

## COMPLAINT FORM INSTRUCTIONS (*LENDER FRAUD*)

RE 585A (Rev. 7/18)

ENFORCEMENT

➤ **PLEASE READ.**

➤ **DETACH AND RETAIN THESE INSTRUCTIONS FOR FUTURE REFERENCE.**

- Before completing the complaint form, please take time to read these guidelines; they will help you understand our function, and they will help us better understand and act on your complaint.

### ***WHAT WE CAN DO***

- We investigate complaints against real estate brokers and salespersons accused of misleading or defrauding consumers, investors and/or lenders. If we can prove a violation of Real Estate Licensing Law, a formal hearing may be held which could result in the revocation or suspension of the agent's license.
- Be aware that the Department's authority to file an accusation against real estate licensees, acting either as principal or as agent, is limited to three years from the date the loan closed, or, one year from the date of discovery of the misrepresentation. Thus, you should assemble the required documentation without undue delay to afford the Department adequate time to investigate and file an accusation if warranted.
- Provision of the requested information and documentation will minimize this Department's having to request additional documentation or explanations which will expedite the Department of Real Estate's investigation.

### ***WHAT WE CANNOT DO***

- We cannot act as a court of law, so we cannot order that monies be refunded, contracts be cancelled, damages be awarded, etc. If you have this type of problem, you should consult an attorney.
- We cannot give legal advice or act as your attorney.

### ***WHERE TO MAIL OR DELIVER:***

- Mail or hand deliver completed form and attachments to the nearest district office:

Department of Real Estate  
Enforcement  
P.O. Box 137011  
Sacramento, CA 95813-7011

Department of Real Estate  
Enforcement  
2550 Mariposa Mall, Suite 3070  
Fresno, CA 93721-2273

Department of Real Estate  
Enforcement  
8620 Spectrum Center Blvd., Suite 301  
San Diego, CA 92123

Department of Real Estate  
Enforcement  
1515 Clay Street, Suite 702  
Oakland, CA 94612-1462

Department of Real Estate  
Enforcement  
320 W. 4th Street, Suite 350  
Los Angeles, CA 90013-1105