



STATE OF ARIZONA
DEPARTMENT OF REAL ESTATE

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TEAM - "TOGETHER EVERYONE ACHIEVES MORE"

For Immediate Release:
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ARIZONA DEPARTMENT OF REAL ESTATE (ADRE)
Provides New Service to Real Estate Licensees

PHOENIX – Commissioner Judy Lowe reported, “After determining that the majority of phone calls to ADRE were from real estate licensees who had forgotten their Online personal page password on www.azre.gov, a technology adjustment was made by ADRE to allow customers to reset their password Online without calling the Department for assistance.”

November total calls to ADRE have decreased by 36% from March 2016, with a call time decrease of 47% from that same month.

Also, as an added online service, and factoring into the overall reduction in phone calls the ADRE customers may contact Divisions within the ADRE through the Online Message Center at www.azre.gov, in lieu of calling the front desk.

The Online Message Center is a platform for real estate licensees and the public to select from a dropdown list of all ADRE Divisions, sending a specific question to the specific subject matter expert within the Department Divisions including Licensing, Development Services, Education, and General Information, with a response within 24 hours.

The ADRE continues to strive toward creating more efficiency within the agency, with the goal of improving services for its customer.

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