



# *What You Need To Know...*

## *About Purchasing an Electronic Security System for Your Home or Business*

**Before purchasing an Electronic Security System, make sure the following apply:**

- Any business that sells, monitors, installs and/or services electronic security equipment must be licensed by the Virginia Department of Criminal Justice Services (DCJS).
- The contract must contain the DCJS Business License Number that will be 11—followed by a four digit number.
- You can verify the business has a valid license by calling DCJS Private Security Services or by visiting our website at [www.dcjs.virginia.gov](http://www.dcjs.virginia.gov).

### *Electronic Security Systems*

**Anyone who sells, installs, services or monitors electronic security equipment must be registered with DCJS unless exempted by the *Code of Virginia*.**

To become registered with DCJS, the individual must complete compulsory minimum training and pass a criminal history check.

The electronic security equipment sales representative and/or technician must present credentials issued by DCJS (photo identification or letter of registration) upon your request.

If they cannot produce valid DCJS credentials, **do not** do business with them and follow these steps.

### *No Proof of Registration?*

**What should you do if a salesperson from an electronic security company cannot show you he or she is registered with DCJS? Follow these tips:**

- Take the information the salesperson supplies you with and advise them you will call them after you have verified their credentials.

- Telephone DCJS and provide the name of the person and the company they work for and wait for verification of the information over the telephone.
- Do not do business with an electronic security company or salesperson if they are not licensed and registered.
- If the technician who comes to your home or business does not have a valid photo ID or registration letter from DCJS, do not allow them into your home. Be sure to contact DCJS to verify their credentials as soon as possible.

### *Regulation of Private Security in Virginia*

The Virginia Department of Criminal Justice Services **regulates private security in Virginia by:**

- Issuing business licenses, registrations and certifications
- Certifying training schools
- Investigating complaints
- Conducting compliance inspections
- Investigating unlicensed activity

**Private security businesses DCJS also regulates include:**

- Electronic Security
- Security Officers, both armed and unarmed
- Private Investigators
- Personal Protection Specialists
- Security Canine Handlers
- Armored Car Businesses
- Locksmith Businesses



### *How to File a Complaint*

A complaint form is available on our website at [www.dcjs.virginia.gov](http://www.dcjs.virginia.gov). To receive a form by mail, you may contact us at (804) 786-4700.

DCJS and the Private Security Services Advisory Board encourage you to follow the guidelines in this brochure and report unlicensed activity for investigation.

### *Don't Be a Victim...Do Your Part*

The private security industry works together with DCJS and local law enforcement in a partnership to improve public safety in the Commonwealth of Virginia. Do your part by only doing business with a properly licensed electronic security company and insisting upon seeing proper identification from sales and service employees of the company. Help us to protect you.

# *For More Information...*



For more information, please contact the Virginia Department of Criminal Justice Services at P.O. Box 1300, Richmond, Virginia 23218, by calling (804) 786-4700, or go to our website at [www.dcjs.virginia.gov](http://www.dcjs.virginia.gov)