

March 21, 2020

Dear AKC Dog Owner,

Due to the COVID-19 pandemic, American Kennel Club customers are advised that the AKC Staff will be working remotely for the time being. The physical headquarters in New York, NY is closed and the operations center in Raleigh, NC has limited staff.

The AKC is working to keep this transition as seamless as possible and will maintain the usual operations hours of 8:15a-4:30p EST Mon-Fri. The customer service call center will remain open until 8pm EST Mon-Fri and online registration services are available 24/7. Customers using these services should experience minimal disruption. However, be advised that during this time, we may experience delays with the postal mail processing. **We strongly encourage customers to use email to contact staff, use customer service as a resource, and make use of our online services when applicable at www.akc.org.**

We will make further announcements as needed due to this fluid situation. We appreciate your understanding and consideration during this difficult time.

Take care and be well.

To contact AKC via email, please use the emails below:

Customer Service/Registration - info@akc.org

AKC.TV (programming and shows) - info@akc.tv

Communications/PR - communications@akc.org

Event Operations - eventplans@akc.org

Government Relations - doglaw@akc.org

Library and Archives - [Please click here](#)

Marketing - marketing@akc.org

Public Education and Community Outreach - publiced@akc.org