North Carolina State Bureau of Investigation (NCSBI)

Regulations Regarding Receipt of Criminal History Record Information (CHRI)

- Criminal History Record Information (CHRI) received from the NCSBI and the FBI (if applicable) must be kept locked and secured. It must be kept separate from personnel files. CHRI should only be available to the authorized officials listed by the agency.
- CHRI received by the agency should not be given to another agency or the applicant.
- If the applicant should need to challenge the accuracy or completeness of his/her North Carolina state record, he/she should contact the NCSBI, Civilian Services Unit, ciishelp@ncsbi.gov for a Right to Review. If the applicant should need to challenge the accuracy or completeness of any entry on his/her national record he/she should contact the FBI, Criminal Justice Information Services (CJIS) Division, ATTN: SCU, Mod. D-2, 1000 Custer Hollow Road, Clarksburg, WV 26306.
- CHRI should only be used for the original licensing, original hire/not hire decision. CHRI can change or be updated at any time and, therefore, should not be held for any other use.
- The Authority for Release of Information form (AFR) and the Electronic Fingerprint Submission Release of Information form (EFSR) should be maintained on file for one year at the agency.
- To dispose of the CHRI and the fingerprint card, either shred the information or burn it. It is not acceptable to discard CHRI without shredding the information. The agency should not have an outside agency do the shredding. Outsourcing is not recommended, *unless* an authorized official is present for the disposal of the documents.
- The NCSBI recommends that anyone with a felony conviction not have access to CHRI.
- If CHRI is received with an arrest that does not have a final court disposition, the clerk of court in the county the person was arrested in, must be contacted to obtain the disposition *before* denying employment.
- If the agency does not understand the meaning of a charge or a disposition, contact the clerk of court in the arresting county for a clarification.
- The NCSBI recommends doing a background check on all personnel that will be handling CHRI. If the North Carolina General Statute for the agency does not allow a background check, a public record check through the Administrative Office of the Courts can be conducted.
- Do NOT ask a law enforcement agency to conduct name checks for the agency. There must be an approved local ordinance in place for this process.
- Please keep a copy of the Access Agreement (AA) on file for audit purposes. Keep the original of the applicant's AFR and EFSR on file for one year. DO NOT give a copy of the AFR/EFSR form to another agency and do not create your own.
- Invoices will be mailed the first day of each month. For invoice questions and/or payments, please contact our BUSINESS OFFICE by email at accountsreceivable@ncsbi.gov.
- To update authorized officials, please include a letterhead stating which authorized officials will be added and/or removed by contacting BAUhelp@ncsbi.gov. Each authorized official for the agency must sign and complete this form.
- The NCSBI's mailing address is:

  Criminal Information and Identification Section
  Attn: Background Authorization Unit
  3320 Garner Road
  Raleigh, NC 27610

Signature of Official Receiving CHRI _____ Date_____

Printed Name and Title of Official _____

Email _____

Agency Name_____

Address_____

Agency Phone Number _____

Agency's NCSBI's Access Agreement Number/OCA #/ORI # _____

Revised 10/21/2026