

# Inquiry Response Tool (IRT) Enhancements

## DRS 19.05 Release

**Effective June 5, 2019**

### **CA Wildfire Disaster Inspections**

Currently, servicers submit CA Wildfire Disaster Inspections as a disaster inspection selection in IRT.

With this new IRT enhancement, servicers will be able to submit files for specific CA Wildfire Disaster Inspections.

### **New Phone Call Capability**

Servicers now have the capability to request a phone call via IRT submission when they do not agree with the first-time resolution. With the new enhancement, when servicers receive an initial response via IRT, they will now be able to select a drop-down option to request a phone call. This will eliminate the need to submit multiple IRT submissions.

### **For More Information**

For other related information, visit the [Servicer Expense Reimbursement page](#).