

**ILLINOIS DEPARTMENT OF FINANCIAL AND PROFESSIONAL REGULATION
CANNABIS CONTROL SECTION/MEDICAL CANNABIS SECTION
CONTACT LIST**

FPR.CannabisAdministration@Illinois.gov	FPR.CannabisEnforcement@Illinois.gov
<p>Use this e-mail address for the following communications:</p> <ul style="list-style-type: none"> • Remodel Requests • Change of Ownership Requests • Withdrawal of Principal Officer • Requests to Relocate (not available for AU) • Adult Use Agent ID Card Questions • AU Agent Card Termination Notices • New Primary or Alternate Contacts • Adult Use Renewal Application Questions • Changes to Escrow Account/Surety Bond • Questions regarding any of the above listed items 	<p>Use this e-mail address for the following communications:</p> <ul style="list-style-type: none"> • Notice of Hours of Operation Amendment • Notice of Store Closure • Change of Destruction Date/Time • Updates to the Professional Services Log • Camera Outages • Inventory Adjustment Forms • Incident Notifications • Responses to Citations • Information Required in Connection with a Non-Disciplinary Order Corrective Action Plan • Questions regarding any of the above listed items • Adult Use Only Dispensary Visitor Requests
FPR.MedicalCannabis@Illinois.gov	FPR.AdultUseCannabis@Illinois.gov
<ul style="list-style-type: none"> • Medical Cannabis Agent ID Card Application Process Questions (<i>but not application status checks or username/password issues</i>) • Medical Cannabis Agent Card Termination Notices • Medical Cannabis Dispensary Visitor Requests • Medical Cannabis Registration Renewal Questions • Questions of general applicability related to medical cannabis dispensing organizations 	<ul style="list-style-type: none"> • Questions of general applicability related to adult use cannabis dispensing organizations
https://www.idfpr.com/admin/DPR/DPRcomplaint.asp	Support@biotrackthc.com
<ul style="list-style-type: none"> • Use this link to file any complaints against a medical or adult use cannabis dispensing organization or agent 	<ul style="list-style-type: none"> • Unless you have been provided with another contact for BioTrack, use this e-mail address to contact BioTrack for help.
1-800-560-6420	FPR.DPREAU@Illinois.gov
<ul style="list-style-type: none"> • Use this phone number to inquire about agent card application status and username/password issues 	<ul style="list-style-type: none"> • 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.