

Chapter 1305 - CUSTOMER ACCOUNT MANAGEMENT BRANCH

1305 PROGRAM SUMMARY, RESOURCES, AND CONTACTS

(Revised 06/05)

The Customer Account Management Branch (CAMB) ensures customers of the Real Estate Services Division receive the best service possible. Customer Account Managers (CAMs) are the single point of entry for customers requesting new service and the primary liaison between the customer and RESD. They are assigned to one specific customer or group of customers and represent their needs to RESD. They provide information about the state's real estate processes and ensure the full services of RESD are available to the customer throughout the real estate process.

CAMs have a strong understanding of customers' business needs and RESD services. The CAMs assist the customer in defining their needs and ensuring that the appropriate division resources are used. CAMs respond to customer inquiries and issues regarding services being provided by the division and facilitate problem solving while acting as the customers advocate. For information about CAM agency assignments, call (916) 376-1800 or CALNET 480-1800.

A Space Action Request (Form 9) can now be submitted on-line. Contact your CAM to get started.

Additional information on CAMB's services and operations may be accessed from our home page located at <http://www.resd.dgs.ca.gov/CAM/default.htm> . If you wish to write or call us, our mailing address and telephone numbers are:

Customer Account Management Branch
Real Estate Services Division
707 Third Street, 6th Floor
West Sacramento, CA 95605
(IMS Code Z-1)

Telephone: (916) 376-1800 or CALNET 480-1800.
FAX: (916) 376-1780 or CALNET 480-1780.
