



# INFORMATION ANNOUNCEMENT

Andrew M. Cuomo  
Governor

RoAnn M. Destito  
Commissioner

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## Changes to the BSC Phone Line

Beginning on Monday, June 10, 2013, all calls to the Business Services Center (BSC) phone line (518-457-4272) will be answered by a Call Center Representative. While the level of expertise available to help you will not change, you may notice some differences when you call the BSC.

At the beginning of your call, the Call Center Representative will ask you to provide some information.

What will I be asked?

Your name, phone number and email address.

Why?

So that we can contact you again if needed. You will only need to provide this information one time. The next time you call the BSC, your contact information will already be in our system.

A few questions designed to verify who you are.

We want to ensure your privacy and the security of the information that we will be providing. You have probably already experienced this type of caller verification when calling your bank, your doctor's office or your credit card company.

After you have provided this information, the Call Center Representative will help you or, if your issue is more complex, direct your call to a BSC staff member who has the specific expertise to help you.

While we expect this to be extremely rare, due to high call volumes, you may experience wait time at the beginning of your call or may be asked to leave a voicemail message. We appreciate your understanding in advance, as we make this transition to a Call Center.

*For more information visit the BSC website or contact the BSC today!*

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Email: [bsc@ogs.ny.gov](mailto:bsc@ogs.ny.gov)  
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