

## 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</li> <li>• Change of Ownership Requests</li> <li>• Withdrawal/addition of Principal Officers</li> <li>• Requests to Relocate (not available for AU)</li> <li>• Adult Use Agent ID Card Questions</li> <li>• New Primary or Alternate Contacts</li> <li>• Adult Use Renewal Application Questions</li> <li>• Changes to Escrow Account/Surety Bond</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>• Change of Destruction Date/Time</li> <li>• Updates to the Professional Services Log</li> <li>• Updates to the Vendor Log</li> <li>• Camera login Updates/Outages</li> <li>• Inventory Adjustment Forms</li> <li>• Incident Notifications</li> <li>• Responses to Citations</li> <li>• Information Required in Connection with a Non-Disciplinary Order Corrective Action Plan</li> <li>• All Dispensary Visitor Requests</li> <li>• Vendor Updates</li> <li>• Questions regarding any of the above listed items</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>• 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="mailto:FPR.CannabisTerminationForms@Illinois.gov">FPR.CannabisTerminationForms@Illinois.gov</a>
	<ul style="list-style-type: none"> <li>• 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="mailto:FPR.LMU@illinois.gov">FPR.LMU@illinois.gov</a>	<a href="mailto:FPR.DPREAU@Illinois.gov">FPR.DPREAU@Illinois.gov</a>
<ul style="list-style-type: none"> <li>• Use this e-mail address to request all agent account username/password resets</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>