBL and not the consumer. In addition to any action taken by the AESBL, the consumer may, at his/her own expense, obtain legal representation in order to address a problem with a company. The consumer may, also, consider Small Claims Court as an option.