



Mecklenburg County Sheriff's Office

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MEDIA ALERT FOR IMMEDIATE RELEASE

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The Mecklenburg County Sheriff's Office Makes Changes to the Concealed Handgun Permitting Process

(CHARLOTTE, NC) – In an effort to better serve the citizens of Mecklenburg County, the Mecklenburg County Sheriff's Office (MCSO) has made the following changes to the concealed handgun permit (CHP) process:

1. Cash payments are no longer accepted for online applications. Applicants can still pay cash by filling out the application at a kiosk in the gun permits lobby.
2. All CHP renewals will require an in-person visit to start the process. Applicants can no longer upload documents or submit renewals by fax, email, etc.
3. MCSO will only send mental health releases to the VA if the applicant indicates military service on the application.

The decision to remove the cash option from the application was made by our vendor, Permittium, not MCSO. Requiring renewals to start the process in person is to ensure customer applications are being processed efficiently. MCSO staff have found that a large number of individuals were not completing the paperwork properly which caused delays in processing. By starting the process in person, we can ensure the documentation is received. The process of sending mental health releases to the VA has been in place for years, even before Sheriff Garry McFadden was elected [in 2018]. To provide the best customer service, MCSO has decided to only send applications to the VA if it is noted that the individual has served in the military.

The permitting office can be found at 700 E. Fourth Street Suite 120. MCSO remains committed to providing exceptional customer service.

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