



Virginia Department of Criminal Justice Services  
Division of Licensure and Regulatory Services  
**INFORMATIONAL NOTICE**

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**This notice is in regards to: Revised Customer Communication Process**

**Issued October 21, 2020**

*What will change?*

- Effective November 2, 2020, DCJS will begin using a revised telephone prompt system. This new prompt system will provide you the opportunity to connect with staff quicker by phone with the touch of a button.
- This new prompt system will eliminate the division voicemail box which has been inundated with messages over the past year. To better serve you, we are providing you with a direct connection to the specialists who manage the programs that we offer.
- We will no longer receive faxes from the public, all transactions requiring additional documentation can be completed via your online account.

*What will I hear when I call DCJS for assistance?*

Thank you for contacting the Division of Licensure and Regulatory Services at the Virginia Department of Criminal Justice Services. Our hours of operation are 8:30 am to 4:30 pm Monday through Friday. The fastest way to receive a customer service response is to contact us by email at [regulatory\\_affairs@dcjs.virginia.gov](mailto:regulatory_affairs@dcjs.virginia.gov). In addition, many of your questions may be answered by viewing our website at [www.dcjs.virginia.gov](http://www.dcjs.virginia.gov). Please listen closely as our menu options have changed:

For Bail Bondsman related issues, press 1

For Bail Enforcement related issues, press 2

For Business related issues, press 3

For Compliance Agent related issues, press 4

For Special Conservator of the Peace related issues, press 5

For General Customer Service or Online Account Access related issues, press 6

For Tow Truck related issues, press 7

For Instructor or Training School related issues, press 8

To repeat this message, press #. Thank you.

*Will the telephone number change?*

No, the telephone number will remain (804) 786-4700. However, you will not be able to leave a voicemail on the General Customer Service and Online Account Access line.

*If I can't upload my additional documentation online can I email it?*

Yes, you can send an email to [regulatory\\_affairs@dcjs.virginia.gov](mailto:regulatory_affairs@dcjs.virginia.gov), however, sending multiple emails for the same issue will delay the response time.

**Direct any questions regarding this email to [regulatory\\_affairs@dcjs.virginia.gov](mailto:regulatory_affairs@dcjs.virginia.gov)**