U.S. Department of Justice
Federal Bureau of Investigation
Criminal Justice Information Services Division

What Do I Give My Delayed/Denied Customers?

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 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. In response, the 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 Web site. Customers who initiate their inquiry through the NICS Web site will experience an improved user-friendly, streamlined process.

Federal Firearms Licensee (FFL): We are recommending the following practice be employed when utilizing the card.

DENY side of the card:

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 via the U.S. mail.

DELAY side of the card:

If a prospective transferee gets **extended and/or experiences continuous delays**, the FFL may provide a NICS Resolution Card, **circle** the word "DELAY" 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 appeal this decision on-line or via the U.S. mail.

The specific reason for delay and deny cannot be provided over the phone due to the Privacy Act of 1974.

Both options can be found at <www.fbi.gov/nics-appeals>. For customers without Internet access, the NICS Resolution Card also provides the mailing address and basic instructions for requests to be sent.

To request a shipment of the NICS Resolution Cards, visit the NICS FFL Web site at <www.fbi.gov/nics-ffl>, or contact the NICS Customer Service at 1-877-FBI-NICS (324-6427), option 2.