

## Getting to Know BreEZe

### Individual Licenses

Alarm Agent, Firearm Permit, Locksmith Employee, Security Guard, Proprietary Security Officer, Repossession Agency Employee, Baton Instructor and Firearm Instructor

1. **Initial Application:** Apply for license, make fee payment and upload any required supporting documentation (Repo Agency Employee cannot apply thru BreEZe).
2. **Renewal Application:** Renew license and make fee payment.
3. **Request Duplicate Card:** Submit request and fee payment.
4. **Address Change:** Change address information on file with the Bureau (can update one individual license or all BSIS individual licenses).
5. **Name Change:** Submit a request for name change and upload the required supporting documentation (will update any BreEZe individual license).

### Company Licenses

Alarm Company Operator (ACO), Locksmith Company (LCO), Proprietary Security Employer (PSE), Private Investigator (PI), Private Patrol Operator (PPO), Repossession Agency (RA), Baton Training Facility (TFB) and Firearm Training Facility (TFF)

1. **Initial Application:** Apply for license, make fee payment and upload any required supporting documentation.
2. **Initial Branch Application:** Apply for license, make fee payment and upload any required supporting documentation (Branch Office Applications only available for ACO, LCO, PI and PPO).
3. **Renewal Application:** Renew license and make fee payment.
4. **Request Duplicate Wall Certificate:** Submit request and fee payment.
5. **Address Change:** Change address information on file with the Bureau for license.
6. **Business Name Change:** Submit a request for name change and upload the required supporting documentation.

### Qualified Managers (QM)/Company Principals

ACO QM, PI QM, PPO QM and RA QM

1. **Request a Re-Exam Application:** All can request application and make fee payment.
2. **Alarm QM and RA QM:** Can carry out Items 1-5 under Individual License.
3. **PI QM and PPO QM:** BreEZe assigns a numeric identifier to track exam activities and enable company associations. Not a license and not displayed in License Search.
4. **BSIS Principals:** BreEZe assigns a numeric identifier to enable association with company. Not a license and not displayed in License Search.

### Verify a License/License Search

- Suggested Search Criteria: License Number or Licensee Name (Individual and Company Names)
- Response Information: Licensee name, license type and number, license status, license relations (qualified manager, principals, etc.), and any publicly disclosed disciplinary or administrative actions taken against the licensee.
- New Feature: Powers to Arrest Approved Trainers available

## **Filing a Complaint**

- BreEZe complaint tool is for filing a complaint involving a licensee.
- Complaints involving Bureau or DCA should be submitted through [http://www.dca.ca.gov/online\\_services/complaints/citizen\\_complaint.shtml](http://www.dca.ca.gov/online_services/complaints/citizen_complaint.shtml)

## **Help Tutorials**

There are several online help tutorials that are available to assist with the use of BreEZe. <https://www.dca.ca.gov/webapps/breeze/tutorials.php>

## **BreEZe Questions – Contact Information**

BreEZe Help Desk: (916) 557-1208 or by email at [BreEZe@dca.ca.gov](mailto:BreEZe@dca.ca.gov). The Help Desk can assist with:

- Registration
- Password Resets
- Account Unlocks
- Linking licenses to your account
- BreEZe Error Messages

## **BSIS Contact Information**

### Email Accounts by Subject Area

General Questions:	<a href="mailto:bsis@dca.ca.gov">bsis@dca.ca.gov</a>
Veteran Questions:	<a href="mailto:BSISveterans.dca@dca.ca.gov">BSISveterans.dca@dca.ca.gov</a>
Alarm Companies:	<a href="mailto:AlarmCompanies@dca.ca.gov">AlarmCompanies@dca.ca.gov</a>
Locksmith Companies:	<a href="mailto:Locksmiths@dca.ca.gov">Locksmiths@dca.ca.gov</a>
Private Investigators:	<a href="mailto:PrivateInvestigators@dca.ca.gov">PrivateInvestigators@dca.ca.gov</a>
Private Patrol Operators:	<a href="mailto:PrivateSecurityServices@dca.ca.gov">PrivateSecurityServices@dca.ca.gov</a>
Proprietary Private Security Employers:	<a href="mailto:ProprietarySecurityServices@dca.ca.gov">ProprietarySecurityServices@dca.ca.gov</a>
Repossessor Agencies:	<a href="mailto:Repossessor@dca.ca.gov">Repossessor@dca.ca.gov</a>
Training Facilities & Training Instructors:	<a href="mailto:Facilitiesandinstructors.dca@dca.ca.gov">Facilitiesandinstructors.dca@dca.ca.gov</a>

### Phone Numbers

General Line: (916) 322-4000  
Toll free Line: (800) 952-5210