



REALM PORTAL

Real Estate and Appraiser License
Management Portal

How To Respond to a Complaint Online

6 Steps

talcb.texas.gov

trec.texas.gov

Get Started

01 READ THE COMPLAINT

Sign in to your REALM Portal account using the link provided in the email notification.

Click **Record Info**, then open the **Attachments** section to review the complaint and any supporting documents submitted by the complainant. Depending on the file size, the complaint may be divided into multiple documents.

Carefully review all materials before preparing your response.

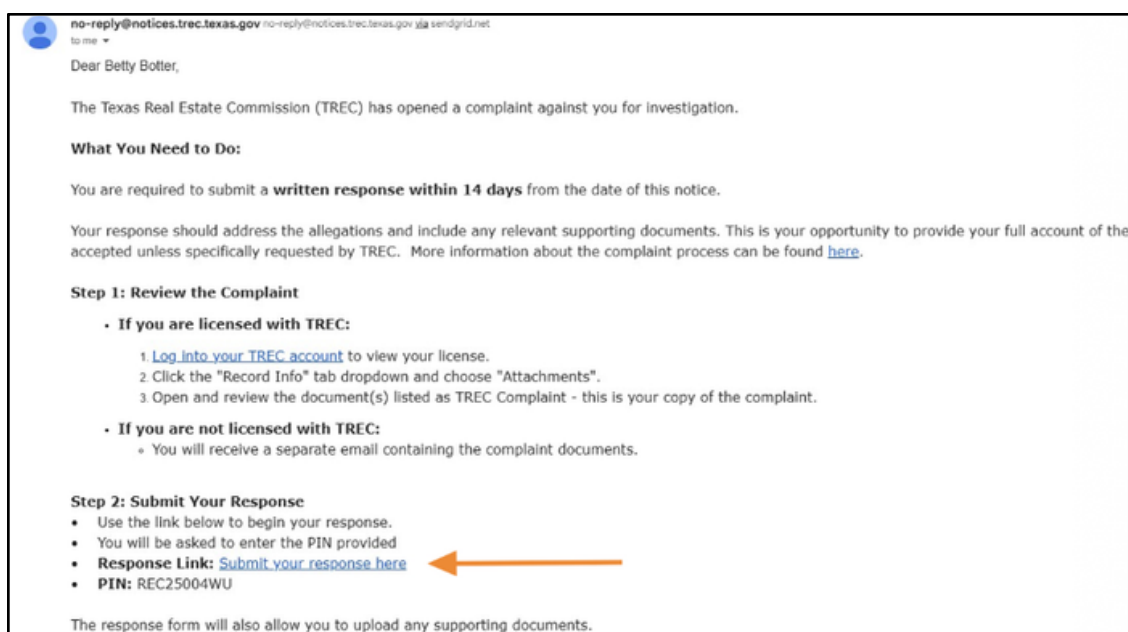


The screenshot shows the REALM Portal interface. At the top, there are tabs for 'Home', 'Licenses', and 'Complaints'. Below these, there are links for 'Create an Application' and 'Search Applications'. The main content area displays information for 'Record 667023-B: Real Estate - Individual Broker License'. The record status is 'Active' and the expiration date is '10/24/2027'. A dropdown menu is open under 'Record Info', showing options: 'Record Details', 'Processing Status', 'Related Records', and 'Attachments'. An orange arrow points to the 'Attachments' option. To the right of the dropdown, there are tabs for 'Payments' and 'Custom Component'. Below the dropdown, there is a section for 'Licensed Professional:' with contact information for Betty Botter.

Record Information	Licensed Professional:
Record 667023-B: Real Estate - Individual Broker License Record Status: Active Expiration Date: 10/24/2027	Betty Botter botterbetty812@gmail.com 1701 CONGRESS AVE AUSTIN, TX, 78701 Mobile Phone: 5121234567 TX Real Estate Individual Broker TX- 667023-B

02 BEGIN YOUR RESPONSE

Return to the email notification and select the link to submit your response. You'll need the PIN included in the email to access the response application.



03 CONFIRM YOUR CONTACT INFORMATION

Verify your contact information or update it if necessary. If you are represented by an attorney, you may also provide your attorney's information.

Step 1: Contact Information > Contact Information * indicates a required field.

Respondent TREC

Provide your name, phone number and email address. We will be communicating with you through the email address you have on file. If you have a license with TREC please make sure your account has your current email address and phone number on file. You are required to keep this information current.

✔ **Contact added successfully.**

Betty Botter
 botterbetty812@gmail.com
 Home phone:
 Mobile Phone: 5121234567
 Work Phone:
 Fax:
[Edit](#) [Remove](#)

▼ **Contact Addresses**

Add Additional Contact Address

To edit a contact address, click the address link.

Showing 1-1 of 1

Address Type	Recipient	Address	Action
Mailing		1701 CONGRESS AVE, LA	Actions ▼

Respondent Attorney

If you are represented by an attorney for this complaint action, please provide their contact information.

[Select from Account](#) [Add New](#)

[Save and resume later](#) [Continue »](#)

04 COMPLETE THE RESPONSE

Answer each question completely and accurately.

If you are a sponsoring broker or designated broker, you'll also be asked to provide additional information related to your role.

You may identify other individuals who are relevant to the complaint, if applicable.

05 **UPLOAD SUPPORTING DOCUMENTATION**

Attach any documents or evidence that support your response, including:

- Written statements
- Contracts
- Emails or text messages
- Photos or videos
- Other relevant records

Providing complete supporting documentation can help enforcement staff evaluate the complaint.

06 **REVIEW AND SUBMIT**

Review your response carefully before submitting it. After submission, you'll receive a confirmation number indicating your response has been successfully received.

After You Submit

TREC enforcement staff may contact you if additional information is needed during the investigation. Because most communication will be sent by email, monitor the email address associated with your account while the complaint remains open.