



Hugh Nguyen
Orange County Clerk-Recorder



County Administration South
601 N Ross St, Santa Ana, CA 92701

714-834-2500

WELCOME

Newsletter - March 2026

Thank you for your interest in the Orange County Clerk-Recorder Department's newsletter. We will be bringing you periodic updates on the latest news, information and events affecting the department. I am honored and privileged to serve as your County Clerk-Recorder. Please contact my office at (714) 834-2500 or visit us at OCRecorder.com for more information about the department and the services provided to the public.

Sincerely,

*Hugh Nguyen
County Clerk-Recorder*

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Visit us at OCREORDER.COM



ORANGE COUNTY CLERK-RECORDER

CALL CENTER

**WE ARE HERE TO ANSWER YOUR QUESTIONS
MONDAY TO FRIDAY: 8 A.M. TO 4:30 P.M.**

(714) 834 - 2500

NEWS



OC Clerk-Recorder Hugh Nguyen Upgrades CRBot With Multilingual 24/7 Customer Support

Orange County Clerk-Recorder Hugh Nguyen announced today that CRBot, the department's interactive chatbot on [OCRecorder.com](https://www.ocrecorder.com), is now available in multiple additional languages to better serve Orange County's diverse communities. Customers can now use CRBot in Spanish, Vietnamese, Korean, Simplified Chinese, Traditional Chinese, Arabic, and Japanese, in addition to English.

CRBot provides fast, convenient answers to common questions about Clerk-Recorder services, including vital records, marriage licenses and ceremonies, passport services, and property recording. By helping customers get quick answers online, CRBot also reduces phone calls to the Clerk-Recorder call center, allowing staff to focus on more complex requests that require live assistance. The new language options are designed to help more residents get accurate information at any time, without having to wait for office hours.

To use CRBot in another language, customers should switch their device or computer keyboard to that language (or use their device's language input feature) and type their questions in the language they prefer. CRBot will respond in the same language.

"Language should never be a barrier to accessing county services," said Clerk-Recorder Hugh Nguyen. **"This update is about respect and real-world convenience, especially for working families, seniors, and residents who feel most comfortable communicating in another language."**

CRBot is available 24/7 and works on smartphones and mobile devices. When needed, customers can also be directed to live chat support during business hours for more complex questions.

To explore CRBot and get instant answers, visit [OCRecorder.com](https://www.ocrecorder.com). For additional assistance, call the Clerk-Recorder's information line at (714) 834-2500, Monday through Friday from 8:00 a.m. to 4:30 p.m. For media inquiries, please contact Billy Le at (714) 834-2248.

[OCRecorder.com](https://www.ocrecorder.com)

NEWS

Serving the community through collaboration and innovation is at the heart of Clerk-Recorder on Wheels. I'm proud to have partnered with the Office of Congressman Lou Correa of the 46th District and North Orange County Continuing Education (NOCE) to bring our van to the 2026 Spring NOCE Career Fair on March 3.

We were pleased to support the community by providing on-the-spot services including issuing vital records, processing fictitious business name filings, and printing official record copies right away.

I was also happy to meet NOCE President Valentina Purtell and other NOCE leaders. Their commitment to expanding educational opportunities and community access shines through, and I value this opportunity to collaborate.

Thank you to our dedicated staff for making this event a great success. Our team's hard work and professionalism continuously allows Clerk-Recorder on Wheels to make such a positive impact.



NEWS

Happy Employee Appreciation Day to our incredible OC Clerk-Recorder team! On March 6, we celebrated all staff of our department who show up everyday with commitment, dedication, and a true desire to serve the public.

To add a bit of joy to the day, our department rolled out a treat cart packed with goodies as a small token of gratitude. It's our way of saying thank you for everything you do to support the community and make our department successful.

We appreciate your hard work! Thank you to our wonderful OC Clerk Recorder team!



NEWS

Thank you to everyone who came out on March 7 to the Community Drive & Multi-Chamber Social in La Habra! It was great connecting with so many residents and community partners while providing convenient access to Clerk-Recorder services through our Clerk-Recorder on Wheels mobile unit.

Events like this help bring important services closer to the community, allowing residents to obtain certified copies of vital records and learn more about the resources available through our office.

A special thank you to our hardworking Clerk-Recorder staff who spent the day assisting customers and representing our office with dedication and professionalism.

We also appreciate the organizers and participating chambers for bringing the community together for such a great event.



NEWS

Thank you to everyone who visited the Clerk-Recorder on Wheels at Chair Doug Chaffee's 4th District Kids Fishing Derby on March 14! Our team had a wonderful time serving the community and helping residents access vital records such as birth, marriage, and death certificates quickly and conveniently.

We loved connecting with so many friendly faces, answering questions, and bringing our services directly to you. No trip to the office needed!



NEWS



Hugh Nguyen
Orange County Clerk-Recorder



SUPERVISOR
JANET NGUYEN
ORANGE COUNTY BOARD OF SUPERVISORS



Community Passport Event

**SATURDAY,
APRIL 11, 2026
9AM - 3PM**



**GARDEN GROVE
COURTYARD CENTER**

12732 Main St, Garden Grove,
CA 92840

WALK-INS
are accepted on
a first-come,
first-served basis,
subject to capacity

WHAT TO BRING

All Passport Applicants Must Apply In-Person

- Completed/Unsigned DS-11 Form**
- Social Security Number**
- Proof of U.S. Citizenship** (one of the following)
 - U.S. Birth Certificate (certified copy)
 - Current or expired U.S. Passport Book or Card
 - Certificate of Naturalization

Please note that minors are required to bring their birth certificate to verify the parent or guardian's relationship to the child.
- Proof of Identity** (one of the following)
 - Driver's license, passport, military ID, government ID, foreign passport, or school ID (for ages 16-17)

- Minors (Under 18)**
 - Age 16-17: Both Applicant + one parent with valid ID
 - Age 0-15: Both parents with valid ID or one parent + notarized DS-3053 + copy of absent parent's ID
- Passport Photo:** bring 2" x 2" photo or \$7 photo service available
- ONLY Check or Money Order for passport fees**

*Complete and print out the DS-11 application in advance:
<https://travel.state.gov/content/travel/en/passports.html>*

PASSPORT FEES

Clerk-Recorder Fees
Processing Fee \$35
Passport photo \$7

Paid separately to the Orange County Clerk-Recorder with cashless form of payment.

Adult Applicants (Age 16 and Older)
Passport Book \$130
Passport Card** \$30
Expedite fee \$60 (Paid per application)
1-3 Day Return Delivery* \$22.05

This fee is paid to the U.S. Department of State with a check or money order only.

Minor Applicants (Under Age 16)
Passport Book \$100
Passport Card** \$15
Expedite fee: \$60 (Paid per application)
1-3 Day Return Delivery* \$22.05

This fee is paid to the U.S. Department of State with a check or money order only.

For Passport Questions: (714) 834 - 2248

FOR APPOINTMENTS AND MORE INFORMATION: (714) 834 - 3110

OCRecorder.com

NEWS



On March 21, Team Hugh Nguyen brought Clerk-Recorder on Wheels to Fountain Valley for Supervisor Janet Nguyen's Community Health Care and Social Services Expo.

Nothing makes us prouder than meeting our community where they are and helping customers directly. From birth, marriage, and death certificates to Fictitious Business Name filings, and official record copies, we are happy to assist the community with their needs on the spot.

Thank you to everyone who stopped by our van and outreach table to learn more about our services.

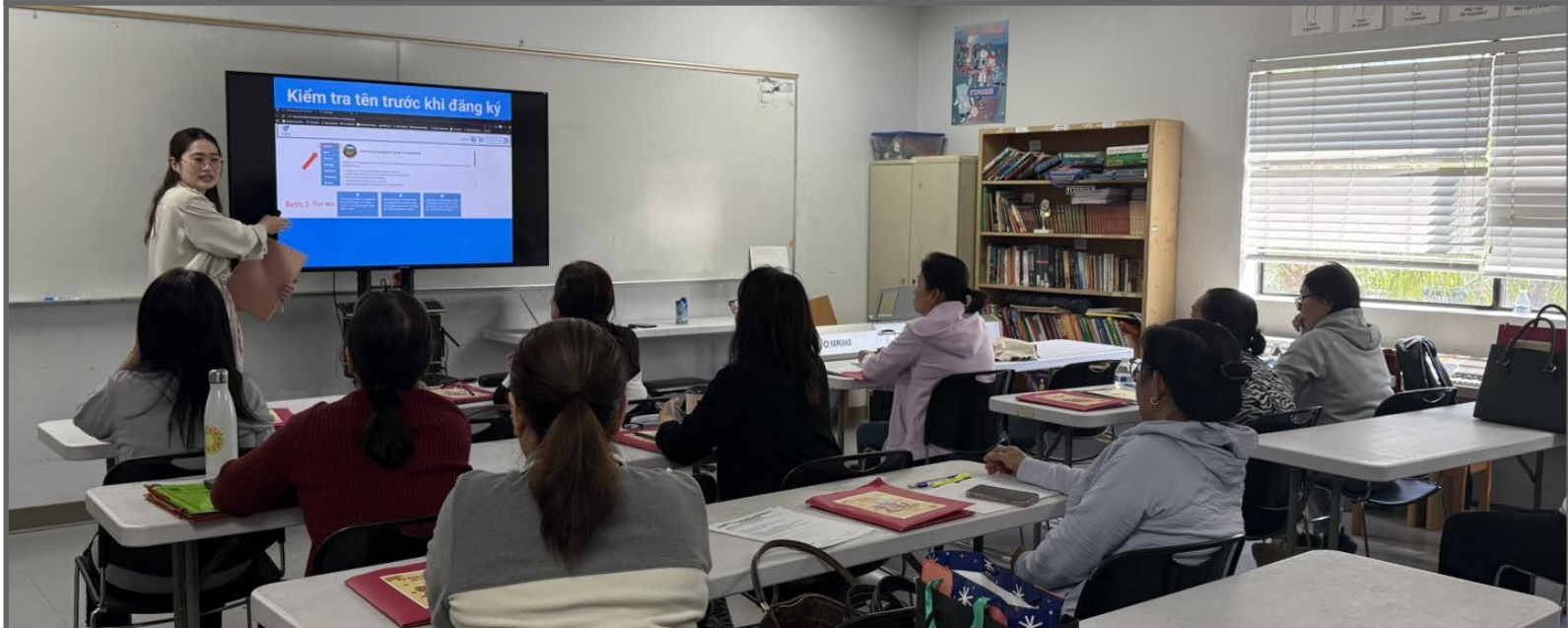
NEWS

Filing a Fictitious Business Name is a key step for businessowners, allowing them to operate under the name they choose.

On March 23, my team and I had the pleasure of presenting at Hope Community Services' workshop, where we guided participants through the process of filing a Fictitious Business Name with our office. We also introduced the many other services our office assists with including applying for U.S. passports, obtaining vital records, and more!

We are glad to support the local business community by providing them with key information about our services and answer their questions directly.

Wishing all the attendees great success in their business goals.



NEWS

On Saturday, March 28, my office was thrilled to share the fantastic success of this year's Special Passport Day! We saw an outstanding turnout as community members filled our lobby from the moment doors opened, taking full advantage of our dedicated Saturday hours for new U.S. passport applications and passport photos in one convenient stop.

This meaningful tradition has reached its 10th year, and we're proud to continue offering a convenient option for families, students, and working parents who would otherwise need to take time off from school or work to apply. By opening on a Saturday, we're able to help make the passport process smoother, faster, and more accessible for everyone.

Thank you to all who joined us and to our hardworking staff who made the day run seamlessly. We're grateful for the community's enthusiasm and trust, and we look forward to continuing this service for many years to come. To find more upcoming passport events and services, please visit [OCRecorder.com](https://www.ocrecorder.com).



NEWS

Clerk-Recorder on Wheels provided friendly and convenient service to the community in the city of Orange on the morning of March 30th. Community members were able to obtain their vital records from our mobile van, saving them time and a trip to our office.

Accessing vital records such as the birth certificate are essential for needs such as school enrollment, travel, and more.

Our team worked efficiently to serve everyone on the spot, making the process fast, smooth, and accessible for all.

Want to know where Clerk-Recorder on Wheels is going next? Visit us at [OCRecorder.com](https://www.ocrecorder.com)



NEWS

Orange County Clerk-Recorder Hugh Nguyen was honored to attend the 2026 Crime Victims' Rights Ceremony hosted by Orange County District Attorney Todd Spitzer on March 31st.

This important ceremony serves as a reminder that behind every case is a victim, a family, and a story that deserves to be heard, respected, and remembered. It was a meaningful opportunity to stand with victims, survivors, advocates, and members of law enforcement who work every day to support justice and healing in our community.

Clerk-Recorder Hugh Nguyen remains committed to supporting victims and families by ensuring access to vital records and essential services during some of the most difficult times in their lives.



COMMUNITY OUTREACH

During the month of March:



On March 11, my team was proud to be present at the Santa Ana College School of Continuing Education to share information on birth certificates, passport services, fictitious business names and more!

We loved answering questions, connecting with the community, and making our services easy to understand.

Thank you to everyone who stopped by to speak with us! We are here to support you.



I was delighted to present a certificate of recognition to OBRA Handbakery as they open their doors in Santa Ana.

From scratch-made empanadas and artisan pastries to handcrafted sauces, specialty coffee, and freshly baked desserts, OBRA Handbakery has already become a beloved name. I'm thrilled to welcome their expansion into Orange County.

Congratulations to OBRA Handbakery on this incredible new chapter! I wish this business continued success, growth, and meaningful community impact.

OCRecorder.com

AWARDS AND RECOGNITIONS



Orange County Clerk-Recorder *Employee of the Month*



Congratulations!

Andy

Dedicated to Providing Excellent Customer Service

Each month we recognize an employee who goes above and beyond their normal duties and offers excellent service to our customers. The Employee of the Month receives a certificate of recognition and has their name placed on a recognition plaque.

I am pleased to announce Andy Zhou as Employee of the Month for March.

Andy is a highly valued member of our Clerk Operations unit and a great asset to our department. Whether she is assisting couples with marriage licenses and civil ceremonies, issuing vital records, or accepting fictitious business name filings, Andy works hard to ensure customers have welcoming and positive experience. She is highly professional, courteous, and dedicated. Customers express their appreciation for Andy through feedback surveys, often praising her outstanding support. In addition, Andy's ability to assist Mandarin speaking couples during marriage license appointments and civil ceremonies adds a meaningful and personal touch to their special day.

Andy is an exemplary and reliable team player. When she finishes her duties, she is proactive in finding ways to support her team with additional tasks and contribute to the overall workflow. Her genuine willingness to assist the team enhances the smooth operation of our Clerk Operations.

We are grateful to have Andy on our team.

Please join me in congratulating Andy on this achievement!

OCRecorder.com

CUSTOMERS ARE SAYING...

We received the following Yelp review for our County Administration South Office in Santa Ana. Thank you to my amazing staff for your efficiency and professionalism.

★★★★★ 3/3/26

...

Not all government offices are created equal -- and this one actually runs well.

I came in to record a quitclaim deed and fully expected to block off half my day. Instead, I waited maybe 5-10 minutes max, and from check-in to walking out the door, I was done in about 25 minutes.

The process was straightforward and efficient. My documents were reviewed carefully (which I appreciate -- better to catch anything on the spot), fees were handled quickly, and nothing felt chaotic or unclear. The staff were professional, direct, and clearly knew what they were doing.

The office itself was clean and organized, and the flow made sense. If you come prepared with your paperwork completed correctly, this location runs like it should.

Efficient. Professional. No drama.


We received the following Yelp review for our South County Office in Laguna Hills. Thank you to my staff for providing a positive experience to our customers.

★★★★★ 2 weeks ago



Everyone I encountered so friendly and welcoming employees so helpful patient and kind, very positive experience 🙌
💕 people getting married outside, really beautiful

CUSTOMERS ARE SAYING...

We received the following customer comment cards for our Document Examining team. Thank you Rosa and Leticia for your wonderful customer service.

<p> OC CLERK-RECORDER SURVEY</p> <p><i>Rosa Tapia</i></p> <p>Your Name: <u>Kevin</u></p> <p>Date: <u>3/18/26</u> Phone: _____</p> <p>What office location did you visit? <input checked="" type="radio"/> Anaheim <input type="radio"/> Santa Ana <input type="radio"/> Old Courthouse <input type="radio"/> Laguna Hills</p> <p>1. Reason for your visit <u>Recording APTT Grant deed</u></p> <p>2. How would you rate our overall service <input checked="" type="radio"/> Outstanding <input type="radio"/> Average <input type="radio"/> Needs Improvement</p> <p><u>The clerk was absolutely wonderful & professional!</u></p> <p>3. Do you have any additional suggestions? _____</p> <p>Thank you for your feedback!</p>	<p> OC CLERK-RECORDER SURVEY</p> <p><i>Leticia Keller</i></p> <p>Your Name: <u>SEAN</u></p> <p>Date: <u>3-18-26</u> Phone: _____</p> <p>What office location did you visit? <input checked="" type="radio"/> Anaheim <input type="radio"/> Santa Ana <input type="radio"/> Old Courthouse <input type="radio"/> Laguna Hills</p> <p>1. Reason for your visit <u>RECORD GRANT DEEDS FOR TRUST</u></p> <p>2. How would you rate our overall service <input checked="" type="radio"/> Outstanding <input type="radio"/> Average <input type="radio"/> Needs Improvement</p> <p><u>I was dreading this exit turn-out, it was so easy!</u></p> <p>3. Do you have any additional suggestions? <u>I'd say coffee dispenser but I didn't have to wait long enough to make one.</u></p> <p>Thank you for your feedback! <i>even if it was overpriced</i></p>
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We received the following customer comment cards for our North County Office in Anaheim. Thank you Lyndsey for going above and beyond for our customers.

<p> OC CLERK-RECORDER SURVEY</p> <p><i>Lyndsey</i></p> <p>Your Name: <u>Brenda</u></p> <p>Date: <u>3-20-26</u> Phone: _____</p> <p>What office location did you visit? <input checked="" type="radio"/> Anaheim <input type="radio"/> Santa Ana <input type="radio"/> Old Courthouse <input type="radio"/> Laguna Hills</p> <p>1. Reason for your visit <u>Birth Certificate</u></p> <p>2. How would you rate our overall service <input checked="" type="radio"/> Outstanding <input type="radio"/> Average <input type="radio"/> Needs Improvement</p> <p>3. Do you have any additional suggestions? <u>Excellent Service</u></p> <p>Thank you for your feedback!</p>	<p> OC CLERK-RECORDER SURVEY</p> <p><i>Lyndsey</i></p> <p>Your Name: <u>Diego</u></p> <p>Date: <u>3/20/26</u> Phone: _____</p> <p>What office location did you visit? <input checked="" type="radio"/> Anaheim <input type="radio"/> Santa Ana <input type="radio"/> Old Courthouse <input type="radio"/> Laguna Hills</p> <p>1. Reason for your visit <u>Birth certificate</u></p> <p>2. How would you rate our overall service <input checked="" type="radio"/> Outstanding <input type="radio"/> Average <input type="radio"/> Needs Improvement</p> <p><u>Great help & assistance Thank you!</u></p> <p>3. Do you have any additional suggestions? _____</p> <p>Thank you for your feedback!</p>
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CUSTOMERS ARE SAYING...

We received the following customer comment cards and Yelp review for our South County Office in Laguna Hills. We truly value the wonderful feedback from our customers and are glad to be of service to you. Thank you Robert and Andy for your great customer service!

★★★★★ 3/11/26


This government building has a really calm, serene feel to it. As you walk up, the Clerk-Recorder suite is on the right side of the fountain, which makes it easy to find.

Right before the entrance there's a QR code for the waiting area, and it's honestly a great system. Once you scan it, you can see your place in line, and when it's your turn they'll text you the window number so a friendly staff member can help you.

If you need copies, filing, or to register something, it's definitely worth checking their website first and completing what you can online to save time. But if you don't have access, there are three computers available after you walk through the waiting area that you can use.

I went in the afternoon during the week and it was incredibly quick; hardly anyone waiting. They accept cash or credit card, and you can always ask ahead if they take personal checks, money orders, or cashier's checks. If you call with questions beforehand, the staff is very knowledgeable and helpful.

They record everything right there in the office, and the whole process was smooth and efficient.

 **OC CLERK-RECORDER SURVEY**

Your Name: Elizabeth

Date: 3/18/26 Phone: _____

What office location did you visit?
Anaheim Santa Ana Old Courthouse Laguna Hills


1. Reason for your visit
Notary Registration

2. How would you rate our overall service
Outstanding Average Needs Improvement

Robert was efficient and professional.

3. Do you have any additional suggestions?

Thank you for your feedback!

 **OC CLERK-RECORDER SURVEY**

Your Name: Alexa

Date: 3/18/26 Phone: _____

What office location did you visit?
Anaheim Santa Ana Old Courthouse Laguna Hills

1. Reason for your visit
DBA Filing + Renewal

2. How would you rate our overall service
Outstanding Average Needs Improvement

Andy was so helpful + pleasant, short wait time, great customer service.


3. Do you have any additional suggestions?
☺

Thank you!

Thank you for your feedback!

CUSTOMERS ARE SAYING...

We received the following customer comment cards and review for our Old County Courthouse location in Santa Ana. Thank you Tramy, Claudia, and Emily for providing our couples with a wonderful experience on their special day.

 **OC CLERK-RECORDER SURVEY**

Your Name: Selenia

Date: 03/25/26 Phone: _____


What office location did you visit?
Anaheim Santa Ana Old Courthouse Laguna Hills

1. Reason for your visit
Marriage license

2. How would you rate our overall service
Outstanding Average Needs Improvement

3. Do you have any additional suggestions?
The sweetest clerk thank you for getting us married 😊

Thank you for your feedback!

 **OC CLERK-RECORDER SURVEY**

Your Name: Amanda

Date: 3/13/2025 Phone: _____

What office location did you visit?
Anaheim Santa Ana Old Courthouse Laguna Hills

1. Reason for your visit
Marriage license

2. How would you rate our overall service
Outstanding Average Needs Improvement

Great job Claudia!

3. Do you have any additional suggestions?
Nothing!

Thank you for your feedback!

Original Request

My spouse and I got married at the courthouse recently, and the commissioner who did our ceremony was great so thank you!

MARCH IN O.C. HISTORY



Comedian Bob Hope performs for WWII servicemen returning from overseas duty to Redistribution Station #4 (formerly Santa Ana Army Air Base) in what's now part of Costa Mesa.

March 11, 1956

The FBI warned that a notorious check forger, known as "The Traveler" was plying his trade in Orange County. (He would be captured in Oregon in 1958.)

March 11-12, 1936

The World Wonder Car – a museum in a truck, sponsored by the U.S. Marine Corps – opened curbside in downtown Santa Ana. Exhibits included shrunken heads, an octopus, war relics, fleas wearing clothing, and a photocopy of the Declaration of Independence.

March 12, 1987

Orange County ska band No Doubt played their first real gig at Fender's Ballroom in Long Beach.

March 27, 1942

A curfew and travel restrictions were imposed on German and Italian aliens in Orange County, and on all Japanese regardless of nationality.

March 31, 1946

Santa Ana Army Air Base became inactive.

Historical facts provided by Assistant Archivist Chris Jepsen.

Photo: Courtesy of the Orange County Archives.

Courtesy of the Orange County Archives, a function under the Office of Clerk-Recorder Hugh Nguyen.

OCArchives.com

OUT AND ABOUT



One of our staff took this photo of Osaka Castle, one of Japan's most famous landmarks during their recent travels to Osaka, Japan.

Visit our webpage at: [OCRecorder.com](https://www.ocrecorder.com)

For more information about
the Orange County Archives visit:
[OCArchives.com](https://www.ocarchives.com)

Follow us on social media
[@ocrecorder](https://www.instagram.com/ocrecorder)

