

PSB Licensing Section Frequently Asked Questions:

What is your address/phone/fax/website?

- Physical address:
Texas Department of Public Safety
5805 N. Lamar Blvd
Austin, Texas 78752

Private Security Bureau
5806 Guadalupe, Building I
Austin, Texas 78752

Mail with money:
Texas Department of Public Safety
PO Box 15999
Austin, Texas 78761

Mail without money:
Texas Department of Public Safety
PO Box 4087
Austin, Texas 78752
- Contact phone numbers:
Main Phone #: 512-424-7710
Licensing Section Fax #: 512-424-7726
Criminal History Fax #: 512-424-7729
Investigations Fax #: 512-424-7729
Open Records & Bureau Manager Fax: 512-424-7728
Web site: www.txdps.state.tx/psb

What type of Private Security license do I need?

- Class A- Private Investigation Company (Private Investigation services, including heir finders and unclaimed funds)
- Class B- Security Contractor License (Alarms Systems, including camera/closed circuit television systems (selling, installing and monitoring)).
- Class B- Security Contractor License (Guard services, including armed and unarmed guards)
- Class B- Security Contractor License (Armored Car or Courier Service)
- Class B- Security Contractor License (Locksmith services)
- Class C- Combination of Private Investigation & Security Contractor
- Class D- Electronic Access Control Device Company (note: Class B- Combination of Electronic Access Control Device & Security Contractor)
- Class T- Telematic Company

How can I get information on starting my own company?

- Please print out the license package from our website: www.txdps.state.tx.us/psb/forms/license_package.aspx This package includes all of the forms and instructions that you will need for the applicable license type.
- For Private Business Letter of Authority, please print out the following from our website: www.txdps.state.tx.us/psb/forms/default.aspx Forms PSB-04, PSB-05, PSB-11 and PSB-29. This package includes all of the forms and instructions that you will need in order to make application for this license.

What are some ways that I can submit my Company or Individual application to your office?

- You can manually send in your documents by utilizing the appropriate address or:
- You can use our online service from our website: www.txdps.state.tx.us/psb and in the gray area look for “Licenses Online” or visit www.texasonline.com

What online services are provided by Private Security Bureau?

- Company license- you can apply for an original license or renew your license.
- Individual license- you can apply for an original or renew your license.
- Employee Information Update (EIU)- you can update a license registration when an individual has changed employers, however this will not create a new pocket card.

How long does it take to get my license?

- Individual license: 4-6 weeks (Note: time varies due to the following reasons- incomplete application, missing fingerprint cards, inappropriate fees submitted or missing training certificate)
- Company license: 6-8 weeks (Note: time varies due to the following reasons- incomplete application, missing documents, missing fingerprints, inappropriate fees submitted)

How often does my license expire?

- A Company license expires every year on the last date of the expiration month.
- An Individual license expires every (2) years from the date of issuance.
- Note: A Branch Office license expires on the same date as the Parent Company license.
- A Personal Protection Officer license expires on the same date as a Commissioned Security Officer license.

How do I check the status of my Company application or Individual application?

- Please visit our website at www.txdps.state.tx.us/psb. Look for the header called “Searches” for Company “Search Company and for Individual “Search Individual”.

How do I get the experience required to be a private investigator?

- The most common way to get the experience is to go to work for a licensed private investigations company. They will register you with the Private Security Bureau as their employee. After you have worked for a licensed company as their registered employee, you can meet the experience requirement. Legally obtained experience could also include full-time, paid employment as a peace officer or in the case of a private investigator insurance adjuster. The only education that is acceptable instead of the experience requirement is a four-year degree in Criminal Justice from an accredited college or university.

Do I need to be employed by a licensed security company in order to apply for an original application or renew my current license registration?

- Yes, you must be employed by a licensed private security company before you can receive your license registration.

I tried to renew my Company license online, but system would not let me...why?

- A Company license renewal may not be processed online more than 60 days prior to the date of expiration.
- If you are within the renewal period and experience problems, please contact the Licensing Section at 512-424-7710.

How do I process a renewal registration that has expired?

- If the registration has been expired for less than one year and the individual has changed employers, the new employer must submit the following: form PSB-14 (Employee Information Update), the \$17.00 update fee, form PSB-17 (Individual Renewal), the renewal fee, late fee and subscription fee.
- Note: If the registration has been expired more than 6 months, the current employer must also submit 2 fingerprint cards and the \$25.00 FBI fee.
- If the registration has been expired for more than one year, the current employer must submit an original application, 2 fingerprint cards, the registration fee, the FBI fee and the subscription fee.

Can I get a refund?

- In accordance with the Texas Administrative Code 37 TAC 35, Section 35.70 and as printed on our application submitted to the Bureau "Fees submitted to The Private Security Bureau are non-refundable or transferable".

Can I change an application/license from one registration type to another (i.e non-commissioned security officer to a commissioned security officer)?

- No. A new application must be submitted for the new registration type plus you must submit the appropriate fees.

Currently, I hold a licensed registration that has not expired and I am seeking other employment, do I need to complete an original application for the same license registration type? (i.e. current registration locksmith and applied as a locksmith for a different private security licensed company)

- The license registration (pocket card) initially issued to you is a transferable card. Note: the new employer does not need to submit an original application. However, the new employer must complete and submit form PSB-14 (Employee Information Update).

How can I get a duplicate pocket card/license?

- Please complete and submit form PSB-37 (Request for Duplicate License) along with the \$10.00 statutory fee.

How can I terminate an employee from my Company?

- At the present time, termination for employees are not being accepted or entered into our database. However, please keep records of all terminations in your company files for inspection.
- The Licensing Section will process form PSB-19 (Notification of Termination for Owners, Corporate, Officers, Partners, Shareholders, Managers and Supervisors) as stated on this form.

My company insurance is suspended; can I pay my reinstatement fee online?

- No, the reinstatement fee must be mailed the appropriate address. See form PSB-24 (Application for Reinstatement of Company License).

What does GSL-Lock mean and who do I need to contact to take care of this matter?

- GSL-Lock means Government Student Loan and in order to clear up this matter, you will need to contact the Texas Government Student Loan Corporation at 1-800-222-6297 or 512-219-7337.

How do I file a complaint (against an employer or contractor)?

- Please complete and submit form PSB-22 (Complaint Form) and fax to (512) 424-7729 or mail it to P O Box 4087, Austin, TX 78773. You can obtain this form from our website at www.txdps.state.tx.us/psb/forms

How do I get copies of my paperwork, certificates, file, etc.?

- Please submit a detailed request in writing to the Open Records Coordinator and fax this information to (512) 424-7728 or mail to Texas Department of Public Safety, PO Box 4087, Austin, TX 78773.

Does the State of Texas offer electronic fingerprinting and how can I utilize this service?

- To obtain information on electronic fingerprinting please visit our website at www.txdps.state.tx.us/psb/news/PSBidentix.pdf