

## Illinois Department of Financial and Professional Regulation Cannabis Control Section/Medical Cannabis Section Contact List

<a href="mailto:FPR.CannabisAdministration@Illinois.gov">FPR.CannabisAdministration@Illinois.gov</a>	<a href="mailto:FPR.CannabisEnforcement@Illinois.gov">FPR.CannabisEnforcement@Illinois.gov</a>
<p>Use this e-mail address for the following communications:</p> <ul style="list-style-type: none"> <li>Remodel requests/floor-plan changes.</li> <li>All Agent licensing questions.</li> <li>All Account Login questions (Passwords etc.)</li> <li>Withdrawal/addition of Principal Officers.</li> <li>Request for AIC transfers (AU and Med).</li> <li>Adult Use Agent ID card questions.</li> <li>Adult Use renewal application questions.</li> <li>Questions regarding any of the above listed items.</li> </ul>	<p>Use this e-mail address for the following communications:</p> <ul style="list-style-type: none"> <li>Notice of Hours of Operation Amendment.</li> <li>Notice of Store Closure.</li> <li>New Primary or Alternate Company contacts.</li> <li>Updates to AIC contacts for individual Dispensaries.</li> <li>Change of Destruction Date/Time.</li> <li>Updates to the Professional Services (Vendor) List.</li> <li>Camera login updates/outages.</li> <li>Inventory Adjustment Forms.</li> <li>Lost badge notifications.</li> <li>Incident notifications.</li> <li>Information required in connection with a Non-Disciplinary Order Corrective Action Plan</li> <li>All dispensary visitor requests.</li> <li>Questions regarding any of the above listed items.</li> </ul>
<a href="mailto:FPR.CannabisBusiness@Illinois.gov">FPR.CannabisBusiness@Illinois.gov</a>	<a href="mailto:FPR.ProfessionalServicesMail@Illinois.gov">FPR.ProfessionalServicesMail@Illinois.gov</a>
<ul style="list-style-type: none"> <li>Change of Ownership requests.</li> <li>All Management Service Agreements (MSA).</li> <li>All Conditional Management Service Agreements (CMSA).</li> <li>Yearly Financial Compilation Reports.</li> <li>Fee waivers.</li> <li>Questions regarding any of the above listed items.</li> </ul>	<ul style="list-style-type: none"> <li>For all questions regarding the status of Pending Initial Agent applications if not approved after 6 weeks.</li> </ul>
<a href="mailto:FPR.MedicalCannabis@Illinois.gov">FPR.MedicalCannabis@Illinois.gov</a>	<a href="mailto:FPR.AdultUseCannabis@Illinois.gov">FPR.AdultUseCannabis@Illinois.gov</a>
<ul style="list-style-type: none"> <li>Medical Cannabis Agent ID card application process questions (<i>but not application status checks or username/password issues</i>).</li> <li>Medical Cannabis registration renewal questions.</li> <li>Requests to Relocate (not available for AU).</li> <li>Questions of general applicability related to medical cannabis dispensing organizations.</li> </ul>	<ul style="list-style-type: none"> <li>Questions of general applicability related to adult use cannabis dispensing organizations.</li> </ul>
<a href="http://www.idfpr.com/admin/DPR/DPRcomplaint.asp">www.idfpr.com/admin/DPR/DPRcomplaint.asp</a>	<a href="mailto:FPR.CannabisTerminationForms@Illinois.gov">FPR.CannabisTerminationForms@Illinois.gov</a>
<ul style="list-style-type: none"> <li>Use this link to file any complaints against a medical or adult use cannabis dispensing organization or agent.</li> </ul>	<ul style="list-style-type: none"> <li>Use this mailbox ONLY to submit all AU and Medical Agent Card Termination forms.</li> </ul>
<a href="http://www.idfpr.com/admin/DPR/DPRcomplaint.asp">www.idfpr.com/admin/DPR/DPRcomplaint.asp</a>	<a href="mailto:Support@biotrackthc.com">Support@biotrackthc.com</a>
<ul style="list-style-type: none"> <li>Use this link to file any complaints against a medical or adult use cannabis dispensing organization or agent.</li> </ul>	<ul style="list-style-type: none"> <li>Unless you have been provided with another contact for BioTrack, use this e-mail address to contact BioTrack for help.</li> </ul>
<a href="#">When to Contact your Inspector</a>	<a href="mailto:FPR.DPREAU@Illinois.gov">FPR.DPREAU@Illinois.gov</a>
<ul style="list-style-type: none"> <li>General dispensary questions or for guidance on issues not covered in this document.</li> </ul>	<ul style="list-style-type: none"> <li>If, after receiving an agent badge, a person is arrested or convicted for any offense, the person must report the action to this e-mail.</li> </ul>