



BSIS STAFF REPORT

August 2026

LICENSING UPDATE

The Licensing Unit is comprised of six Analyst II, twelve Analyst I, eight Program Technician II (PTII), one Supervisor Program Technician III (SPTIII), and three Supervisor I.

LICENSING POPULATION BY LICENSE TYPE (JULY 1, 2025 - JUNE 30, 2026)

License Type	Total
Security Guard	353,643
Firearm Permit	47,338
Baton Permit	22,501
Private Patrol Operator	3,088
Private Patrol Operator Branch	470
Private Patrol Operator Qualified Manager	4,347
Training Facility Firearm	348
Training Facility Baton	165
Training Facility Firearm Instructor	720
Training Facility Baton Instructor	219
Proprietary Private Security Officer	8,112
Proprietary Private Security Officer Employer	698
Alarm Company Employee	12,723
Alarm Company Operator	1,491
Alarm Company Branch	220
Alarm Company Qualified Manager	1,577
Locksmith Employee	1,650
Locksmith Company	2,441
Locksmith Company Branch	30
Repossessor Agency Employee	604
Repossessor Agency	238
Repossessor Agency Qualified Manager	230
Private Investigator	6,237
Private Investigator Branch	118
Private Investigator Qualified Manager License	103
Approved Trainer Guard	394
Approved Trainer PSO	145

OUTREACH

Throughout this fiscal year, the Enforcement unit has focused heavily on combating unlicensed activity, increasing their field presence and visits, and conducting compliance sweeps at bars and clubs where the potential for consumer harm is high. These efforts have been carried out in several cities, including Sacramento, Roseville, Oakland, Morgan Hill, Turlock, and Riverside.

Collaborating with the City of Sacramento's Nighttime Economy team continues to strengthen the ongoing relationship between the Bureau and the City of Sacramento. These activities include participation in trainings, conducting outreach efforts, and engaging with Sacramento clubs and bars while highlighting licensing, compliance, and unlicensed activity to prevent harm.

The Bureau is also working to build a relationship with the Bakersfield Police Department, which reports a high number of unlicensed activity and use of force incidents. A meeting has been scheduled for July to discuss next steps.

On April 21, 2026, Bureau leadership participated in a virtual regulator's roundtable webinar, hosted by the International Association of Security and Investigative Regulators (IASIR), to discuss emerging trends and regulatory approaches.

The Bureau has joined the Joint Enforcement Strike Force (JESF) to address and combat unlicensed activity within the underground economy. Participation in the effort has been productive. The group meets quarterly and a field-visit compliance check was conducted in Morgan Hill in May 2026.

On June 23, 2026, Assistant Chief Stodolski participated as a panelist for an IASIR webinar on building better regulatory coordination and spoke about the Bureau's role in implementing legislative mandates.

ENFORCEMENT UPDATE

DISCIPLINARY REVIEW UNIT (DRU)

The Disciplinary Review Unit (DRU) is comprised of one Analyst II, two Analyst I, three Management Services Technicians (MST), and one Supervisor I. DRU staff receive and review Criminal Offender Record Information (CORI) including all rap sheets, subsequent arrest notifications, subsequent dispositions (conviction information), and firearm prohibitions from the California Department of Justice (DOJ).

Application denials to date are as follows:

DENIAL TYPE (JULY 1, 2025 – JUNE 30, 2026)	TOTAL
Application Denials (criminal convictions)	3,039
Firearm Permit Denials (DOJ prohibited)	267
Total Denials:	3,306

CASE MANAGEMENT (CM)

Case Management (CM) is comprised of one Supervisor I (Specialist) who oversees and facilitates the Disciplinary Review Committee program, two Analyst II, and two Student Assistants who manage and facilitate all cases referred to the Attorney General's (AG) Office for appeals, denials, and formal discipline. CM analysts also monitor licensees who are placed on probation. Cases currently pending include accusations to begin the disciplinary process, statements of issues denying a license, citation appeals, firearm revocation appeals, and firearm assessment appeals. To date, there are 101 BSIS cases pending at the AG's Office.

COMPLAINT INTAKE/COMPLAINT RESOLUTION

Complaint Intake and Complaint Resolution is comprised of one Analyst II, three Analyst I, one MST, and one Supervisor I. The Bureau also recruited two Limited Term Analyst Is in September 2025 to address the increase in workload. Currently, the average number of days for Complaint Intake staff to initiate a complaint is four days from receipt. Complaint Resolution staff currently have 339 pending cases, 127 of which are Incident Reports. Staff have negotiated \$73,091 in savings for California consumers in this fiscal year to date.

ENFORCEMENT

The BSIS Enforcement Unit is composed of nine Analyst II, one MST, four Special Investigators (SI) and one Supervisor I. Analyst IIs investigate complaints and conduct inspections of Bureau licensees. The average caseload for Enforcement analysts is 203 complaints and 28 active inspections. Currently, the overall average number of days to investigate a complaint from initiation to closure is 80 days. Enforcement continues to be active in investigating allegations of unlicensed activity. To date, 27% of pending investigations involve unlicensed activity and 64% of the citations issued this fiscal year have been for unlicensed activity.

COMPLAINTS - JULY 1, 2025 to JUNE 30, 2026		
Private Patrol Operator	1831	41%
Security Guards	1414	32%
Repossessor Agency	335	8%
Private Investigator	229	5%
Locksmith Company	180	4%
Alarm Company Operator	179	4%
Proprietary Private Security Employer	96	2%
Proprietary Private Security Officer	34	1%
Firearm Permit	19	<1%
Private Patrol Operator Qualified Manager	18	<1%
Training Facility Firearm	13	<1%

Private Investigator Qualified Manager Certificate	4	<1%
Private Investigator Qualified Manager License	3	<1%
Repossessor Agency Employee	3	<1%
Locksmith Employee	3	<1%
Training Facility Firearm Instructor	3	<1%
Alarm Company Qualified Manager	2	<1%
Training Facility Baton	2	<1%
Alarm Company Employee	2	<1%
Baton Permit	2	<1%
Approved Trainer PSO	1	<1%
Repossessor Agency Qualified Manager	1	<1%
Temporary MSP Private Investigator Branch	1	<1%
Temporary MSP Repossessor Agency	1	<1%
Temporary MSP Security Guard	1	<1%
Approved Trainer Guard	1	<1%
Training Facility Baton Instructor	1	<1%

COMPLAINT TRENDS – MOST COMMON CONFIRMED VIOLATIONS

The following summarizes the most common violations confirmed at the conclusion of the investigation and the percentage of complaints resulting in confirmed violations for FY 2025-26.

26% of Private Patrol Operator Complaints with Confirmed Violations

- 7583.2(C) - FAIL TO MAINTAIN TRAINING RECORDS
- 7583.39 - FAIL TO MAINTAIN INSURANCE POLICY
- 7582.20(A) - ADVERTISEMENT VIOLATION
- 7582.14 – ASSIGNMENT OF A LICENSE
- 7582 - OPERATE WITHOUT A LICENSE

41% of Training Facilities and Instructor Complaints with Confirmed Violations

- 7585.7(C) - NO WRITTEN PROCEDURE FOR SECURITY EXAM
- 7582.20(A) - ADVERTISEMENT VIOLATION
- 7585.17 - FAIL TO NOTIFY BUREAU OF INSTRUCTOR CHANGE

18% of Proprietary Security Employer Complaints with Confirmed Violations

- 643 (B) – INSUFFICIENT TRAINING CERTIFICATE REQUIREMENTS
- 7574.12 - FAIL TO REGISTER PSE
- 7574.38(D) - PERMIT CARRYING A DEADLY WEAPON

13% of Repossessor Complaints with Confirmed Violations

- 7505.1 - NO QM IN CHARGE OF BUSINESS
- 7508.2(D) - ENTER WITHOUT CONSENT
- 7507.9 - FAIL TO SECURE PERSONAL EFFECT

13% of Alarm Company Complaints with Confirmed Violations

- 7599.34 - OPERATE UNDER DIFFERENT ENTITY
- 7594.5 - NO QM IN CHARGE OF BUSINESS
- 7599.58(A) / 7599.58(C) - INSTALL DEFECTIVE ALARM

15% of Private Investigator Complaints with Confirmed Violations

- 7520 - OPERATE WITHOUT LICENSE
- 7530 – ASSIGNMENT OF A LICENSE
- 7534 - ADVERTISEMENT VIOLATION

POLICY AND ADMINISTRATION UPDATE

STAFFING UPDATE

The Bureau has 73.9 permanent, full-time positions (in addition to temporary staff). As of June 6, 2026, the Bureau has a 14.88% vacancy rate, which equates to 11 vacant positions. Management is working to fill all positions as soon as possible.

BUDGET UPDATE

0239 - Bureau of Security Service & Investigations
Analysis of Fund Condition
(Dollars in Thousands)

Prepared 06.22.2026

2026-27 Governor's Budget With FM 11 Projections

	Actuals 2024-25	CY 2025-26	BY 2026-27	BY +1 2027-28
BEGINNING BALANCE				
Prior Year Adjustment	\$ 8,897	\$ 10,135	\$ 12,683	\$ 13,585
Adjusted Beginning Balance	\$ -4	\$ -	\$ -	\$ -
	\$ 8,893	\$ 10,135	\$ 12,683	\$ 13,585
REVENUES, TRANSFERS AND OTHER ADJUSTMENTS				
Revenues				
4121200 - Delinquent fees	\$ 402	\$ 408	\$ 412	\$ 412
4127400 - Renewal fees	\$ 9,146	\$ 10,713	\$ 11,781	\$ 11,781
4129200 - Other regulatory fees	\$ 985	\$ 1,039	\$ 868	\$ 868
4129400 - Other regulatory licenses and permits	\$ 7,186	\$ 7,664	\$ 7,787	\$ 7,787
4163000 - Income from surplus money investments	\$ 512	\$ 410	\$ 331	\$ 598
4171400 - Escheat of unclaimed checks and warrants	\$ 17	\$ 24	\$ -	\$ -
4171500 - Escheat Unclaimed Property	\$ 2	\$ 1	\$ -	\$ -
4172500 - Miscellaneous revenues	\$ 22	\$ 12	\$ -	\$ -
Totals, Revenues	\$ 18,272	\$ 20,271	\$ 21,179	\$ 21,446
TOTALS, REVENUES, TRANSFERS AND OTHER ADJUSTMENTS	\$ 18,272	\$ 20,271	\$ 21,179	\$ 21,446
TOTAL RESOURCES	\$ 27,165	\$ 30,406	\$ 33,862	\$ 35,031
Expenditures:				
1111 Department of Consumer Affairs (State Operations)	\$ 15,920	\$ 16,490	\$ 18,783	\$ 19,346
9892 Supplemental Pension Payments (State Operations)	\$ 20	\$ -	\$ -	\$ -
9900 Statewide General Administrative Expenditures (Pro Rata) (State Operations)	\$ 1,090	\$ 1,233	\$ 1,494	\$ 1,494
TOTALS, EXPENDITURES AND EXPENDITURE ADJUSTMENTS	\$ 17,030	\$ 17,723	\$ 20,277	\$ 20,840
FUND BALANCE				
Reserve for economic uncertainties	\$ 10,135	\$ 12,683	\$ 13,585	\$ 14,191
Months in Reserve	6.9	7.5	7.8	8.2

NOTES:

1. Assumes workload and revenue projections are realized in BY+1 and ongoing.
2. Expenditure growth projected at 3% beginning BY+1.

LEGISLATIVE UPDATE

2026 Legislation

1. Assembly Bill 2049 (Alanis)

This bill:

- Would allow a licensed employee of a private patrol operator to carry or use a specified type of BB device while on duty.
- The specific BB device, as defined in Section 16250 of the Penal Code, will require a safety catch or switch, expel only a round nonmetal projectile that is .51 or .68 caliber and weighs under 3.5 grams, expels the projectile at a maximum velocity of 350 feet per second, and has the capability to store at least 5 rounds with one CO2 cartridge.

Status update: This bill was re-referred to the Assembly Committee on Business and Professions on March 17, 2026.

2. Senate Bill 1148 (Niello)

This bill:

- Would allow security guard and proprietary private security officer registrants who have completed a course in the exercise of Power to Arrest and Appropriate Use of Force to complete training in security officer skills before registration is issued.

Status update: This bill was amended and re-referred to the Assembly Committee on Appropriations on July 1, 2026.

3. Assembly Bill 2485 (Ahrens)

This bill:

- Would require a licensed private investigator to provide a copy of the initial client service agreement and any amendment, addendum, or other modification to the agreement in the preferred language of the client if the client speaks a language other than English.

Status update: This bill was re-referred to the Assembly Committee on Appropriations on April 21, 2026.

4. Senate Bill 1203 (Smallwood-Cuevas)

This bill:

- Would increase and revise training standards for proprietary and private security guards:
 - Initial training to be completed within 6 months of registration will increase from 32 to 42 hours, with 18 of the 42 hours to be completed within 30 days of registration.
 - 2 of the first 18 hours to be dedicated to employee rights listed in Labor Code.
 - The 8 hours of compulsory de-escalation training are required to be conducted 100% in person with a human instructor physically present and live with students in a classroom, available to answer student's questions at all times. No part of the de-escalation training may be completed while on duty at post.
 - Annual continuing education will increase from 8 to 16 hours with at least 8 hours to include in-person de-escalation and evidence-based, trauma-informed techniques through in-person role plays and interactive training methods via specific providers.
 - Exempt proprietary security officers employed by a church, mosque, shrine, synagogue, temple, or other places of worship from required 8 hours initial and annual de-escalation training. Requires only 16 total hours of security officer skills training.
- Requires proprietary and private security employers to compensate employees for initial and annual de-escalation training, as licensees are not permitted to conduct this training themselves.
- Requires the Bureau to develop and establish by emergency regulation a standard course and curriculum for de-escalation training resulting in creation of a new licensure category for evidence-based, trauma-informed skills instructors and organizations.
- Necessitates the Bureau to promulgate emergency regulations to establish criteria for evaluating whether an organization is a qualifying organization to teach evidence-based, trauma-informed skills. Licensees, subsidiaries of licensees, and subsidiaries of an organization sharing the same parent organization of a licensee are all ineligible to provide this training. Organizations qualified to provide this training are to be identified by the Bureau by July 1, 2028.
- Requires the Bureau to develop a new course on explicit and implicit bias while using firearms in various settings via emergency regulation.
- Requires new information to be included in Incident Reports, including demographic and training data.

- Requires the Bureau to publish annually a report compiling data, per county, on incident reports, including but not limited to guard training, race, gender, if medical attention was needed, weapons discharges, and other data.
- Compels the Bureau to convene a training advisory committee if the Department or Bureau adopts, modifies, or seeks to rescind a rule or regulation pursuant to BPC Sections 7583.5, 7583.6, or 7583.7, or the Power to Arrest and Appropriate Use of Force Manual.
- Introduces new violations for training citations up to \$10,000 per violation.
- Requires the Industrial Welfare Commission to issue wage orders for private security and to make any other determinations about hours and conditions of employment.

Status update: This bill was re-referred to the Assembly Committee on Appropriations on July 1, 2026.

5. Senate Bill 1356 (Ashby)

This bill:

- Would make non-substantive changes to the provisions within the Proprietary Security Services Act.

Status update: This bill was referred to the Senate Rules Committee on March 4, 2026.

6. Assembly Bill 2062 (Patterson)

This bill:

- Would prohibit a security camera surveillance company, as defined, from distributing, selling, or otherwise authorizing a third party to access, use, or distribute video, images, or data content obtained from a consumer's security camera surveillance system without first obtaining the consumer's consent. express consent of the consumer and the adult residents of a residential rental property or upon receipt of an order of a court or arbitrator.

Status update: This bill's policy hearing was canceled at the request of the author on June 15, 2026.

7. Senate Bill 1311 (Wahab)

This bill:

- Is an omnibus bill that would exempt a master agreement for frequently contracted Private Investigator services over a specified period of time from

having to include approximate start and completion dates of the work, provided the agreement includes the beginning and termination dates.

Status update: This bill was amended and re-referred to the Assembly Committee on Appropriations on July 1, 2026.

8. [Assembly Bill 2280 \(Johnson\)](#)

This bill:

- Would clarify that provisions relating to vehicle liens do not prohibit a licensed repossession agency from filing a lien, if a lien is not in place. If a lien is currently in place, the bill would authorize a repossession agency to file a lien on its behalf if the lienholder affirmatively waives the right to the lien in writing or does not respond to a specified request for waiver within 30 days of notice being mailed to the lienholder.

Status update: This bill was amended and ordered to Consent Calendar on July 2, 2026.

9. [Senate Bill 1445 \(Wahab\)](#)

This bill:

- Is an omnibus bill that would repeal those provisions related to the director furnishing copies of licensing law, rules, and regulations. This bill would correct the provision requiring the qualified manager certificate to be displayed to instead require the qualification manager certificate to be displayed below the private patrol operator's license at the principal place of business.

Status update: This bill was re-referred to the Assembly Committee on Appropriations with recommendation to Consent Calendar on June 30, 2026.

UPDATE ON ENACTED OR PENDING REGULATIONS

1. Exam Application Repeal, Terminology, and Training-related Updates – California Code of Regulations Title 16, Division 7, Sections 601-643
 - The initial regulation package has been submitted and public comment concluded on March 23, 2026. The final regulatory package is in production, and a notice will be posted on the Bureau's website when it is released for publication.

2. Disciplinary and Denial Guidelines – California Code of Regulations Title 16, Division 7, Section 610

- The regulation package is approaching the production phase. A notice will be posted on the Bureau's website when it is released for publication.

UPDATING CONSUMER BROCHURES

The Bureau is seeking Committee Member feedback and discussion on potential updates to BSIS consumer guide brochures.

Alarm Companies - https://www.bsis.ca.gov/forms_pubs/alarmco.pdf



The image shows a brochure layout for the State of California Department of Consumer Affairs, Bureau of Security and Investigative Services. The brochure is titled "CONSUMER GUIDE TO ALARM COMPANIES". It is divided into several sections: "INQUIRE BEFORE YOU HIRE", "MOBILE DEVICE MONITORING", "WHAT TO DO IF YOU HAVE A PROBLEM", and "BUREAU OF SECURITY AND INVESTIGATIVE SERVICES". The "INQUIRE BEFORE YOU HIRE" section lists five steps for consumers to follow when hiring an alarm company. The "MOBILE DEVICE MONITORING" section discusses the risks of web-based monitoring tools and the importance of checking for firmware, encrypted networks, and firewalls. The "WHAT TO DO IF YOU HAVE A PROBLEM" section provides information on how to file a complaint with BSIS. The "BUREAU OF SECURITY AND INVESTIGATIVE SERVICES" section provides the bureau's address and contact information. The brochure also features the logo of the State of California Department of Consumer Affairs (dca) and a photo of a hand pointing at a security keypad.

INQUIRE BEFORE YOU HIRE

1. Verify that an alarm company, qualified manager or agent is licensed with the Bureau prior to conducting business with them. Use "Verify a License" on the Bureau's website at www.bsis.ca.gov/forms_pubs/online_services/verify_license.shtml or call (800) 952-5210 to check on the license status of the company or person. NOTE: Current law allows an employee of a licensed alarm company to work with a temporary registration while the Bureau processes his or her alarm agent application. A person working with a temporary registration must have a copy of their initial application in their possession. Be sure to ask for a form of photo identification too.
2. Check with your city or county whether the alarm company is required to have a local business permit, and if so, that the company you contacted possesses the required permit.⁴
3. Check with your city or county to see if you are required to obtain a permit to have an alarm system.⁴
4. Ask for referrals from friends and family members who have had successful experiences with an alarm company.
5. Get an estimate from more than one BSIS-licensed alarm company.

MOBILE DEVICE MONITORING

Alarm company monitoring systems may include Web-based monitoring tools. This technology allows you to monitor your property from a mobile device by accessing a video feed installed in your home.

It is recommended to check whether the alarm company provides firmware, an encrypted network, or a strong firewall to prevent hackers from obtaining access to your video feed. The video feed can be hacked if the site is not secured properly.

If any of these tools or services is available, make sure they are disclosed to you and are listed in the contract as a service provided.

WHAT TO DO IF YOU HAVE A PROBLEM

You may file a complaint with BSIS against an alarm company, alarm qualified manager, and/or alarm agent. Complaints the Bureau has received include unlicensed activities, contract and installation agreement issues including rollover or evergreen renewal provisions, and unauthorized monitoring services. You can file a complaint online at www.bsis.ca.gov/consumers/complaints.shtml or by calling (800) 952-5210.

CONSUMER GUIDE TO ALARM COMPANIES

STATE OF CALIFORNIA
dca
DEPARTMENT OF CONSUMER AFFAIRS

BUREAU OF SECURITY AND INVESTIGATIVE SERVICES
2420 Del Paso Rd., Ste. 270
Sacramento, CA 95834

BUREAU OF SECURITY AND INVESTIGATIVE SERVICES

PDE_15-232

REQUIREMENTS FOR DOING ALARM BUSINESS

Alarm companies providing home security systems must be licensed by the Bureau of Security and Investigative Services (Bureau or BSIS) to:

1. Sell alarm systems on a consumer's premises.¹
2. Install, service, repair, and monitor alarm systems.¹
3. Respond to alarm activations.¹ (The person responding can be an alarm agent² or a private patrol operator's security guard.³)

Retail stores may sell alarm systems without being licensed, but only at the store, and they may not perform any alarm company functions. Alarm companies, including those located outside of California that monitor systems in California, must also possess a BSIS license.¹

Local governments may require alarm system owners or renters to pay a fee and obtain a permit to operate an alarm system. Likewise, alarm companies may need to obtain a business permit.⁴



WHO CAN INSTALL/MONITOR AN ALARM SYSTEM?

An alarm company is a business that installs, maintains, alters, sells, monitors, services, or responds to alarm systems. An alarm qualified manager is the person designated by an alarm company who is in active control of the business.⁵ An alarm agent is an employee of an alarm company.²

An alarm company owner, qualified manager, or agent may carry out the activities an alarm company is authorized to perform. Alarm business owners, including designated officers of a corporation or designated members of a limited liability company actively involved in the business, alarm qualified managers, and alarm agents must undergo a criminal history background review as a condition for BSIS licensure.⁶

Current law⁷ allows an employee of a licensed alarm company to work with a temporary registration while the Bureau processes his or her alarm agent application. A temporary registration is valid for 120 days and the employee must carry a copy of his or her initial application filed with the Bureau. Please note that individuals working with a temporary registration have not undergone a criminal history background review by the Bureau.

AUTOMATIC RENEWAL

Alarm system monitoring contracts may contain an automatic renewal clause that automatically renews the contract beyond the original terms unless the consumer cancels it in the manner specified in the contract. Effective January 1, 2017, consumers must be provided a written notice if the alarm contract presented to them includes an automatic renewal provision that renews the contract for a period of more than one month. Prior to signing the contract, the consumer is to acknowledge receipt of the disclosure by signing or initialing it. If this written acknowledgement is not provided by the consumer, the automatic renewal provision in the contract is invalid. Be consumer wise and ask if the contract contains an automatic renewal provision.

READ THE CONTRACT

Alarm company contracts must be in writing and must include, among other requirements, the following information:

- The alarm company's name, business address, telephone number, and BSIS license number.⁸
- The alarm agent's BSIS registration number if an agent solicited or negotiated the agreement.⁹
- The approximate dates your scheduled work will begin and be substantially complete.¹⁰
- A description of the alarm system to be installed, including what work is necessary to install the system, the materials that will be used for installation, and the cost of the system and services.¹¹
- A description of other services to be provided by the alarm company after installation of the alarm.¹²
- A clause stating the alarm company will teach the buyer how to use the system after it is installed.¹³
- If the total value of the contract exceeds \$250, the contract must include a schedule of payments and information about the permit fees charged by local governments. (NOTE: A down payment may not exceed \$1,000 or 10 percent of the contract price, excluding finance charges— whichever is less.)¹⁴
- The contract must disclose if monitoring services are being provided.¹⁵
- Before any work commences to install the system, a copy of the full contract signed by the alarm company or its licensed agent must be provided to the consumer.¹²

¹ BPC 7590.2

² BPC 7590.1(o)

³ BPC 7590.3(d)

⁴ BPC 7592.8

⁵ BPC 7590.1(j)

⁶ BPC 7593.1

⁷ BPC 7598.7

⁸ 16 CFR Part 429

⁹ BPC 7599.54 (a)

¹⁰ BPC 7599.54 (b)

¹¹ BPC 7599.54 (c)

¹² BPC 7599.54 (f)

¹³ BPC 7599.54 (i)

¹⁴ BPC 7599.54 (j)

¹⁵ BPC 7599.54 (e)

BPC: Business and Professions Code
CFR: Code of Federal Regulations

INQUIRE BEFORE YOU HIRE

1. Verify that a locksmith company is licensed or that a locksmith company employee is registered with the Bureau prior to conducting business with them. Use "Verify a License" on the Bureau's website at www.bsis.ca.gov/forms_pubs/online_services/verify_license.shtml or call (800) 952-5210 to check on the license status of the company or person.
2. Verify with your city or county whether the locksmith company is required to have a local business permit, and if so, that the company you contacted possesses the required permit.
3. Ask for referrals from friends and family members who have had successful experiences with a locksmith company.
4. If you are locked out of your car, you may want to call your auto insurance company first. It may have a list of recommended locksmiths or may offer locksmith services as part of its benefits.
5. When you call for locksmith services, be sure to ask for an estimate of the charges from the dispatcher.

STATE OF CALIFORNIA
dca
DEPARTMENT OF CONSUMER AFFAIRS

PDE_15-233

ADDITIONAL LICENSE REQUIREMENTS

If a locksmith company performs work on a project where the material and labor of the project cost more than \$500, a contractor's license is also required. For more information, contact the Contractors State License Board at (916) 255-3900 or (800) 321-2752 or visit www.cslb.ca.gov. Local governments may also require a business permit or license.

CONSUMER GUIDE TO LOCKSMITH COMPANIES

WHAT TO DO IF YOU HAVE A PROBLEM

You may file a complaint against a locksmith company and/or locksmith company employee. Complaints the Bureau has received include activities such as working unlicensed or failing to complete agreed upon services that have been included on an invoice, work order, or contract. You can file a complaint online at www.dca.ca.gov/online_services/complaints/index.shtml#bsis or by calling (800) 952-5210.

BUREAU OF SECURITY AND INVESTIGATIVE SERVICES
2420 Del Paso Rd., Ste. 270
Sacramento, CA 95834

BUREAU OF SECURITY AND INVESTIGATIVE SERVICES

REQUIREMENTS FOR DOING BUSINESS

Locksmith companies must be licensed by the Bureau of Security and Investigative Services (Bureau or BSIS) to:

1. Duplicate any key for any vehicle, residence, commercial establishment, or personal property from another key.¹
2. Re-key, install, repair, open, or modify locks.²
3. Electronically duplicate transponder keys or any other electronic programming of automotive keys and electronic operating devices, such as a key fob, door, or ignition key device.²

A locksmith license is not required for retail establishments or individuals who only duplicate keys from an existing key.²

Local governments may require locksmith companies to have a business permit in order to legally operate in the city or county.



WHO CAN PERFORM LOCKSMITH SERVICES?

A locksmith company is a business that re-keys, installs, repairs, opens, or modifies locks, or makes keys for locks, which is inclusive of electronically duplicating transponder keys and other electronic programming of automotive keys and electronic operating devices.² A locksmith company employee is an individual who works directly for a locksmith company, carries out the functions of a locksmith, and must be registered with the Bureau.³

Locksmith business owners, including partners or designated officers of a corporation, and locksmith company employees must undergo a criminal history background review as a condition for BSIS licensure.

Current law⁴ allows an employee of a licensed locksmith company to work with a temporary registration card while the Bureau processes his or her locksmith employee application. A temporary registration is valid for 120 days. Please note that individuals working with a temporary registration may not have undergone a criminal history background review by the Bureau.

BE ON GUARD

Ask to see the company license or employee registration card and a photo identification of the locksmith when they arrive. Locksmith companies are required by law to display their company license at their place of business, at each branch office, and in each mobile service vehicle.⁵ An owner, partner, or officer of a locksmith company is required to carry a valid pocket identification card and photo identification while working as a locksmith.⁶ Registered locksmith company employees are also required by law to carry a Bureau-issued registration card and a California-issued driver's license or identification card while working as a locksmith.⁷

If anything seems wrong, stop the process. If the locksmith threatens you or insists on a charge for showing up, call the police immediately.

As with the purchase of any goods or services, make sure to ask for a receipt that includes the name of the company and company license number.⁸ You may also want to write down the name and registration number of the locksmith company employee who completed the job for you and check that the receipt notates the cost of all parts and/or services including the full amount you were charged.

¹ BPC 6980.54 ⁵ 6980.26

² BPC 6980 (j) ⁶ 6980.33

³ BPC 6980.42 ⁷ 6980.48

⁴ BPC 6980.42(b) ⁸ 6980.55

BPC: Business and Professions Code

REQUIREMENTS FOR DOING BUSINESS

Repossession agencies and their employees must be licensed by the Bureau of Security and Investigative Services (Bureau or BSIS) to engage in business or accept employment to locate or recover vehicles that are subject to a security agreement.²

Note: In some cases, a bank, financial lender, or other legal owner will send their own employees to recover the vehicle. Individuals employed directly by a bank, lender, or the legal owner of the vehicle are not required to be licensed as repossession agency employees.³

HOW REPOSSESSIONS WORK

When a person has violated a condition(s) of the lease or loan agreement (e.g. being past due on the vehicle loan or lease payments, failure to maintain insurance, etc.), and efforts to correct the violation fail, the bank, financial lender, legal owner or their agents can contract with repossession agencies to locate and repossess the vehicle subject to the security agreement that contains the repossession clause.

Many of the activities carried out before, during, and after the repossession are regulated by State and federal laws.

STATE OF CALIFORNIA
dca
DEPARTMENT OF CONSUMER AFFAIRS

PDE_16-158

REINSTATING A VEHICLE CONTRACT AFTER REPOSSESSION

The Bureau has no jurisdiction over whether or not the vehicle's legal owner will reinstate your contract. If you obtain a reinstatement, you will need to provide the repossession agency a release from the legal owner stating that you may redeem your vehicle **and** proof of having paid the administrative filing fee to the police or sheriff's office, where the repossession was reported.⁴

Please note that in some cases you may not get your vehicle back after it has been repossessed.

CONSUMER GUIDE TO VEHICLE¹ REPOSSESSION

LICENSE SEARCH

To verify a repossession agency license or repossession employee registration, visit www.breeze.ca.gov and click on "Verify a License."

FILE A COMPLAINT

To file a complaint against a repossession agency or employee, visit www.breeze.ca.gov and select "File a Complaint." Or contact the Department of Consumer Affairs' Consumer Information Center at (800) 952-5210 and request a complaint form.

BUREAU OF SECURITY AND INVESTIGATIVE SERVICES
2420 Del Paso Rd., Ste. 270
Sacramento, CA 95834

DRAFT



BUREAU OF SECURITY AND INVESTIGATIVE SERVICES

WHAT YOU SHOULD KNOW IF YOUR VEHICLE IS BEING REPOSSESSED

- You have a right to request proof that the individual carrying out the repossession is currently licensed as a repossession agency, qualified manager, or agent.
- A repossession licensee or its agent has the authority to repossess a vehicle in public areas with no restricted access. A repossession licensee or its agent does not have the authority to enter a private building or a secured area without the consent of the property owner or the person in lawful control of the private property to repossess a vehicle. A secured area means any place that is fenced and locked. For example, a repossession agent or licensee:
 1. Can enter a parking lot or garage open to the public, even if it is privately owned, to repossess a vehicle.
 2. Can enter a gated community with unrestricted entrance(s) and open to the public to repossess a vehicle.
 3. Cannot enter a gated community with entrance(s) that restrict public access to repossess a vehicle without the consent of the property owner or person in lawful control of the property.
 4. Cannot enter the garage of a person's residential home to repossess a vehicle without consent of the property owner or person in lawful control of the property (e.g., renter).



5. Cannot enter the private property of a person's residential home that is surrounded by a secured fence and gate to repossess a vehicle without the consent of the property owner or person in lawful control of the property (e.g., renter).

- A repossession licensee or its agent CAN repossess your vehicle whether or not you are present.
- A repossession licensee or its agent IS NOT REQUIRED to allow you to remove your personal property from the vehicle at the time of the repossession. However, it is not prohibited so you should ask if it would be permissible to remove your personal property from the vehicle. Further, the licensee or its agent MUST inventory all personal effects found in the vehicle, except for those personal effects that the licensee or agent allowed to be removed at the time of the repossession, within the timeframes specified by law and store the personal effects for a minimum of 60 days.⁴
- A repossession agency MAY discard any personal effects not claimed after 60 days, but must keep the inventory list along with information on how the effects were disposed of on file for four years.⁴
- A repossession agency MUST provide you with a notice, within the timeframes specified by law, by mail or personal service, which includes:⁵
 - o The name, address, phone number of the vehicle's legal owner.
 - o The name, address, phone number of the repossession agency.
 - o Statements and disclosures as required by law about licensure requirements for repossession agencies and their employees, timeframes in which the notice is required to be provided

to you, damage to the vehicle during the repossession or while in the possession of the repossession agency, and if applicable, information about the handling of special license plates.

- o Storage charges for personal effects.
- A licensed repossession agency MUST either display its license number OR business name, address, and phone number on both the left and right side of its tow vehicle.⁶ If a repossession agency chooses to display its license number, then the repossession agency is not required to display its business name, address, and phone number on the tow vehicle.
- A repossession licensee or its agent MUST notify local law enforcement within one hour of repossessing a vehicle. If contact is not made, continued attempts are required until the repossession is recorded with the local agency. Written notice to local law enforcement must also be made within one business day of the repossession.⁷

¹ While vehicles are the most commonly repossessed item of property, any personal property which is subject to a security agreement, furniture, appliances, jewelry, etc., can be repossessed. Personal property subject to a security agreement and which can be repossessed is called "collateral" under the law. The laws regarding licensure apply to all types of collateral repossession.

² BPC 7500.2

³ BPC 7500.3

⁴ BPC 7507.9

⁵ BPC 7507.10; usually within 48 hours, but in all cases in no less than 96 hours after the repossession takes place.

⁶ VC 27907

⁷ VC 28

⁸ GC 26751 & 41612; \$15.00 when paid to the local law enforcement agency directly, but may increase to \$20.00 if paid directly to the repossession agency or legal owner instead of the local law enforcement agency directly.

BPC: Business and Professions Code
VC: Vehicle Code
GC: Government Code