



## HUGH NGUYEN CLERK-RECORDER

BIRTH AND DEATH RECORDS  
FICTITIOUS BUSINESS NAMES  
MARRIAGE LICENSES/RECORDS  
NOTARY REGISTRATION  
ORANGE COUNTY ARCHIVES  
PASSPORTS  
PROPERTY RECORDS

## NEWS RELEASE

For Immediate Release  
June 25, 2025

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### **Orange County Clerk-Recorder Earns National Achievement Award for CRBot: 24/7 Instant Customer Support**

**Santa Ana, CA** – The Orange County Clerk-Recorder’s Office has earned national recognition for its innovative virtual assistant, CRBot, which has been awarded a 2025 Achievement Award by the National Association of Counties (NACo). The honor recognizes forward-thinking and impactful county programs that enhance service delivery and improve residents' experiences.

Launched in March 21, 2024, CRBot is a 24/7 chatbot that helps users navigate Clerk-Recorder services including birth certificates, marriage licenses, property records, and passports, anytime through OCREcorder.com. Designed to reduce call volume and support routine questions, CRBot also connects users to live agents when needed. In its first year, it assisted 7,187 users, with fewer than 8 percent requiring further help.

The department’s commitment to digital innovation and expanding equitable access to government services, especially for residents who need support after regular hours or prefer mobile interaction.

**“I am honored and grateful to receive this national recognition,” said Clerk-Recorder Hugh Nguyen. “CRBot represents how we continue to evolve by embracing innovation to serve our community better. My team remains focused on improving access to public services in ways that are modern, efficient, and customer first.”**

Each year, NACo’s Achievement Awards recognize outstanding programs across 18 categories that reflect the broad range of services counties provide. These categories include children and youth, criminal justice and public safety, libraries, management, information technology, health, civic engagement, and more. Launched in 1970, the program celebrates innovation and excellence in county government.

**“The Achievement Awards shine a spotlight on the hard work and innovation happening in county governments across the nation,” said NACo President James Gore. “This year’s winners highlight the dedication and creativity of county leaders and our teams to building thriving communities and providing the best possible services to our residents.”**

For more information about the Clerk-Recorder Department, please visit - [OCRecorder.com](https://www.ocrecorder.com).

For more information about NACo’s Achievement Awards, click [here](#).

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SANTA ANA, CALIFORNIA 92701

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