



PENNSYLVANIA LIQUOR CONTROL BOARD (PLCB) KEY CONTACTS

lcb.pa.gov

<p align="center">Licensing Information Center 717-783-8250 ra-lblicensing@pa.gov</p> <p>Inquiries regarding general regulatory and licensing matters should be directed here.</p> <p>To file a protest or petition to intervene opposing a pending application, visit plcbplus.pa.gov.</p> <p>For assistance with the PLCB+ online regulatory system, email ra-lblicensingmod@pa.gov.</p>	<p align="center">Licensee Compliance Program (LCP) 717-787-5411 ra-lbcompliance@pa.gov</p> <p>Complaints for insufficient food and seating for 30 patrons, insufficient square footage and invalid health permit should be reported here. For additional information about LCP, visit Licensing’s Resources for Licensees at lcb.pa.gov.</p>
<p align="center">Nuisance Bars ra-lbnuisance@pa.gov</p> <p>Complaints regarding fights, assaults, noise, sales to minors and visibly intoxicated patrons with a nexus between the activity and licensee should be reported to local police or BLCE and may also be reported to PLCB’s nuisance bar resource account.</p>	<p align="center">Bureau of Liquor Control Enforcement (BLCE) 800-932-0602</p> <p>Complaints of violations such as not operating as a bona fide licensee, noise, sales to minors, sales to visibly intoxicated persons, after hours sales, drug activity, sales without a license, etc. should be reported to this bureau of the Pennsylvania State Police.</p>
<p align="center">Responsible Alcohol Management Program (RAMP) 866-275-8237 ra-lbramp@pa.gov</p> <p>RAMP provides certification for licensees through owner/manager and server/seller trainings.</p>	<p align="center">Alcohol Education & Grants Management 800-453-7522 ra-lbeducation@pa.gov</p> <p>Order education materials and learn about grant opportunities to reduce underage and dangerous drinking. You can also learn about community events and enroll in training.</p>
<p align="center">Chief Counsel’s Office 717-783-9454 ra-lblegal@pa.gov</p> <p>Inquiries on legislation, advisory notices for licensees, Right-to-Know Law (“RTKL”) requests and other legal matters may be referred here.</p>	<p align="center">Legislative Affairs Office 717-787-8896</p> <p>This office is the PLCB’s liaison with the Governor’s Office and the Pennsylvania House of Representatives and Senate. The office also tracks and analyzes legislative initiatives and changes.</p>



PENNSYLVANIA LIQUOR CONTROL BOARD (PLCB) KEY CONTACTS

lcb.pa.gov

<p style="text-align: center;">Wholesale Operations ra-lbwholesale@pa.gov</p> <p>Licensee inquiries regarding product, acquisition methods, account management, order history, etc. may be directed here.</p> <p>Licensees requiring assistance with the Licensee Online Ordering Portal (LOOP) may contact plcbloop@pa.gov.</p>	<p style="text-align: center;">Product Management ra-lbproductselect@pa.gov</p> <p>Handles requests for products to be carried by PLCB and Fine Wine & Good Spirits and negotiates product acquisition with suppliers of beverage alcohol.</p> <p>Special Order inquiries, both from suppliers selling or intending to sell through the Special Order Channel and from Special Order Customers, may contact ra-lbslo@pa.gov</p>
<p style="text-align: center;">Fine Wine & Good Spirits Customer Service 800-332-7522 ra-lbconsumer@pa.gov</p> <p>Customer resource for information on products, stores, FWGS.com, orders, etc.</p>	<p style="text-align: center;">Fraud or Abuse Tipline 855-693-2062</p> <p>Customers and residents may report suspected fraud and abuse in Fine Wine & Good Spirits stores or Pennsylvania Liquor Control Board offices here.</p>
<p style="text-align: center;">Media Relations 717-783-8864 ra-lbcommunications@pa.gov</p> <p>All reporter inquiries and requests must come through here.</p>	<p style="text-align: center;">PLCB Employment ra-lbrecriuter@pa.gov</p> <p>We're hiring! We offer competitive wages and a generous, comprehensive benefits package for all full-time employees. We also offer paid time off, paid sick time, and retirement benefits that often inspire long-term employee retention.</p>