



## Frequently Asked Questions Alarm Company Operator (ACO)

### 1. What are the requirements for licensing an Alarm Company Operator?

You may review the licensing requirements for an Alarm Company Operator (ACO) in the Alarm Company Licensing Packet<sup>1</sup> or the Alarm Company Fact Sheet<sup>2</sup>.

### 2. What forms and documents must be included in the application packet?

- Alarm Company Operator Application for License (Form 31D-4)<sup>3</sup>
- Personal Identification Form: Alarm Company Operator, Principals, Corporate Officers, Managing Members, and Alarm Company Qualified Manager (Form 31D-9)<sup>4</sup>
- Alarm Company Operator Request for Authorization of Business Name (Form 31D-12)<sup>5</sup>
- **Corporate Applicants Only:**
  - Copy of endorsed Articles of Incorporation (Domestic Corporation) or copy of endorsed Statement and Designation by Foreign Professional Corporation Form (Foreign Corporation) filed with the California Secretary of State (SOS), and
  - Copy of Statement of Information filed with the SOS.
- **Limited Liability Company (LLC) Applicants Only:**
  - Copy of endorsed Articles of Organization of a Limited Liability Company (Domestic LLC) or copy of endorsed Application to Register a Foreign Limited Liability Company (Foreign LLC) filed with the California Secretary of State (SOS),
  - Copy of Copy of Statement of Information filed with the SOS, and
  - Certificate of Liability Insurance.

### 3. How do I apply?

You can apply online using BreEZe<sup>6</sup>, which bypasses the Cashiering Office and can reduce the application processing time by up to two weeks. Alternatively, you can submit your application and payment to the Bureau by mail to:

Bureau of Security and Investigative Services  
P.O. Box 989002  
West Sacramento, CA. 95798-9002

---

<sup>1</sup> [https://www.bsis.ca.gov/forms\\_pubs/aco\\_app.pdf](https://www.bsis.ca.gov/forms_pubs/aco_app.pdf)

<sup>2</sup> [https://www.bsis.ca.gov/forms\\_pubs/alarm\\_fact.pdf](https://www.bsis.ca.gov/forms_pubs/alarm_fact.pdf)

<sup>3</sup> [https://www.bsis.ca.gov/forms\\_pubs/aco\\_app.pdf#page=10](https://www.bsis.ca.gov/forms_pubs/aco_app.pdf#page=10)

<sup>4</sup> [https://www.bsis.ca.gov/forms\\_pubs/aco\\_app.pdf#page=12](https://www.bsis.ca.gov/forms_pubs/aco_app.pdf#page=12)

<sup>5</sup> [https://www.bsis.ca.gov/forms\\_pubs/aco\\_app.pdf#page=14](https://www.bsis.ca.gov/forms_pubs/aco_app.pdf#page=14)

<sup>6</sup> <https://www.breeze.ca.gov/>

**4. How much does it cost to apply for an Alarm Company Operator's license?**

Visit [https://www.bsis.ca.gov/forms\\_pubs/newfees.pdf](https://www.bsis.ca.gov/forms_pubs/newfees.pdf) to see the BSIS fee schedule.

**5. How long is an Alarm Company Operator's license valid?**

An Alarm Company Operator's license is valid for two years.

**6. I was denied an Alarm Company Operator's license. When can I reapply?**

You may submit a new application one year from the date of denial.

**7. I was only convicted of a misdemeanor. Can the Bureau of Security and Investigative Services (BSIS) still deny my license?**

Yes. A conviction does not have to be a felony for the Bureau of Security and Investigative Services to deny licensure. The nature of the crime, whether it was related to the duties of an Alarm Company Operator, the length of time elapsed since conviction, any evidence of rehabilitation, or mitigating circumstances are all considered when deciding whether or not to deny licensure.

**8. Is an Alarm Company Operator required to carry liability insurance?**

If an Alarm Company Operator is organized as a Limited Liability Company (LLC), it is required by law to obtain a general liability insurance policy with a minimum general aggregate liability limit of one million dollars (\$1,000,000) for initial licensure, and to have the required insurance in effect at the time of license renewal and for the continued maintenance of the license. If the ACO LLC has more than five managing members, the insurance coverage requirement increases by \$100,000 for each additional member, up to a maximum required amount of \$5 million. (Business and Professions Code Section 7599.34). For additional information, visit Alarm Company Organized as Limited Liability Company<sup>7</sup>.

**9. How does an Alarm Company Operator renew his/her license?**

After two years, the license is scheduled for renewal. Prior to the expiration of the license, the licensee may receive a courtesy renewal application mailed to the last address of record approximately 60-120 days in advance. If you do not receive a renewal application, complete and submit the Alarm Company Operator License Renewal Application<sup>8</sup> along with the applicable renewal fee(s)<sup>9</sup>. You may also renew online using BreEZe, which updates your license in real-time. Create a BreEZe account, pay the renewal fee, and submit your renewal application online<sup>10</sup>.

Mail the renewal application and fee(s) to:

Bureau of Security and Investigative Services  
P.O. Box 989002  
West Sacramento, CA. 95798-9002

---

<sup>7</sup> [https://www.bsis.ca.gov/industries/insurance\\_alarm.shtml](https://www.bsis.ca.gov/industries/insurance_alarm.shtml)

<sup>8</sup> [https://www.bsis.ca.gov/forms\\_pubs/aco\\_ren.pdf](https://www.bsis.ca.gov/forms_pubs/aco_ren.pdf)

<sup>9</sup> [https://www.bsis.ca.gov/forms\\_pubs/newfees.pdf](https://www.bsis.ca.gov/forms_pubs/newfees.pdf)

<sup>10</sup> <https://www.breeze.ca.gov/>

**10. When does an Alarm Company Operator's license become delinquent?**

The Alarm Company Operator license is delinquent the day after the expiration date. To renew your license once it is delinquent you must pay the renewal fee and the delinquent fee.

**11. How long after the expiration of my license am I able to renew my license?**

You may renew your license up to three years after it has expired. Please note, if you renew more than two years after expiration, contact the Bureau by email to determine the correct renewal fee amount due at [AlarmCompanies@dca.ca.gov](mailto:AlarmCompanies@dca.ca.gov). The license may be renewed upon payment of the renewal fee(s), the delinquent fee(s) and any fines assessed against the license. If you fail to renew your license three years after expiration, you must submit a new application and begin the application process again to be licensed as an Alarm Company Operator.

**12. How do I notify the Bureau of my change of address?**

You must notify the Bureau within 30 days of an address change. Submit a completed Address Change (Company) form<sup>11</sup>, by email to [AlarmCompanies@dca.ca.gov](mailto:AlarmCompanies@dca.ca.gov) or mail the form to:

Bureau of Security and Investigative Services  
PO Box 989002  
West Sacramento, CA 95798-9002

**13. If I lost my Alarm Company Operator license or it was destroyed or damaged, how do I obtain a duplicate?**

If you have lost or destroyed your Alarm Company Operator license, submit the Application for Replacement of Alarm Company Operator License<sup>12</sup>. You may also submit a request for a replacement license online using BreEZe, which updates in real-time. Create a BreEZe account, pay the application fee<sup>13</sup>, and submit your application for a replacement license online<sup>14</sup>.

Mail the application and fee to:

Bureau of Security and Investigative Services  
P.O. Box 989002  
West Sacramento, CA 95798-9002

Please allow 6-8 weeks for replacement, if submitting by mail.

**14. The name/address was misspelled on my license. Is there a fee for a new one?**

No. An error made by the Bureau should be corrected without charge. Please clarify the error in writing, include proof of the Bureau's error (preferably a copy of the submitted application), and submit by email to [bsis@dca.ca.gov](mailto:bsis@dca.ca.gov) or by mail to:

---

<sup>11</sup> [https://www.bsis.ca.gov/forms\\_pubs/company\\_chngadd.pdf](https://www.bsis.ca.gov/forms_pubs/company_chngadd.pdf)

<sup>12</sup> <https://www.bsis.ca.gov/replacementlicense/aco.pdf>

<sup>13</sup> [https://www.bsis.ca.gov/forms\\_pubs/newfees.pdf](https://www.bsis.ca.gov/forms_pubs/newfees.pdf)

<sup>14</sup> <https://www.breeze.ca.gov/>

Bureau of Security and Investigative Services  
PO Box 989002  
West Sacramento, CA 95798-9002

(This does not apply to address changes when submitted after a renewal was paid and already mailed.)

**15. Can an Alarm Company Operator use a post office box for an address?**

Yes, under certain circumstances. The Alarm Company Operator may list a Post Office box (PO Box) as the Address of Record (AOR) only if mail delivery to the business address is not possible, or if the place of business is located at the licensee's personal residence. NOTE: if providing a PO Box as the AOR, you must provide the Bureau with your residence address. This request must be explained in writing. Otherwise, the company must state address by street, number and city. In addition, no licensee shall conduct business from any location other than the location for which a license or branch office registration was issued.

**16. What forms are required to open a branch office? Is there a fee?**

Complete and submit the Branch Office Certificate Application Alarm Company Operator<sup>15</sup> along with the application fee<sup>16</sup> to the Bureau. You may also submit the application online using BreEZe. The Bureau recommends submitting your application online in BreEZe as it bypasses the Cashiering Office and can reduce the application processing time by up to two weeks. Create a BreEZe account, pay the application fee, and submit your application online<sup>17</sup>.

**17. Is an out-of-state alarm company licensee or the licensee's qualified manager required to have a continuous presence in California?**

Yes. The California Alarm Company Act (Business and Professions Code Section 7594.5<sup>18</sup>) requires an alarm company to be operated under the active control and management, in this state, by an alarm company operator licensee, if he or she is the qualified manager for the license, or the licensee's qualified manager. In order to ensure compliance with the provisions of the Alarm Company Act, it is necessary for the licensee, if he or she is the qualified manager for the license, or the licensee's qualified manager to maintain a continuous presence in the business office in the State of California.

---

<sup>15</sup> [https://www.bsis.ca.gov/forms\\_pubs/acb\\_reg.pdf](https://www.bsis.ca.gov/forms_pubs/acb_reg.pdf)

<sup>16</sup> [https://www.bsis.ca.gov/forms\\_pubs/newfees.pdf](https://www.bsis.ca.gov/forms_pubs/newfees.pdf)

<sup>17</sup> <https://www.breeze.ca.gov/>

<sup>18</sup> [https://leginfo.legislature.ca.gov/faces/codes\\_displaySection.xhtml?lawCode=BPC&sectionNum=7594.5](https://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?lawCode=BPC&sectionNum=7594.5)