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

FRIDAY, AUGUST 6, 2021
MEDIA CONTACT PERSON: OFFICE OF THE COMMISSIONER 340.725.5129

DLCA INFORMS OF COVID-19 OPERATING PROCEDURES

(U.S. Virgin Islands) - Committed to the safety and protection of our internal and external customers, the Department of Licensing and Consumer Affairs (DLCA) finds it necessary to implement new operating procedures to prevention the spread against COVID-19. "With our numbers alarmingly increasing, we all have to do our part to protect ourselves and each other" stated Commissioner Richard Evangelista. Effective immediately the following operating procedures are implemented:

1. **Effective Monday August 9, 2021, external customer in-house service is postponed until further notice.** DLCA now has walk-up windows for all your business and customers service needs. On St. Croix, the window is located on the left side of the main door entrance located in the Golden Rock Shopping Center. On St. Thomas, the window is located on the second floor of the Property & Procurement Building in Sub Base. On St. John, the window is located at the Administrative Complex aka "The Battery." Walk-up hours are:
    a. **Effective Monday, August 9, 2021, DLCA shall be open to walk-up customers from 8 a.m. to 12:00 p.m. – Monday thru Friday until further notice.**
    b. **Effective Monday, August 9, 2021, DLCA shall be open to virtual service only from 1:00 p.m. – 5:00 p.m.**

2. **DLCA highly encourages utilizing our 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 five (5) digit control number available when the licensing officer calls.
3. **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.

If you have any questions, concerns or issues, kindly contact us at 340.713.3522 on St. Croix or St. Thomas/St. John at 340.714.3522. If you are experiencing difficulties with reaching any DLCA staff through our main lines, you may contact the Office of the Commissioner at 340-713-6900 or 340.725.5129 via mobile. You may also reach us at consumerawareness@dlca.vi.gov.

For more information on COVID-19, the new strain of coronavirus, please visit the USVI Department of Health's website, doh.vi.gov/coronavirus or text COVID19USVI to 888777. #COVID19USVI