

Background Check

# Hours of Operation

**8 a.m. - 1 a.m.**  
**Eastern Standard Time**  
**7 days a week**  
 (Except Christmas Day)

# What is a Business Day?

A business day is any 24-hour day beginning at 12:01 a.m. the day after the check was initiated, in which state offices are open. A business day do not include Saturday, Sunday, or holidays.

The table below advises when a firearm can be transferred if no response is received:

NICS Contacted On	Can Legally Transfer On*
Sunday	Thursday
Monday	Friday
Tuesday	Saturday
Wednesday	Tuesday
Thursday	Wednesday
Friday	Thursday
Saturday	Thursday

\*The transfer day may change depending on holidays.

# Phone Numbers

**NICS Customer Service**  
**NICS Call Center**

**1-877-444-NICS (6427)**  
**1-877-FBI-NICS (324-6427)**

To Request a NICS Background Check	1-877-FBI-NICS ( <i>Press 1</i> )
To Request the Status of a Delayed NICS Background Check	1-877-444-NICS ( <i>Press 2</i> )
To Change Enrollment Information	1-877-444-NICS ( <i>Press 2</i> )
To Request Information About the NICS Section	1-877-444-NICS ( <i>Press 2</i> )
Fax on Demand	1-877-444-NICS ( <i>Press 4</i> )

# FBI LIAISON

The NICS has dedicated a Program Analyst to assist you in the following areas:

- Enrollment
- Code word changes/modifications
- Activation and deactivation of NICS privileges
- Troubleshooting system access
- Registration of gun shows
- Providing written correspondence concerning program advancement
- Educating the FFLs and their employees on the NICS via telephone or by representing the NICS Section at various conventions/seminars

Contact

**Giget Stover – (304) 625-7387**

# Fax on Demand

*Have documents faxed directly to you!!*

- ✓ Call 1-877-444-6427
- ✓ Enter Option 4
- ✓ Enter the document number you want faxed
  - ★ Appeal Brochure
  - ★ E-Check/NICS FFL Enrollment Form
- ✓ Enter your fax number
- ✓ The documents will automatically be faxed to you.
- ✓ Other documents will be available soon.

# NICS

**National Instant Criminal Background Check System**