IMPORTANT NOTICE ABOUT RIAG CUSTOMER SERVICE CENTER OPERATIONS

In order to serve the public safely and efficiently, effective December 7, 2020 we have implemented the following policies at our customer service center, located at 4 Howard Ave. in Cranston, due to heightened COVID restrictions statewide:

In person background checks will be limited to:

- **Healthcare providers to include nurses and long-term care/assisted living facilities workers**
- **Individuals who require background checks for housing**
- **First responders**
- **Childcare workers**
- **Personal care aides**
- **School employees**
- **Individuals, with exigent circumstances, who need a background check for employment purposes. We ask those individuals who visit our Customer Service building to register in the virtual waitlist upon arrival (instructions provided on signs in parking lot).**

All other persons requiring a state background check are asked to submit their request by mail or postpone their visit to our customer service center until normal operations can safely resume. For instruction on requesting a state background check by mail, please see here. Applications will be processed on a first-come-first-serve basis, and processing times may be delayed during this period.

License to carry permits

- **Applications/renewals will continue to be accepted by mail only.**
- **Applications will be processed, however, processing time may be delayed.**

Payment for in-person background checks is requested to be made by credit or debit card.

Thank you for your cooperation in helping us keep everyone safe and healthy during this time.