

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/floor-plan changes. • All general agent licensing questions. • New Primary or Alternate Company contacts. • Updated Org Charts. • Withdrawal/addition of Principal Officers. • Request for AIC transfers (AU and Med). • All agent certificate questions. • All agent renewal application questions. • 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. • Updates to AIC contacts for individual Dispensaries. • Change of Destruction Date/Time. • Updates to the Professional Services (Vendor) List. • Camera login updates/outages. • Inventory Adjustment Forms. • Incident notifications. • Information required in connection with a Non-Disciplinary Order Corrective Action Plan • All dispensary visitor requests. • Questions regarding any of the above listed items.
FPR.CannabisBusiness@Illinois.gov	FPR.CannabisUnit@Illinois.gov
<ul style="list-style-type: none"> • Change of Ownership requests. • All Management Service Agreements (MSA). • All Conditional Management Service Agreements (CMSA). • Yearly Financial Compilation Reports. • Fee waivers. • Questions regarding any of the above listed items. 	<ul style="list-style-type: none"> • For all questions regarding pending initial agent applications and renewals if not approved after 2 weeks. • For replying to application deficiency notifications and submitting requested corrected or missing agent documentation of pending initial agent applications or renewals. • All Account Login questions (Passwords resets, etc.)
FPR.MedicalCannabis@Illinois.gov	FPR.AdultUseCannabis@Illinois.gov
<ul style="list-style-type: none"> • Medical Cannabis Dispensary registration renewal questions. • Requests to Relocate (not available for AU). • 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. • Questions about or requests for payment plans.
www.idfpr.com/admin/DPR/DPRcomplaint.asp	FPR.CannabisTerminationForms@Illinois.gov
<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"> • Use this mailbox ONLY to submit all AU and Medical Agent Card Termination forms.
www.idfpr.com/admin/DPR/DPRcomplaint.asp	Support.metrc.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 METRC, use their website to contact METRC Support or call 877-566-6506 for help.
When to Contact your Inspector	FPR.DPREAU@Illinois.gov
<ul style="list-style-type: none"> • General dispensary compliance questions or for guidance on issues not covered in this document. 	<ul style="list-style-type: none"> • If, after receiving an agent credential, a person is arrested or convicted for any offense, the person must report the action to this e-mail.