

## CalBRE Call Center Enhanced to Include Enforcement Option

---

The Bureau's Interactive Voice Response (IVR) system has been enhanced to now include an option for the Enforcement Section. The toll free number is 877-373-4542. Licensees and Consumers can now access Enforcement related-information by saying "Consumer Protection/Complaints" or by selecting Option #3.

The Enforcement aka Consumer Protection/Complaint option will allow the caller to select from the following:

1. Office Locations
2. How to file a Complaint
3. FAQs - the FAQs include Presenting Offers, Ethics, Applicants with Prior Convictions, Property Management and Homeowner Associations.
4. Speak to a Representative - from this option the caller is prompted to enter a zip code which will automatically transfer the call to the appropriate district office.