

REMINDER

Counter Service Protocol

All customers, who possess a DOB-issued ID card, are being reminded to be fully prepared before obtaining a service ticket at the kiosk. Beginning November 7, 2016 all DOB-issued ID card customers who appear at the service window unprepared, will be marked as such and may be subject to disciplinary action.

If a customer is deemed unprepared, their ticket will be closed out and he/she will need to obtain another ticket in order to obtain service. You will be marked unprepared if any of the following criteria is found:

- Obtaining the wrong service ticket at the kiosk – pulling a ticket that is unrelated to the service requested;
- Customer is unable to answer basic questions regarding submitted paperwork and/or service requested;
- Paperwork is missing;
- Paperwork is not completed correctly;
- Paperwork is not ready for processing (including B-SCAN sticker placement);
- Checks are not completed or the amount(s) are incorrect.

This includes not having your DOB-issued ID card visible at all times and all of your documentation ready, for example: notarized forms, signed applications, or payments – checks/money orders are payable to the NYC Department of Buildings.

Post Until: February 1, 2017