

## 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>
Use this e-mail address for the following communications:	Use this e-mail address for the following communications:
<ul style="list-style-type: none"> <li>• Remodel Requests.</li> <li>• Requests to Relocate (not available for AU).</li> <li>• Request for AIC transfers (AU and Med).</li> <li>• Adult Use Agent ID Card Questions.</li> <li>• New Primary or Alternate Contacts.</li> <li>• Adult Use Renewal Application Questions.</li> <li>• Questions regarding any of the above listed items.</li> </ul>	<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.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.</li> <li>• Withdrawal/addition of Principal Officers.</li> <li>• Escrow/Surety Bond Changes.</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.</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>• Use this mailbox ONLY to submit all AU and Medical Agent Card Termination forms.</li> </ul>
	<a href="mailto:Support@biotrackthc.com">Support@biotrackthc.com</a>
	<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>• Contact your assigned inspector to request agent account username/password resets.</li> <li>• General dispensary questions or for guidance 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>