



**BUREAU OF SECURITY AND INVESTIGATIVE SERVICES**  
P.O. Box 989002, West Sacramento, CA 95798-9002  
P (916) 322-4000 (800) 952-5210 | F (916) 575-7290 | [www.bsis.ca.gov](http://www.bsis.ca.gov)



## APPLICATION FOR REPLACEMENT OF ALARM COMPANY OPERATOR BRANCH OFFICE CERTIFICATE

### Application Fee \$25.00

Read all instructions for completing this application on reverse side. An incomplete or incorrectly completed application will delay processing.

#### COMPLETE ELECTRONICALLY ON COMPUTER OR PRINT CLEARLY IF HANDWRITTEN

Requestor (SEE INSTRUCTIONS)	Last Name	First Name	Middle Name
Alarm Company Operator (ACO) License Company Name:			
ACO License Number:	ACO License Expiration Date:	ACO FEIN/SSN: (SEE INSTRUCTIONS)	
ACO Branch Office Company Name:			
ACO Branch Office Certificate Number:	Certificate Expiration Date:		
ACO Address of Record: (Address, City, State & Zip Code)			
ACO Branch Office Physical Address: (Address, City, State & Zip Code)			
<input type="checkbox"/> <b>Check box if requesting to update ACO Branch address with the Bureau (SEE INSTRUCTIONS)</b>			
Requestor Telephone: (Optional) (SEE INSTRUCTIONS)		Requestor Email Address: (Optional) (SEE INSTRUCTIONS)	
<b>EXPLANATION OF WHY REPLACEMENT IS NEEDED.</b> (Explanation required pursuant to Title 16, Division 7, Section 608.3 of the California Code of Regulations)			
<input type="checkbox"/> Lost <input type="checkbox"/> Stolen <input type="checkbox"/> Damaged/Destroyed <input type="checkbox"/> Other (Explain Below):			
Explanation: _____			
<b>MANDATORY DISCLOSURE LANGUAGE</b>			
<p>Submission of the requested information is required unless otherwise noted as optional. The Bureau of Security and Investigative Services (BSIS) of the Department of Consumer Affairs (Department) cannot process your Application for Replacement of Alarm Company Operator Branch Office Certificate unless all requested information is provided.</p> <p>Pursuant to the Information Practices Act, the BSIS is responsible for maintaining the information in this application. You have the right to review the records maintained on you by the BSIS or Department unless the records are exempt from disclosure by section 1798.40 of the Civil Code. Your completed application becomes the property of the BSIS and will be used by authorized personnel to determine your eligibility for a replacement license, registration, certificate or permit. Information on your application may be transferred to other governmental or law enforcement agencies, as permitted by law.</p> <p>Pursuant to the California Public Records Act (Gov. Code § 6250 et seq.) and the Information Practices Act (Civ. Code § 1798.61), information about persons possessing a license, certificate, permit or registration may be disclosed by the BSIS unless otherwise specifically exempt from disclosure under the law. The Address of Record of each licensee is not exempt from disclosure and will be released upon request by a member of the public. The BSIS makes every effort to protect the exempt personal information you provide us. Exempt information provided by you, however, may be disclosed in response to a court or administrative order, a subpoena, or a search warrant.</p> <p>For questions about this notice or access to your record, you may contact the BSIS by mail at Bureau of Security and Investigative Services, Attn: Custodian of Record, P.O. Box 980550, Sacramento, CA 95798-0550; by phone at (800) 952-5210; or by e-mail at <a href="mailto:bsis.prarequests@dca.ca.gov">bsis.prarequests@dca.ca.gov</a>. For questions about the Department's Privacy Policy, you may contact the Department of Consumer Affairs at 1625 North Market Boulevard, Sacramento, CA 95834, by phone at (800) 952-5210 or by e-mail at <a href="mailto:dca@dca.ca.gov">dca@dca.ca.gov</a>.</p>			

## CERTIFICATION

I CERTIFY UNDER PENALTY OF PERJURY, UNDER THE LAWS OF THE STATE OF CALIFORNIA, that:

- I personally completed this application;
- To the best of my knowledge all statements on this application are true and accurate; and
- With full knowledge that all statements herein are subject to investigation and that any false, dishonest, or incomplete answer to any question on this application may be grounds for disciplinary action on any Bureau license, registration, permit, certificate or permit I hold, or may subject me to civil sanction or criminal prosecution.

Requestor Signature (No Electronic Signature/Only Handwritten Signature Accepted)

Date

## INSTRUCTIONS FOR COMPLETING APPLICATION

1. **Fee Payment:** An application received without full payment of the \$25.00 fee will not be processed and returned to the requestor. Make your check payable to Bureau of Security and Investigative Services or BSIS. Do not submit cash by mail. Application fees are non-refundable.
2. **Requestor:** Only a principal reflected in the Bureau's records as associated with the Alarm Company Operator (ACO) license is authorized to request a replacement ACB certificate. (Below are potential principals based on business type)
  - a. **Sole Ownership:** Only the owner associated with the license
  - b. **Partnership:** Only a partner associated with the license
  - c. **Corporation:** Only an officer associated with the license
  - d. **Limited Liability Company:** Only the manager on a manager-managed LLC, or member or officer associated with the license
3. **Company FEIN/SSN:** This information assists in identifying applicant in the Bureau's database.
4. **Email Address and Phone Number:** While optional, providing an email address and phone number may expedite the Bureau's communication with you if additional information is required to process this application.
5. **Address Information –** An Alarm Company Branch Office must have its complete physical address on file with the Bureau as the address of record (AOR). The AOR is public information. The replacement certificate will be mailed to the Alarm Company Operator's Address of Record.

**NOTE:** Changing your address via this application, only changes the address for this certificate. You must file a Change of Address Form to change the address on other licenses you hold.

## IMPORTANT INFORMATION

**Reporting Requirement for Lost/Destroyed/Stolen Certificate:** You must apply to the Bureau for a replacement within 72 hours of the certificate being lost, destroyed or stolen.

**Conducting Business While Waiting for Receipt of Your Replacement Certificate:** If your alarm company branch office certificate is in current and clear status, after submitting an Application for Replacement of an Alarm Company Branch Office Certificate, you may conduct the business of a Bureau-certified alarm company branch office while waiting to receive your replacement. Pending receipt of your replacement, you may use a hardcopy printout of your alarm company branch office certificate from the Department of Consumer Affairs License Search website at <http://search.dca.ca.gov>.