

IOI:

Date:

Telephone Outreach Initiative Interview Notes/Conversation Guide

RDS Key (9-99-99999):

FFL Name:

- Obtain current FLS for reference and additional information to better understand FFL operations (e.g. CGI Analytics)
- Introduce yourself and verify you are speaking with a Responsible Person
- Provide reason for calling**

Your participation in this call is voluntary, and this is NOT an inspection. Given the current pandemic, we are attempting to limit your and our exposure to COVID 19 by limiting our in-person, face-to-face interactions to the extent possible while still accomplishing our mission of protecting the public and reducing violent crime. As you may be aware, ATF frequently conducts FFL seminars to informally communicate with licensees in which we engage in discussions about current issues in the industry, relevant regulations, and suggestions as to best practices. These seminars help ensure we all work together to enhance the safety of our communities. Since we cannot do that type of outreach under existing circumstances, we are calling you today to reassure you that ATF is accessible and available to answer your questions throughout this challenging time. We would like to spend a few minutes providing you our contact information and an opportunity to ask any questions you may have. We'd also like to ask a few questions about your current operations to help us assess how to best support you and apply ATF resources towards public safety in these challenging times.

- Verify contact information from FLS (Licensed Entity, Business Name, Address, e-mail, and Responsible Persons)
- Request brief summary of business activity (e.g., traditional brick and mortar, internet, off-site venues) and current issues of concern to licensee and how license is used (e.g. gunsmithing, internet, gunshows, consignment)
- Offer to answer or address any regulatory questions the licensee may have and refer to specific regulation in response (i.e. use the FFL Acknowledgment of Federal Firearms Regulations form as a guide)
- Ask if the licensee has any additional questions about their GCA or NFA operations
- Ask if the licensee has any questions about proper completion of Forms 4473s and inform the licensee of the pending revision to the Form 4473
- Ask if the licensee has any questions regarding maintenance of their Acquisition and Disposition records
- Explain theft and loss reporting requirements and review ATF P 5380.1 (Loss Prevention for Firearm Retailers pamphlet)
- Provide an overview of the FFL Alert program:

Automated notification **from 304 Area Code** and via e-mail primarily used to get messages out to FFLs in a particular geographic area of thefts in their area, but could be used to advise the FFL of other important public safety issues pertaining to FFLs. Important that we have the best contact information for their business.

- Highlight ATF.GOV (current forms, contacts, Q&A, FFL EZCheck, other information)
- Leave IOI's contact information with Licensee (e-mail information to FFL if possible)
- Are there any other questions you may have, or can I provide any other references to you?
- Thank you!

Additional Notes (continue on additional page if necessary):

Additional Action Needed? (e.g. Update notification to FFLC):