

FSB Call Centers Incoming Calls - 2025 YTD Totals

	Offered	Answered	% of Calls Answered	Average Wait Time
<i>1/1 - 4/18</i>				
800 Number Call Center	546,775	260,802	47.7%	0:12:48
Practitioner Hotline	257,464	113,295	44.0%	0:05:33
Virtual Hold Calls	264,291	222,689	84.3%	
Authenticated Chat	67,948	44,972	66.2%	0:11:01
Non-Authentic Chat	32,005	21,960	68.6%	0:12:50