



**ELECTRONIC FINGERPRINTING  
FREQUENTLY ASKED QUESTIONS AND ANSWERS  
REVISED MARCH 22, 2007**

**1. Why should I use electronic fingerprinting?**

Electronic fingerprinting reduces processing time.

In the traditional method of fingerprinting, a fingerprint card was submitted to the Department of Business and Professional Regulation. The card was then sent to the Florida Department of Law Enforcement and the Federal Bureau of Investigation for processing. Now, applicants' fingerprints will be scanned and electronically submitted directly to the Florida Department of Law Enforcement and Federal Bureau of Investigation.

Electronic fingerprinting reduces the likelihood of illegible fingerprints or missing information on the fingerprint card.

**2. Is electronic fingerprinting mandatory?**

Yes. Beginning July 1, 2006, electronic fingerprinting became mandatory for all real estate and appraiser applicants.

**3. Why is electronic fingerprinting mandatory beginning July 1, 2006?**

Beginning July 1, 2006, electronic fingerprinting is mandatory for real estate and appraiser applicants, pursuant to Section 475.175(1)(a), Florida Statutes (F.S.) and Section 475.615(3), Florida Statutes (F.S.) as shown below.

**Section 475.175 (F.S) Examinations —**

(1) A person shall be entitled to take the license examination to practice in this state if the person:

(a) Submits to the department the appropriate notarized or electronically authenticated application and fee, and a fingerprint card. The fingerprint card shall be forwarded to the Division of Criminal Justice Information Systems within the Department of Law Enforcement for purposes of processing the fingerprint card to determine if the applicant has a criminal history record. The fingerprint card shall also be forwarded to the Federal Bureau of Investigation for purposes of processing the fingerprint card to determine if the applicant has a criminal history record. The information obtained by the processing of the fingerprint card by the Florida Department of Law Enforcement and the Federal Bureau of Investigation shall be sent to the department for the purpose of determining if the applicant is statutorily qualified for examination. **Effective July 1, 2006, an applicant shall provide fingerprints in electronic format.**

Charlie Crist  
Governor

Holly Benson  
Secretary

**Division of Real Estate**

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32801-1757

**VOICE**

850.487.1395

**FAX**

407.317.7260

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Call.Center@dbpr.state.fl.us

**INTERNET**

www.MyFlorida.com/dbpr

## **Section 475.615(3) (F.S.) Qualifications for registration or certification –**

(3) Appropriate fees, as set forth in the rules of the board pursuant to s. 475.6147, and a fingerprint card must accompany all applications for registration or certification. The fingerprint card shall be forwarded to the Division of Criminal Justice Information Systems within the Department of Law Enforcement for purposes of processing the fingerprint card to determine if the applicant has a criminal history record. The fingerprint card shall also be forwarded to the Federal Bureau of Investigation for purposes of processing the fingerprint card to determine if the applicant has a criminal history record. The information obtained by the processing of the fingerprint card by the Department of Law Enforcement and the Federal Bureau of Investigation shall be sent to the department for the purpose of determining if the applicant is statutorily qualified for registration or certification. **Effective July 1, 2006, an applicant must provide fingerprints in electronic format.**

### **4. Does electronic fingerprinting hurt?**

No. In the traditional method of fingerprinting, ink is applied to each of your fingers which are then “rolled” across a fingerprint card to obtain your prints.

With electronic fingerprinting, there is no ink or card. Your fingerprints are “rolled” across a glass plate and scanned. It is faster and cleaner than the traditional method.

### **5. How long will it take to have my fingerprints scanned?**

It should only take approximately 5-10 minutes.

### **6. How much does electronic fingerprinting cost?**

The cost for the Florida Department of Law Enforcement and the Federal Bureau of Investigation to process your fingerprints is \$47.00. There is an additional \$14.00 processing charge to have your fingerprints scanned and submitted electronically by Promissor. The total cost is \$61.00.

Electronic fingerprinting reduces processing time as your fingerprints will be scanned and electronically submitted directly to the Florida Department of Law Enforcement and Federal Bureau of Investigation. In addition, electronic fingerprinting reduces the likelihood of illegible fingerprints or missing information on the fingerprint card. Electronic fingerprinting is mandatory for all real estate applicants as of July 1, 2006.

### **7. Who is Promissor?**

Promissor is the Department of Business and Professional Regulation’s testing vendor and an electronic fingerprinting vendor. For more information, please visit the Promissor website located at [www.promissor.com](http://www.promissor.com) and select “Fingerprinting Services”, or contact the Promissor reservation center at 1.877.238.8232 (TTY 1.800.274.2617).

## 8. Where are the electronic fingerprinting sites located?

Please see the chart below to locate the center nearest to you.

### Promissor - Florida Electronic Fingerprint Sites

#### **T1025 Orlando**

Orlando Promissor Center  
Westwood Corporate Center  
6751 Forum Drive, Ste. 225  
Orlando, FL 32821  
Tue. – Sat.: 8am - 5pm

#### **T1027 Ft. Lauderdale**

Ft. Lauderdale Promissor Center  
Oakland Commerce Center  
3317 NW 10th Terr, Ste # 401  
Ft. Lauderdale, FL 33309  
Tue. – Sat.: 8am - 5pm

#### **T1029 Gainesville**

Gainesville Promissor Center  
Northwood Park  
5000 NW 34th St. Unit # 10  
Gainesville, FL 32605  
Tue. – Sat.: 8am - 5pm

#### **T1031 Miami**

Miami Promissor Center  
Atrium Office Park  
3900 NW 79th Ave.  
Building 5 - Suite 543  
Miami, FL 33166  
Tue. – Sat.: 8am - 5pm

#### **T1033 Tallahassee**

Tallahassee Promissor Center  
Capitol Circle Commerce Center  
508 B Capital Circle SE, Suite D-1  
Tallahassee, FL 32301  
Tue. – Fri.: 1pm - 5:30pm  
Saturday: 8am - 5pm

#### **T1035 Hollywood**

Hollywood Promissor Center  
3475 Sheridan Street  
Sheridan Executive Centre, Suite 314  
Hollywood, FL 33021  
Tue. – Sat.: 8am - 5pm

#### **T1037 Miami II**

1320 S. Dixie Highway  
Gables One Tower/Suite 240  
Coral Gables, FL 33146  
Tues. – Sat.: 8am - 5pm

#### **T1026 Boynton Beach**

Boynton Beach Promissor Center  
Woolbright Professional Bldg.  
2240 Woolbright Rd Ste# 401  
Boynton Beach, FL 33426  
Tue. – Sat.: 8am - 5pm

#### **T1028 Ft. Myers**

Ft. Myers Promissor Center  
Bank of America Building  
11691 Gateway Blvd, 2nd Floor - Suite 200  
Ft. Myers, FL 33913  
Tue. – Sat.: 8am - 5pm

#### **T1030 Jacksonville**

Jacksonville Promissor Center  
Centurion Square  
8380 Baymeadows Rd. Ste #11  
Jacksonville, FL 32256  
Tue. - Sat.: 8am - 5pm

#### **T1032 Pensacola**

Pensacola Promissor Center  
Eastgate Plaza  
7143 A. North 9th Ave  
Pensacola, FL 32504  
Tue., Wed., Fri.: 8am-1:30pm  
Saturday 8am - 5pm

#### **T1034 Tampa**

Tampa Promissor Center  
Carrollwood Crossings  
4012 Gunn Highway Building  
Suite 110  
Tampa, FL 33624  
Tue. – Sat.: 8am - 5pm

#### **T1036 St. Petersburg**

St. Petersburg Promissor Center  
9400 4th Street North  
Lake Building, Suite 211  
St. Petersburg, FL 33702  
Tue. – Sat.: 8am - 5pm

#### **T1038 Ormond Beach**

Ormond Beach Promissor Center  
305 Clyde Morris Blvd, Building A, Suite 100  
Ormond Beach, FL 32174  
Tues., Thurs., Sat. 8am - 5pm

**T1040 Lake Mary**

Lake Mary Promissor Center  
725 Primera Boulevard, Suite 210  
Lake Mary, FL 32746  
Tue.- Sat.: 8am -5pm

**1071 Doral**

Doral Promissor Center  
The Village at Beacon Centre  
8319 NW 12th Street  
Doral, FL 33126  
Mon - Sat 8am - 5pm

**1072 Melbourne**

Melbourne Promissor Center  
2176 Sarno Rd / Suite 109  
Melbourne, FL 32935  
Mon - Sat 8am - 5pm

**1073 Sarasota**

Sarasota Promissor Center  
Live Oak Office Center  
2201 Cantu Court / Ste 210  
Sarasota, FL 34232  
Mon - Sat 8am - 5pm

**1074 Ft Lauderdale**

Ft Lauderdale II Promissor Center  
5300 NW 33 Ave Ste 104  
Ft. Lauderdale, FL 33309  
Tues - Sat 8am - 5pm

**1075 Lakeland**

Lakeland Promissor Center  
101 W Main St / Ste 230  
Lakeland, FL 33801  
Mon - Sat 8am - 5pm

**1076 Ft. Myers**

Ft. Myers II Promissor Center  
12220 Towne Lake Dr / Unit 40  
Ft Myers, FL 33913  
Mon - Sat 8am - 5pm

**9. What do I need to bring with me to the Florida electronic fingerprinting site?**

All applicants will be required to bring two (2) forms of identification to the electronic fingerprinting site on the day of fingerprinting. One of the two types of identification must bear your picture and signature such as a driver's license, state identification card, passport or notarized photograph bearing your signature. Applicants will NOT be permitted to be fingerprinted without proper identification. Please ensure that the identification you present bears your name exactly how you listed it when you made your reservation. If the names do not match, you must present legal documentation explaining the discrepancy (i.e. marriage certificate, etc.)

Due to technical requirements and restrictions of the Florida Department of Law Enforcement electronic submission process, spaces are not allowed in any name fields. Therefore, if your last name is actually two names, for example "SMITH JONES," a hyphen will be added to replace the space and your name will be transmitted as "SMITH-JONES."

**10. How do I make an appointment for electronic fingerprinting at one of the Florida electronic fingerprinting sites?**

You may make a reservation by visiting the Promissor web site at [www.promissor.com](http://www.promissor.com) and selecting "Fingerprinting Services", or contacting the Promissor reservation center at 1.877.238.8232 (TTY 1.800.274.2617) and selecting a date and time that is convenient for you. You will be asked to provide your demographic information and make your payment at that time. When providing your name, please make sure that it exactly matches with the identification you are required to present as detailed in Question #9 above.

If you are an applicant for a Real Estate Sales Associate (SL) or Real Estate Broker (BK) or

Real Estate Instructor (ZH) license, AND for a Real Estate Appraiser (RI, RD, and RZ) or Appraiser Instructor (IR and GA) license you must make two separate reservations and have two sets of electronic fingerprints submitted for processing (one for each application type). Florida Statutes prohibits the sharing of fingerprint results between two different licensing entities.

## **11. What forms of payment are accepted?**

If you will be visiting one of the electronic fingerprint sites in Florida, you must make payment during the reservation process by MasterCard, Visa, American Express, Discover, debit card or electronic check (or by Promissor credit voucher which may be provided to you by participating real estate schools, please see the following paragraph for more information). Please make sure your credit card/debit card has not expired prior to calling the Promissor reservation center or applying online.

Real Estate schools can prepay for electronic fingerprinting sessions by mailing in a check, company check, or money order, payable to Promissor, to: Promissor Voucher Program, P.O. Box 41508, Philadelphia, PA 19101. The school will then receive Promissor credit vouchers which may be distributed to a group of applicants. The applicants can then make a reservation online or by telephone to pay for the electronic fingerprinting by using the voucher number.

### **For Real Estate Sales Associate, Broker and Instructor applicants:**

If you are currently residing outside of the State of Florida and it is not convenient to visit one of the Florida electronic fingerprint sites, you should request that a Division of Real Estate Sales Associate/Broker/Instructor fingerprint card be mailed to you. A fingerprint card may be obtained from the Department of Business and Professional Regulation by contacting our Customer Contact Center at 850.487.1395. You may then go to a local law enforcement office in your area to have your fingerprints rolled onto the card. In the "Reason Fingerprinted" section of the fingerprint card, please ensure that "Florida Real Estate License F.S. 475.175" is entered, and in the "ORI" section of the card please ensure that "FL920010Z FL Real Estate Comm Orlando, FL" is entered. All other information will be completed at the local law enforcement agency.

### **For Appraiser and Appraiser Instructor applicants:**

If you are currently residing outside of the State of Florida and it is not convenient to visit one of the Florida electronic fingerprint sites, you should request that a Division of Real Estate Appraisers fingerprint card be mailed to you. A fingerprint card may be obtained from the Department of Business and Professional Regulation by contacting our Customer Contact Center at 850.487.1395. You may then go to a local law enforcement office in your area to have your fingerprints rolled onto the card. In the "Reason Fingerprinted" section of the fingerprint card, please ensure that "Real Estate Appraisal License F.S. 475.615(3)" is entered, and in the "ORI" section of the card please ensure that "FL922050Z DIV OF REAL ESTATE, ORLANDO FL" is entered. All other information will be completed at the local law enforcement agency.

The card is to then be mailed to **Florida Division of Real Estate, c/o Promissor, Inc., Post Office Box 173679, Denver, CO 80217-0679** where the fingerprint card will be scanned. You will need to enclose a money order (personal checks are not accepted) in the amount of \$61.00 payable to Promissor with your card. Your fingerprints will then be sent electronically to the Florida Department of Law Enforcement and the Federal Bureau of Investigation.

## **12. Can another individual make payment for me on their credit card or by electronic check?**

Yes. You will still be asked to provide demographic information at that time.

**13. I am currently residing outside of the State of Florida and cannot get to one of the Florida electronic fingerprinting sites listed above. How can I participate in electronic fingerprinting?**

**For Real Estate Sales Associate, Broker and Instructor applicants:**

You should request that a Division of Real Estate Sales Associate/Broker/Instructor fingerprint card be mailed to you. A fingerprint card may be obtained from the Department of Business and Professional Regulation by contacting our Customer Contact Center at 850.487.1395. Once the fingerprint card is received, you may then go to a local law enforcement office in your area to have your fingerprints rolled onto the card. In the "Reason Fingerprinted" section of the fingerprint card, please ensure that "Florida Real Estate License F.S. 475.175" is entered, and in the "ORI" section of the card please ensure that "FL920010Z FL Real Estate Comm Orlando, FL" is entered. All other information will be completed at the local law enforcement agency.

**For Appraiser and Appraiser Instructor applicants:**

You should request that a Division of Real Estate Appraisers fingerprint card be mailed to you. A fingerprint card may be obtained from the Department of Business and Professional Regulation by contacting our Customer Contact Center at 850.487.1395. Once the fingerprint card is received, you may then go to a local law enforcement office in your area to have your fingerprints rolled onto the card. In the "Reason Fingerprinted" section of the fingerprint card, please ensure that "Real Estate Appraisal License F.S. 475.615(3)" is entered, and in the "ORI" section of the card please ensure that "FL922050Z DIV OF REAL ESTATE, ORLANDO FL" is entered. All other information will be completed at the local law enforcement agency.

The card is to then be mailed to **Florida Division of Real Estate, c/o Promissor, Inc., Post Office Box 173679, Denver, CO 80217-0679** where the fingerprint card will be scanned. You will need to enclose a money order (personal checks are not accepted) in the amount of \$61.00, payable to Promissor, with your card. Your fingerprints will then be sent electronically to the Florida Department of Law Enforcement and the Federal Bureau of Investigation.

**14. What if I miss my reserved time and arrive late to the Florida electronic fingerprinting site?**

Test Center Managers will review the daily schedule for that particular day to determine if you can be accommodated. If the tardiness is due to an emergency, (i.e., car trouble, traffic accident, etc.), you must provide documentation of the event. If you cannot be accommodated due to unexcused tardiness, you will be liable for the processing fee of \$14.00 for that day and will be classified as a "No Show." The Florida Department of Law Enforcement and Federal Bureau of Investigation \$47.00 fingerprint fees will automatically be refunded to you within 24-48 hours. You must call the Promissor reservation center at 1.877.238.8232 (TTY 1.800.274.2617), or visit the Promissor website at [www.promissor.com](http://www.promissor.com), to make a new reservation. A new \$61.00 processing fee will be incurred for the new reservation.

**15. What if I need to reschedule my appointment at a Florida electronic fingerprinting site?**

Simply contact the Promissor reservation center at 1.877.238.8232 (TTY 1.800.274.2617) or go to the Promissor website at [www.promissor.com](http://www.promissor.com). To change your fingerprint reservation date/time without monetary penalty, you must notify Promissor at least 48 hours prior to your

reserved date/time. Your \$61.00 payment will then be applied to your new reservation date/time. If you do not call the Promissor reservation center at 1.877.238.8232 (TTY 1.800.274.2617) to change your appointment at least 48 hours prior to your reserved date/time, you will be liable for the processing fee of \$14.00 for that day. However, the Florida Department of Law Enforcement and Federal Bureau of Investigation \$47.00 fingerprint fees may be either applied to an alternate reservation date or will be refunded.

#### **16. What if I need to cancel my appointment?**

Contact the Promissor reservation center at 1.877.238.8232 (TTY 1.800.274.2617) and advise them that you need to cancel your reservation. To cancel your reservation date/time without monetary penalty, you must notify Promissor at least 48 hours prior to your reserved date/time. Your \$61.00 payment will then be refunded. If you do not call Promissor to cancel your reservation date/time at least 48 hours prior to your reserved date/time, you will be liable for the processing fee of \$14.00 for that day. However, the Florida Department of Law Enforcement and Federal Bureau of Investigation \$47.00 fingerprint fee may be applied to an alternate reservation date or will be refunded.

#### **17. Why have I received a deficiency letter regarding my fingerprints?**

As of the date of the mailing of the deficiency letter, your electronic fingerprinting results had not been transmitted to the Department of Business and Professional Regulation and we are notifying you that you will need to have your fingerprints electronically processed.

#### **18. What should I do if I am notified by the Department of Business and Professional Regulation that the Florida Department of Law Enforcement or the Federal Bureau of Investigation determined my electronic fingerprints were illegible?**

The electronic fingerprint scanning machines are equipped to determine if your fingerprints scanned successfully. However, there is a remote chance that once they are electronically received by the Florida Department of Law Enforcement or the Federal Bureau of Investigation, it may be determined they were not legible.

If you had your electronic fingerprints taken at one of the Florida electronic fingerprint sites, you will be notified by the Department of Business and Professional Regulation that you must return to the electronic fingerprint site to have your fingerprints scanned again. Specific information on what you need to do will be contained in the letter. There is no charge to you for having your fingerprints electronically processed again and no reservation is necessary.

If you currently reside outside of the State of Florida, you will be notified by the Department of Business and Professional Regulation that you must have your fingerprints taken again at a local law enforcement agency. The appropriate fingerprint card will be included with the letter. Specific information on what you need to do will be contained in the letter. There is no charge to you for having your fingerprints processed again.

#### **19. How soon must I have my fingerprints scanned again because they were illegible the first time?**

You will have 180 calendar days from the date your electronic fingerprints were electronically received by the Florida Department of Law Enforcement. This date will appear on the letter you receive from the Department of Business and Professional Regulation notifying you that you must have your fingerprints scanned again. There is no charge to you for having your

fingerprints electronically processed again.

**20. Can I bring my children and/or pets with me to the fingerprinting facility?**

No. The Electronic Fingerprinting sites cannot accommodate children or animals. However, special assistance dogs or persons assisting a disabled applicant will be accommodated.

**21. Can my fingerprints be scanned if I have cuts or sores on any of my fingers?**

No. In order to submit the best prints possible, applicants are advised to wait until any cuts or sores on their fingers have healed prior to making a reservation to have their fingerprints electronically scanned.