



Government of the Virgin Islands
of the United States

Department of Licensing and Consumer Affairs

Golden Rock Shopping Center
3000 Estate Golden Rock, Suite 9
St. Croix, VI 00820-4311
Telephone: 340.713.3522
Facsimile: 340.718.6982

Administrative Complex
"The Battery"
St. John, VI 00830
Telephone: 340.693.8036
Facsimile: 340.776.6989

Property & Procurement Building
8201 Sub Base, Suite 1
St. Thomas, VI 00802-5826
Telephone: 340.714-3522
Facsimile: 340.776.8303

FOR IMMEDIATE RELEASE

MONDAY, AUGUST 17, 2020

MEDIA CONTACT PERSON: OFFICE OF THE COMMISSIONER 340.713.3522

DLCA LIMITED CASHIER SERVICES

Commissioner Richard T. Evangelista is notifying the public and business community that beginning today, Monday, August 17, 2020, due to Governor Bryan's Stay at Home Public Health Emergency Supplemental Executive Order Thirteen, the Department of Licensing and Consumer Affairs (DLCA) will have limited cashier services in the Districts of St. Croix and St. Thomas **only** to businesses that cannot pay by credit card online.

"At the onset of Covid-19, DLCA found it necessary to suspend walk-in traffic to protect our internal and external customers" stated Commissioner Evangelista "While we highly encourage businesses to use our online licensing portal to pay for new or renewal licenses, we do recognize that some businesses prefer to pay with cash or a check." Tuesdays and Thursdays limited cashier hours are as follows:

- St. Croix- 9:00 a.m. to 12:00 p.m.
- St. Thomas - 9:00 a.m. to 12:00 p.m.
- St. John – Call (340) 474-2800 to schedule payment

Even though, walk-ins to speak to a DLCA representative are currently suspended, all staff are working remotely and available Mondays- Fridays from 8:00 a.m. to 5:00 p.m. To make your online or telephone experience easier, we recommend the following suggestions:

1. Utilize DLCA's online website at www.dlca.vi.gov for business license renewals or applying for a new business license. A licensing officer will call or respond via email within 24 hours. Please have your unique six (6) digit control number available when the licensing officer calls.
2. File consumer complaints online. Consumers can now file a complaint through our online website at www.dlca.vi.gov. A consumer compliance officer will call you within 24 hours to discuss your case. Scams or complaints by telephone, contact 340-771-(SCAM)7226 on St. Croix and 340-727-(SCAM) 7226 in the District of St. Thomas/St. John.

DLCA may still be contacted by using our main telephone lines at 340-713-3522 on St. Croix; 340-714-3522 on St. Thomas and 340-474-2800 on St. John. DLCA receptionists no longer have use of multiple lines, at times calls may be delayed. If you are experiencing these delays, DLCA has an employee cellphone listing to contact your representative directly. You may view this listing by visiting our website at www.dlca.vi.gov click on contact then employee directory.

DLCA encourages the public to use the recommended suggestions. If you have any questions, concerns or issues with contacting our office, you may call the Office of the Commissioner at 340-713-6916 or 340-725-5129. You may also reach us at consumerawareness@dlca.vi.gov or follow us on Facebook @dlcavi. For official information on Coronavirus Disease, text COVID19 at 888777 or www.doh.vi.gov



"Serving Businesses and Assisting, Educating, & Protecting Consumers"

www.dlca.vi.gov