



# Single Point of Contacts at Department of Corporations Prove Beneficial to Customer Service Relations

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The [California Department of Corporations](#) is recognized as a Streamlining Superstar for going the extra mile in providing outstanding customer service to their licensees. The Department's Broker Dealer and Investment Adviser Division licenses and regulates securities broker dealers and state-licensed investment advisers. Even though State and Federal requirements result in a comprehensive licensing process, the Department hasn't let that stop them from providing attentive customer service.

New applicants are provided a single staff contact who handle the application from start to finish. Staff provide their direct contact information and communicate with applicants regularly to ensure applications are complete, reducing processing times on the back end. The Department also provides licensees with electronic communication letting them know they can start doing business as soon as their application is approved, removing the need to have to wait for the certificate in the mail.

Zachary Gronich, a current licensee, confirms the positive user experience. "California has always been one of the easiest states to work with because we were always assigned a single examiner for each registration, who helped my firm through the entirety of the registration process. Timely emails, near-immediate response times and helpful reminders on what needed to be done both during and after registration were a tremendous help."



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