

FREQUENTLY ASKED QUESTIONS REGARDING DIVERSIONS

1. **What is your contact information?**

Mailing address: TBI, Attention: Diversions, 901 R.S. Gass Blvd., Nashville, TN 37216

Phone number: 615-744-4617

Fax number: 615-744-4672

Email: TBI.Diversions@tn.gov

2. **Can two different counties and two different dates of arrest be included on the same diversion application?**

Yes, only if both judges and both district attorneys in the listed counties are in agreement that one application may be used for both jurisdictions. We must have agreement letters from both DAs before we process your application.

3. **Do indigent clients have to mail their diversion forms or can they be faxed?**

Forms can be mailed, faxed, or emailed. See contact information above.

4. **Is there a standard indigent form on your website?**

No.

5. **What information can be used to find my diversion application?**

Confirmation numbers can be used to find Diversion applications, so please keep them. The Diversion Unit will check your application based on last name and/or social security number. It is helpful to have the date the application was submitted online which is contained in the email you printed out upon application.

6. **I have more than four charges. Will I have to pay \$200 and submit two applications?**

No. If your charges occurred on the same date, you may double the charges on the same line and abbreviate the charges to fit on the same application.

7. **Before I waste my time and \$100, will you run an NCIC check on my client to see if he is diversion eligible?**

We are not permitted to do this pursuant to FBI rules, regulations, and policies.

8. **Can I do the online application on a mobile phone?**

No. Our application is not compatible with smartphones, including iPhones. You must use a desktop computer, a laptop, or an iPad.

9. **I accidentally ran my diversion application twice. What can I do to get my money back?**

The diversion unit can give you the information in order to contact our billing department. The billing department can help you get your money back. You will need to have the credit card that you originally used and the date you entered the application(s).

10. **The online application asks for the DA's name, phone, and fax number. May I put my information on the application?**

You may put your information, but the DA who is handling the case should receive the certification from TBI in order to ensure that applications are not altered. We have most all DA's main e-mail addresses but if you have a certain DA you would like the application to go to, please put that information on the application.

FREQUENTLY ASKED QUESTIONS REGARDING DIVERSIONS (Continued)

11. What type of payment do you accept?

We accept VISA, MasterCard, cashier's checks, and money orders. WE DO NOT ACCEPT PERSONAL CHECKS UNLESS THEY ARE FROM AN ATTORNEY WHO IS LICENSED IN THE STATE OF TENNESSEE AND WHOSE CHECK IS FROM THE FIRM'S ACCOUNT. WE ALSO DO NOT ACCEPT CASH.

12. The defendant has already received diversion, but before we dismiss the charge and expunge his record, we want to make sure he hasn't gotten into any more trouble. Will you rerun the application for us?

No. TBI is only authorized to run a criminal history in order to answer the questions contained on the Application for Certification for Eligibility for Diversion. However, you may request that your district attorney or local law enforcement office do this for you. TBI will be required to charge the defendant another \$100 if we run an application again.