



### 5. Assistance to Phone Callers

<b>Center/Office/Division</b>	: FDAC Phone Operator Section		
<b>Classification</b>	: Simple		
<b>Type of Transaction</b>	: G2B - Government to Business, G2C - Citizen, or G2G – Government		
<b>Who may Avail</b>	: All		
<b>Fees to be paid</b>	: None		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
None		None	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Calls the FDAC designated landline numbers 8-8211177 8-8211176 8-8211159 8-8211220 8-8211162	1. Answer phone calls and identify the client's concern 2. Acts on client's concern 3. Highly technical concerns are advised to send an e-mail to the designated center/office e-mail address	10 Minutes Depending on the complexity of the issue	FDAC Phone Operators Information Officer II
<b>TOTAL:</b>		<b>10 minutes</b>	