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**Question:** Can our company's human resources department request a change in contact information to receive the Chemical-terrorism Vulnerability Information (CVI) certificates?

**Answer:** No, only the CVI Authorized User can change the contact information for their CVI certificate. The CVI Authorized User may contact the CSAT Help Desk at [csat@hq.dhs.gov](mailto:csat@hq.dhs.gov) or by phone at 1-866-323-2957 to request those changes.