



CONSUMER SERVICES INQUIRY FORM • Real Estate

ILLINOIS DEPARTMENT OF FINANCIAL AND PROFESSIONAL REGULATION
Division of Real Estate
100 West Randolph Street, 9th Floor
Chicago, Illinois 60601

1. It is important that ALL information requested be provided.
2. Please type or print clearly in dark ink.
3. Please attach a letter explaining your complaint in detail to this form.
4. Please attach photocopies of any papers or documents involved. DO NOT SEND ORIGINALS.
5. Please read carefully all the information on page 2 of this form.

TRANSACTION INFORMATION:

COMPLAINANT: CONSUMER / LICENSEE (CIRCLE ONE)		Date of Transaction:
Date	Daytime Telephone Number ()	Property Address
Your Name(s)	Work Telephone Number ()	City, State, Zip
Your Current Address	FAX ()	Seller's Name:
City	State	Seller's Phone No. ()
	Zip Code	Seller's Attorney's Name:
		Attorney's Phone No. ()
COMPLAINT AGAINST: BROKER OR SALESPERSON (CIRCLE ONE)		
Name of Real Estate Broker/Salesperson	Telephone Number ()	Buyer's Name
Name of Company if different	Company Telephone Number ()	Buyer's Address
Street Address	Email Address	Buyer's Phone Number ()
City	State	Buyer's Attorney's Name:
	Zip Code	Attorney's Phone No. ()

Return completed form with documentation to: **Illinois Department of Financial and Professional Regulation
Division of Real Estate
Attention: Real Estate Complaint
100 West Randolph Street, 9th Floor
Chicago, IL 60601**

IL505-0471 (Rev 06/14) FAX: 217-557-8471 TDD: 312-793-0291 Consumer Hotline: 312-793-8724

REQUIRED DOCUMENTS

In Order to determine if your complaint is within the jurisdiction of this Agency:

Please complete this Form and attach the required Documents;

This will help us to better serve you.

COMPLETE ALL STEPS:

- A) Complete this form
- B) Attach required documents
(note: not all questions will apply to your complaint)
- C) MAIL or FAX with the completed Complaint Form

PLEASE READ and ANSWER ALL of the FOLLOWING ITEMS

The following questions must be answered prior to DBRE review.

- 1) A Copy of the representation (Advertisement and/or MLS sheet):
Don't have _____ will get and send _____ ATTACHED _____
- 2) Was the respondent representing the seller or buyer in the transaction for the property involved?
Seller _____ Buyer _____ How do you know this? _____
Supporting Documents:
Don't have _____ will get and send _____ ATTACHED _____
- 3) Copy of Listing Agreement:
Don't have _____ will get and send _____ ATTACHED _____
- 4) Did the other party in the transaction sign a release for the earnest money?
Yes _____ No _____ How do you know this? _____
Supporting Documents:
Don't have _____ will get and send _____ ATTACHED _____
- 5) Copy of Offer (IF DID NOT GO TO CONTRACT):
Don't have _____ will get and send _____ ATTACHED _____
- 6) Copy of the Contract with all riders to contract:
Don't have _____ will get and send _____ ATTACHED _____
- 7) Copy of the Settlement Statement (HUD – 1 Form):
Don't have _____ will get and send _____ ATTACHED _____

- 8) **Copy of face and back of processed escrow money check:**
Don't have _____ will get and send _____ ATTACHED _____
- 9) **Copy of receipt for escrow money:**
Don't have _____ will get and send _____ ATTACHED _____
- 10) **Copy of Home Inspection report and who paid for the home inspection?**
Don't have _____ will get and send _____ ATTACHED _____
- 11) **Did the other party in the transaction sign a release for the earnest money?**
Yes _____ No _____ How do you know this? _____
Supporting Documents:
Don't have _____ will get and send _____ ATTACHED _____
- 12) **Documentation of the damages/problem existing before the deal closed:**
Don't have _____ will get and send _____ ATTACHED _____
- 13) **Documentation that establish the respondent was aware of these damages before the deal closed:**
Don't have _____ will get and send _____ ATTACHED _____
- 14) **Documentation you were told what repairs would be made:**
Don't have _____ will get and send _____ ATTACHED _____
- 15) **Documentation that the repairs were never completed as stated:**
Don't have _____ will get and send _____ ATTACHED _____