Good Evening,

The National Instant Criminal Background Check System (NICS) remains fully operational. However, due to the COVID-19 protocols, increased transaction volume, and modified staffing schedules, we recognize some federal firearms licensees (FFLs) may be experiencing extended hold times. In order to provide better service, the NICS Section has decided beginning at 12:01 am ET, Tuesday March 31, 2020, to implement a workflow change. This change means that when the FFL calls (telephone) in a NICS check and receives a delay status, they will also receive the Brady Transfer Date from the NICS Contracted Call Center (NCCC). The FFL will not be transferred to a NICS Examiner for further review of the NTN and a possible final status while still on the telephone. The transactions will continue to be worked by a NICS Examiner, however, not while holding the FFL on the telephone.

The NCCC remains fully operational and continues to accept NICS checks from FFL via telephone. Additionally the NICS E-check also remains fully operational.

We continue to work to provide you with timely information to support the firearms background check process.

Thanks,
NICS Business Relations Team

Please do not respond to this email address instead direct any questions, comments, or concerns you may have to NICSLiaison@fbi.gov.

To unsubscribe to the NICS FFL Listserv please click here <https://forms.fbi.gov/nics-updates-for-firearms-dealers-remove-your-e-mail-address>