

## Who Should I Contact To File A Complaint Or Report Unlicensed Activity?

The Department of Agriculture and Consumer Services, Division of Licensing, investigates complaints regarding the private security industry. If you have a complaint, contact the regional office in your area as shown on the map in this pamphlet, or:

### Write to:

Bureau of Regulation and Enforcement  
Post Office Box 5647  
Tallahassee, Florida, 32314-5647

Call: (850) 245-5499

[www.mylicenseshite.com](http://www.mylicenseshite.com)

QUESTIONS  
AND  
ANSWERS  
ABOUT

SECURITY  
AGENCIES  
AND  
SECURITY  
OFFICERS



Florida Department of  
Agriculture and Consumer Services  
Adam H. Putnam, Commissioner

*The Department of Agriculture and Consumer Services, Division of Licensing, licenses and regulates the private security industry in accordance with Chapter 493, Florida Statutes. Security officers and security agencies serve in positions of trust. Untrained and unlicensed persons or businesses, or persons not of good moral character are a threat to the public's safety and welfare. The private security industry is regulated to ensure the interests of the public are adequately served and protected. The purpose of this pamphlet is to inform Florida citizens about licensing requirements.*

### What Is A Security Officer?

### What is a Security Agency?

A security agency is any business that, for consideration, advertises as providing or is engaged in the business of furnishing security services described below. In order to perform those services, a security officer must own or work for a licensed security agency.

- Acts as a bodyguard
- Guards property
- Transports prisoners
- Guards armored cars
- Attempts to prevent theft, misappropriation or concealment of property or other valuables
- Seeks the return of such stolen valuables.

## Types of Licenses

### For Individuals

- “D” Security Officer
- “M” or “MB” Security Agency Manager

### For Agencies

- “B” Security Agency
- “BB” Security Agency Branch Office
- “AB” Combined Security and Private Investigative Agency Branch Office

### For Schools

- “DI” Security Officer School or Training Facility Instructor
- “DS” Security Officer School or Training Facility Instructor

### Firearms

To carry a firearm in the performance of regulated security duties, security officers and agency managers must obtain a Class “G” Statewide Firearm License. No employee may carry or be furnished a firearm unless it is required by her or his duties and it is carried only in connection with those duties. The firearm must be encased in full view at all times unless otherwise provided by law.

### What Do I Need To Know To Apply For A License?

The Application Instructions contain helpful information about the application process and license requirements.

You may download forms or request to have them mailed to you at:  
[www.mylicenseshite.com](http://www.mylicenseshite.com).

## Any person applying for a license must:

- Be at least 18 years of age
- Be a citizen of the United States or a permanent legal resident of the United States or have been granted authority to work by the U.S. Citizenship and Immigration Service
- Have no disqualifying criminal history
- Be of good moral character
- Have no disqualifying history of mental illness or alcohol or controlled substance abuse

An applicant for a Class “D” Security Officer License must have completed 40 hours of training at a licensed school or training facility.

Security officers or agency managers who are required to carry a firearm in the performance of regulated duties must also have a Class “G” Statewide Firearm License.

A Class “G” Statewide Firearm License requires an additional 28 hours of range and classroom training administered by a licensed Class “K” Firearms Instructor.

Agency managers must have a minimum of two years of full-time, verifiable security-related experience.

Every applicant must include a full set of fingerprints with his or her application. The fingerprints are processed by the Florida Department of Law Enforcement and the Federal Bureau of Investigation to determine if the applicant has a criminal history that will disqualify him or her from licensure.

## The applicant must provide the following:

- Name
- Date of birth
- Social Security Number or Alien Registration Number
- Place of Birth
- Statement regarding any history of alcohol or controlled substance abuse

- Statement regarding whether he or she has been adjudicated incapacitated or committed to a mental institution
- A statement of all criminal convictions, findings of guilt, and pleas of guilty or nolo contendere, regardless of adjudication of guilt
- One passport type color photograph
- Full set of fingerprints
- Personal inquiry waiver
- Appropriate fees

## Division of Licensing Regional Offices

**Fort Walton Regional Office**  
8:00 a.m. to 5:00 p.m. (CST)  
111 Racetrack Road  
Unit 111-C, Choctaw Plaza  
Fort Walton Beach, Florida 32547  
(850) 833-9146  
(850) 833-9149 Fax

**Jacksonville Regional Office**  
8:00 a.m. to 4:30 p.m. (EST)  
7825 Baymeadows Way  
Suite 106-A  
Jacksonville, Florida 32256  
(904) 828-3100  
(904) 828-3122 Fax

**Miami-Dade Regional Office**  
8:00 a.m. to 4:30 p.m. (EST)  
7739 NW 48th Street  
Suite 140  
Doral, Florida 33166  
(305) 639-3500  
(305) 639-3503 Fax

**Orlando Regional Office**  
8:00 a.m. to 4:30 p.m. (EST)  
1707 Orlando Central Parkway  
Suite 150  
Orlando, Florida 32809  
(407) 888-8700  
(407) 888-8704 Fax

**Punta Gorda Regional Office**  
8:00 a.m. to 4:30 p.m. (EST)  
230 Bal Harbor Boulevard  
Suite 111  
Punta Gorda, Florida 33950  
(941) 575-5770  
(941) 575-5775 Fax

**Tallahassee Regional Office**  
8:00 a.m. to 4:30 p.m. (EST)  
Capital Center Office Complex  
4040 Esplanade Way, 1st Floor,  
Suite 101  
Tallahassee, Florida 32399  
(850) 245-5498  
(850) 245-5283 Fax

**Tampa Regional Office**  
8:00 a.m. to 4:30 p.m. (EST)  
1313 Tampa Street, Suite 712  
Tampa, Florida 33602  
(813) 272-2552  
(813) 272-2252 Fax

**West Palm Beach Regional Office**  
8:00 a.m. to 4:30 p.m. (EST)  
400 N Congress Avenue  
Suite 140  
West Palm Beach, Florida 33401  
(561) 681-2530  
(561) 681-2599 Fax



## Violations

The Department has the power to enforce the provisions of Chapter 493, F.S. and initiate administrative action when violations occur. The following are examples of violations that may result in a reprimand, fine, probation, or suspension or revocation of the license.

## Security Officers

- Impersonating a law enforcement officer or representative of the state
- Using force or acts of violence except in the lawful protection of the licensee or another from physical harm
- Conducting security officer duties without a Class “D” Security Officer License
- Carrying a firearm without a Class “G” Statewide Firearm License
- Performing security duties in a uniform which does not have at least one clearly visible patch or emblem identifying the employing licensed security agency
- Not possessing an identification card and license while on duty
- Committing a crime directly related to the license held, such as theft
- Leaving an assigned post or sleeping on duty

## Security Agencies

- Using badges, credentials, or identification cards that include any portion of the Great Seal of Florida or the words “State of Florida,” or badges in the shape of a five-pointed star
- Failure to maintain a \$300,000 commercial general liability insurance policy
- Operating without a licensed manager
- Not posting the security agency license and disclosure notice to the public in a conspicuous place