

AutoCode's response for *Service Executive's* NASTF article  
7/25/18

Below are a few points that we would like to make you aware of:

- While we admire NASTF for their amazing work in making key codes accessible, we've never claimed that we are approved by them, or even associated with them. On the contrary, whenever asked about that by a customer, we always said that we are NOT associated with them. I guess that some NASTF members made this claim so that they could get their LSIDs reinstated.
- We do not see AutoCode as a key code brokerage company, but as a software company that makes it easier to get key codes from the OEM websites. Our customers use our app by simply typing in the VIN, and our servers fetch the code and all other necessary information on their behalf in a matter of seconds. AutoCode has brought a lot of innovation to the key code industry, and our app is fast and easy to use, which is why it is so popular among NASTF members. We think that AutoCode has done to the key code industry what Uber did to the taxi industry, by providing a much faster, more convenient, and mobile friendly service.
- We also understand the sensitivity of the information offered by our service. We only provide codes to locksmiths and auto professionals and run background checks on new customers. We also encourage our customers to follow NASTF's terms of service. We even created an electronic D1 form generator inside our app (this is the form that locksmiths need to fill out for every code they pull from NASTF). Over the years we've referred dozens of locksmiths to sign up with NASTF, many of them never even heard of NASTF before. Again, we've never claimed AutoCode was "NASTF Approved".
- We can understand why NASTF might be concerned with locksmiths using AutoCode. They are worried that their members' LSID credentials are being exposed to us, but this is not the case. We are NOT storing any LSID credentials on our servers, they are just used

once, for fetching the code, and that's it. We are willing to go through any data security audit to verify that.

- I know that many of our customers got their LSIDs reinstated because they had records for all transactions made through their LSIDs, another proof for the integrity of our service. We can assure you that when NASTF completes their audits, they will realize that there hasn't been even one case where a user's LSID credentials were compromised due to using AutoCode.
- We believe that by preventing their users from using AutoCode, NASTF is actually helping the key code brokers (those that buy codes and resell them) to thrive, because many locksmiths would prefer calling a code broker instead of dealing with the OEM websites.

We still hope that we can find a way to work with NASTF and provide locksmiths with a better key code service. There are so many ways in which technology could advance this industry. We've been thinking of technical solutions that will allow us to satisfy and even improve NASTF's security requirements, including not sharing LSIDs with 3rd party apps.

We've been in this business for many years and put everything we had into it. We are anything but the "bad guy" and have no problems to play by NASTF's rules. In fact, we hope that this story could bridge between NASTF and AutoCode and make everyone realize that working together could only benefit the locksmith industry.