

Ventura, Santa Barbara and San Luis Obispo Counties

Change Location

BBB Business Review



THIS BUSINESS IS NOT BBB ACCREDITED.

Record Transfer Services

Additional Locations

Phone: (888) 874-4669

View Additional Phone Numbers

5235 Mission Oaks Blvd., # 770, Camarillo, CA 93012



On a scale of A+ to F

Reason for Rating

[BBB Ratings System Overview](#)

BBB Business Reviews may not be reproduced for sales or promotional purposes.

BBB Accreditation

This business is not BBB accredited.

Businesses are under no obligation to seek BBB accreditation, and some businesses are not accredited because they have not sought BBB accreditation.

To be accredited by BBB, a business must apply for accreditation and BBB must determine that the business meets BBB accreditation standards, which include a commitment to make a good faith effort to resolve any consumer complaints. BBB Accredited Businesses must pay a fee for accreditation review/monitoring and for support of BBB services to the public.

Reason for Rating

BBB rating is based on 13 factors. Get the details about the factors considered.

Factors that *lowered* the rating for Record Transfer Services include:

- Length of time business has been operating
- 79 complaint(s) filed against business
- Failure to respond to 12 complaint(s) filed against business
- 6 complaint(s) filed against business that were not resolved
- Government action(s) against the business

Customer Complaints Summary

[Read complaint details](#)

79 complaints closed with BBB in last 3 years | 16 closed in last 12 months

Complaint Type	Total Closed Complaints
Advertising/Sales Issues	44
Billing/Collection Issues	10
Delivery Issues	5
Guarantee/Warranty Issues	0
Problems with Product/Service	20
Total Closed Complaints	79

Additional Complaint Information

Consumers report receiving solicitations from this entity asking to payment of a fee of \$83 to obtain a copy of property deeds and implying that homeowners must comply within a specified period of time. The mailings also contain information that the mailing is not a bill and that deeds can be obtained directly from the county government where the property is located. In other words, the mailing states that you can obtain a deed at lower cost than that offered through the solicitation from a local government agency, should you need one.

[Read Complaints](#) | [Definitions](#) | [BBB Complaint Process](#) | [File a Complaint against Record Transfer Services](#)
[See Trends in Complaints on Record Transfer Services](#) | [View Complaints Summary by Resolution Pie Chart on Record Transfer Services](#)

Customer Reviews Summary

[Read customer reviews](#)

7 Customer Reviews on Record Transfer Services

Customer Experience	Total Customer Reviews
Positive Experience	0

Neutral Experience	1
Negative Experience	6
Total Customer Reviews	7

[Read Customer Reviews](#) | [Submit a Customer Review](#) | [See Trends in Customer Reviews on Record Transfer Services](#)

Government Actions

Indiana Attorney General v. Transaction Data Services, LLC

Date of Action: 6/4/2013

On June 4, 2013 Indiana Attorney General Greg Zoeller filed lawsuits against this company and two others for using misleading mailers to offer copies of property deeds for fees as high as \$89.00.

Property deeds – which are usually one to two pages – are public records and county recorders can provide copies for free or at a nominal cost, often times a \$1 per page. Homeowners are not required to have copies even when they go to sell a property. The mailers contained the property owner’s name, address, property deed document number and county recorder’s information. Interested persons would fill out the form and return it with a check, money order or credit card information. The state (Indiana) alleges the companies violated the Deceptive Consumer Sales Act and the Deceptive Commercial Solicitation Act. Zoeller’s office seeks an injunction, consumer restitution, civil penalties and investigative costs.

On October 3, 2013 Indiana Attorney General and this company agreed to forgo trial on this matter and accept the terms of a Consent Judgment. The Consent Judgment shall not be construed as abandonment by the AG of his position that the company violated the Indiana Deceptive Commercial Solicitation Act and the Deceptive Consumer Sales Act. The company does not oppose the entry of the Consent Judgment. The Consent Judgment shall not be construed as an admission by the company of any of the allegations or contentions made by the AG, all of which the company denies.

According to the Judgment, the company is permanently restrained from engaging, directly or indirectly or through any third part, in any business activity in the State of Indiana. The Defendants shall also pay several thousands of dollars to the AG’s office in consumer restitution and investigation costs.

Iowa Attorney General v Record Transfer Services, LLC

Date of Action: 1/13/2015

The Office of the Attorney General for the state of Iowa announced on January 13, 2015 that a Polk County judge has ordered a California company behind government look-alike property record mailings to temporarily cease soliciting Iowa residents, following a consumer fraud lawsuit filed by Attorney General Tom Miller.

District Court Judge Karen A. Romano ordered today that Record Transfer Services LLC, of Westlake Village, and company owner Neil L. Camenker, 56, of Camarillo, California, cease soliciting Iowa residents for payment for property deed records or any other government records. Also today, Miller filed a consumer fraud lawsuit against Camenker and his company, alleging that the company solicited Iowans for \$83 copies of property records that

owners do not generally need. Iowa property owners can obtain many land records, including deeds, for free or for a small charge, from a local county recorder's website or office. Property owners can also obtain assessment information from a local county assessor's website or office for free or for a small charge.

Miller further alleged that Camenker violated a 2011 signed agreement with the Consumer Protection Division, called an Assurance of Voluntary Compliance, which prohibited him or his companies from soliciting Iowa residents for deeds or other government records. At the time, Camenker and his company, "State Record Retrieval Board," charged Iowa residents \$87 for "deed retrieval services." Camenker agreed that violating the agreement would constitute consumer fraud and trigger various remedies, including civil penalties. "Camenker's scofflaw disregard of that commitment makes his liability in this case clear, and calls for civil penalties and other remedies that will send a clear message to him and others of his ilk to steer clear of Iowa," according to Miller's petition. Record Transfer Services, according to the lawsuit, sent "recorded deed notices" to Iowans, claiming they need a copy of their deed as "legal evidence of ownership," and charging them an \$83 "document fee" or "processing fee" for the service. While the solicitation contained disclaimers that the company was not a governmental entity, Miller alleged the mailing was designed to "dupe consumers into making ostensibly mandatory payments." "The company name has changed since we last dealt with this issue, but it's the same owner, the same types of documents and the same tactics," Miller said. "This is a government sound-alike company trying to dupe Iowans into wasting \$87 for what they can otherwise get for free or for just a few dollars." Miller noted that several other state attorneys general have previously filed lawsuits or have issued public warnings regarding Camenker and his companies.

Camenker's companies have included Record Transfer Services, Transaction Data Services, Conveyance Transfer Services, Compliance Document Services, Secured Document Services, Property Transfer Services, and Record Transfer Service. The lawsuit seeks a permanent injunction, refunds for Iowans, and civil penalties. Iowans who believe they were misled into paying money can file a Consumer Protection Division complaint: www.IowaAttorneyGeneral.gov 515-281-5926 1-888-777-4590 (outside the Des Moines area) consumer@iowa.gov

On March 6, 2015 the office of Iowa Attorney General Tom Miller announced a Polk County judge ordered this company which is behind government look-alike property record mailings to provide refunds to Iowans and to pay \$25,000 to the state. District Court Judge Karen A. Romano ordered Record Transfer Services LLC, of Westlake Village, and company owner Neil L. Camenker, 56, of Camarillo, California, to stop soliciting Iowa residents for payment for property deed records or any other government records. The order, called a consent judgment, also requires the defendants to refund any Iowan who incurred losses, and to pay \$25,000 for future consumer fraud actions and litigation costs. The consent judgment resolves the consumer fraud lawsuit filed in January by Attorney General Tom Miller. Miller noted that it's not clear how many mailings the company sent to Iowans over the past few months. Only one Iowan was known to have lost money, which has been refunded. If other Iowans lost money, Miller added, they should contact the Consumer Protection Division, because the court order requires the defendants to provide refunds.

What government actions does BBB report on?

Advertising Review

BBB has nothing to report concerning Record Transfer Services's advertising at this time.

What is BBB Advertising Review?

Additional Information

BBB file opened: August 20, 2013

Business Management

Mr. Neil Camenker, Principal

Contact Information

Principal: Mr. Neil Camenker, Principal

Business Category

RECORDS MANAGEMENT

Alternate Business Names

Compliance Document Services

Conveyance Transfer Services

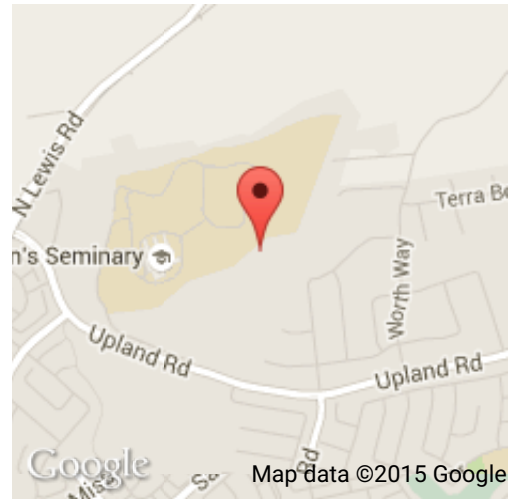
Deed Processing Center

Property Transfer Services

Record Transfer Service

Secured Document Services

Transaction Data Services, LLC



[Directions](#) | [Enlarge](#)

Business Management

The principal of this company, Mr. Neil Camenker was also the principal of another company by the name of State Record Retrieval Board. The BBB of Silicon Valley and Los Angeles County have a report on the company at <http://www.bbb.org/sanjose/business-reviews/business-forms-and-systems/state-record-retrieval-board-in-agoura-hills-ca-100096224>.

QUICK LINKS

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