



NICS Resolution Card

The FBI Criminal Justice Information Services (CJIS) Division's, National Instant Criminal Background Check System (NICS) Section is pleased to announce a newly developed tool for firearm dealers and their customers. The NICS Section has noticed an increased propensity for a denied or delayed customer to be unsure about the best avenue to pursue when receiving a delayed or deny response from their NICS background check. So in reply, the attached NICS Resolution Card has been created. The purpose of this card is two-fold: 1) to define the most appropriate action for the customer to pursue; and 2) to educate and encourage customers to utilize the NICS website. Customers who initiate their inquiry through the NICS website will experience an improved user-friendly, streamlined process.

Firearm Dealers: We are recommending the following practice be employed when utilizing the cards.

If a prospective transferee has been *denied* the transfer of a firearm, the FFL should give the individual a NICS Resolution Card; **circle** the word "Deny?" on the top of the card and **provide the individual with the NICS transaction number (NTN)**. The FFL should write the NTN on the line provided on the bottom of the card. The Deny side of the card provides the customer with information on how to appeal this decision on-line or how to call customer service to request an appeal packet.

If a prospective transferee gets extended and/or experiences continuous delays, the FFL may provide a NICS Resolution Card highlighting the Voluntary Appeal File (VAF) option. The FFL should **circle** the word "Delayed?" on the top of the card and **provide the individual with the NTN**. The FFL should write the NTN on the line provided on the bottom of the card. The Delay side of the card provides the customer with information on how to download a VAF application online or how to call customer service for a VAF packet.

Both options can be found at www.fbi.gov/nics-appeals. For customers with no internet access, the NICS Resolution Card also provides the NICS Customer Service number of 1-877-FBI-NICS (324-6427) where a request can be initiated to have an appeal or VAF packet mailed directly to them.

To receive a shipment of the NICS Resolution Cards, please contact the FFL NICS Liaison Specialist at (304) 625-7387.



DENY?



The National Instant Criminal Background Check System (NICS) is a descriptor-based name search. If you believe you have been **erroneously denied** a firearm transfer based on a match to a record returned by the NICS, you may submit an appeal of your deny decision.

The agency which processed your NICS transaction is required to have an appeal process. You may make application first to the *denying agency*, i.e., either the state or local law enforcement agency that processed your transaction. As an alternative to appealing directly through the denying agency, you may elect to submit your appeal request to the FBI Criminal Justice Information Services Division's NICS Section.

The **NICS Appeal Web site** was established to help guide NICS *Denied* appellants through the appeal process. The appellant also has the opportunity to apply online.

<http://www.fbi.gov/nics-appeals>

You will be notified via U.S. mail once the status of your appeal is determined.

Check out what the NICS Appeal Web site has to offer:

- Downloadable Appeal Brochure
- Downloadable Fingerprint Card
- Appeal Request Form
- Appeal Frequently Asked Questions
- **Submit your Appeal online**

For customers with no internet access, the NICS Section will send an appeal packet via U.S. mail. For an appeal packet or general questions, call the NICS Customer Service at **1-877-FBI-NICS** (324-6427).

NICS Transaction Number (NTN):



DELAY?



The Voluntary Appeal File (VAF) was established to permit **delayed** applicants to request the National Instant Criminal Background Check System (NICS) maintain information about themselves in the VAF if denials are continuously overturned or to prevent **extended delays** of a firearm transfer.

The **NICS Appeal/VAF Web site** was established to help guide NICS *Delayed* applicants through the VAF process and allow them to download an application.

<http://www.fbi.gov/nics-appeals>

VAF applicants will be notified via U.S. mail if their application qualifies for entry into the VAF. Entry into the VAF will not automatically result in a proceed response on subsequent firearm purchases. A complete NICS check is still required and will result in a denial if additional prohibiting information is discovered.

Check out what the NICS VAF Web site has to offer:

- **Downloadable VAF Brochure/Application**
- Downloadable Fingerprint Card
- VAF Application
- VAF Frequently Asked Questions

Note: Your completed VAF application, applicant's statement, and fingerprint card **must** be mailed to the FBI Criminal Justice Information Services Division's NICS Section.

The NICS Section will send a VAF Packet via U.S. mail to customers with no internet access: For a VAF Packet or general questions, call the NICS Customer Service at **1-877-FBI-NICS** (324-6427).

NICS Transaction Number (NTN):