

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

FPR.CannabisAdministration@Illinois.gov	FPR.CannabisEnforcement@Illinois.gov
Use this e-mail address for the following communications:	Use this e-mail address for the following communications:
<ul style="list-style-type: none"> • Remodel Requests. • Requests to Relocate (not available for AU). • Request for AIC transfers (AU and Med). • Adult Use Agent ID Card Questions. • New Primary or Alternate Contacts. • Adult Use Renewal Application Questions. • Questions regarding any of the above listed items. 	<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. • Updates to the Vendor Log. • Camera login Updates/Outages. • Inventory Adjustment Forms. • Incident Notifications. • Responses to Citations. • Information Required in Connection with a Non-Disciplinary Order Corrective Action Plan. • All Dispensary Visitor Requests. • Vendor Updates. • Questions regarding any of the above listed items.
FPR.CannabisBusiness@Illinois.gov	FPR.ProfessionalServicesMail@Illinois.gov
<ul style="list-style-type: none"> • Change of Ownership Requests. • All Management Service Agreements. • Withdrawal/addition of Principal Officers. • Escrow/Surety Bond Changes. • Yearly Financial Compilation Reports. • Fee Waivers. • Questions regarding any of the above listed items. 	<ul style="list-style-type: none"> • For all questions regarding the status of Pending Initial Agent applications.
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 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.
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@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.
When to Contact your Inspector	FPR.DPREAU@Illinois.gov
<ul style="list-style-type: none"> • Contact your assigned inspector to request agent account username/password resets. • General dispensary questions or for guidance not covered in this document. 	<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.