

## How to Contact the Berks County Domestic Relations Section (DRS):

***When contacting the DRS about your case, please provide or include your 9-digit PACSES case number or your 10-digit member I.D. or Social Security number. Your case and/or member I.D. appear on correspondence from our office.***

***Email:*** Email inquiries can be submitted 24/7, 365 days a year. DRS staff will review your inquiries during normal business hours in the order in which they are received.

- For questions about your support case or for general information about the support process, please email the DRS at [Support.Berks@Pacses.com](mailto:Support.Berks@Pacses.com)
- To submit documents\* for:
  - Beginning a support action (completed [Intake Questionnaire](#))
  - An upcoming conference with a Conference Officer
  - An upcoming conference with a Compliance Officer
  - An upcoming hearing before a Hearing Officer

Please email to [Documents.Berks@Pacses.com](mailto:Documents.Berks@Pacses.com)

\* Please note that the [Documents.Berks@Pacses.com](mailto:Documents.Berks@Pacses.com) email is *for document submission only*. Questions should be directed to [support.berks@pacses.com](mailto:support.berks@pacses.com)

### ***Phone:***

- For automated information about your support case, you may access the IVR (Interactive Voice Response system) 24/7, 365 days a year by calling **610.478.2900** and following the prompts.
- To speak with a Client Service representative, call **610.478.2900** during normal business hours (8:00 AM – 5:00 PM). Please leave a voicemail if a Client Service representative is not immediately available.

***Fax:*** 610.478.6583 or 610.478.6585

***Mail:*** (US Mail, FedEx, UPS)

Berks County Domestic Relations Section  
633 Court Street, 6th Floor Services Center  
Reading, PA 19601

**PLEASE DO NOT CONTACT ANY JUDGE OR HEARING OFFICER ABOUT YOUR CASE. JUDGES AND HEARING OFFICERS ARE NOT PERMITTED TO GIVE ADVICE OR DISCUSS CASES OUTSIDE THE COURTROOM OR HEARING ROOM. [CONTACT DOMESTIC RELATIONS](#) OR COURT ADMINISTRATION WHEN YOU NEED HELP WITH YOUR CASE.**