

By Michael K. Jeanes, Clerk of the Superior Court

(602) 37-CLERK – The New Phone Number for the Clerk's Office

On May 19 the Clerk of the Superior Court's Office switched to a new, all-purpose telephone number for the public. All calls from the public to the Clerk's Office now start by dialing (602) 37-CLERK (602-372-5375).

The Clerk's Office transitioned to an Interactive Voice Response (IVR) system to allow the public to reach most areas of the office by dialing one number. Callers select from menu choices for the various areas of the office, and most reach their destination within three button presses. Many telephone numbers previously listed for public use in phone books and on websites will be disconnected. For a brief period during the introduction of the IVR system, disconnected numbers will provide a voice message referring customers to the new (602) 37-CLERK telephone number.

The primary benefits of the IVR system include a customer's ability to reach a preferred area of the Clerk's Office through one easy-to-remember number while reducing the number of misdirected calls and transfers between departments or agencies. Investing a little more time in the beginning of a call to connect the customer with the correct staff person should reduce hold times and customer frustration with repeating their situation to multiple people in different departments or agencies.

Callers can reach the following business units in the Clerk's Office by calling the 37-CLERK main telephone number (602-372-5375):

- Accounting (bonds, trust funds)
- Billing (deferred fees, jury fees, tax intercept)
- Appeals
- Exhibits
- Family Support Services
- Distribution (address changes and mailings)
- Administrative Receptionist
- eFiling (document review clerks)
- File Counters (adult)
- File Counters (juvenile)
- Criminal Financial Obligations (restitution, victim address updates)
- Grand Jury
- Marriage Licenses & Passports
- Public Records

Dial (602) 37-CLERK (602-372-5375) for all calls to the office of the Clerk of the Superior Court in Maricopa County.