



# CONSUMER SERVICES INQUIRY FORM • Real Estate

ILLINOIS DEPARTMENT OF FINANCIAL AND PROFESSIONAL REGULATION  
Division of Professional Regulation  
500 East Monroe, Suite 200  
Springfield, Illinois 62701-1509

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:

<b>COMPLAINANT: CONSUMER / LICENSEE (CIRCLE ONE)</b>		<b>Date of Transaction:</b>
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. ( )
<b>COMPLAINT AGAINST: BROKER OR SALESPERSON (CIRCLE ONE)</b>		
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 Banks and Real Estate**  
**Attention: Consumer Services/Real Estate**  
**310 South Michigan Avenue, Suite 2130**  
**Chicago, IL 60604-4278**

OFFICE: 312-793-3000    FAX: 312-793-3977    TDD: 312-793-0291    Consumer Hotline: 877-793-3470    <http://www.idfpr.com>  
IL505-0471 (Rev 4/06)

## 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.

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### 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 \_\_\_\_\_