

DID YOU KNOW???

Our local AARP chapter has a local office with a 24/7 phone with voice mail msgs. We of course receive calls from our members but most come from all over the country. Our number 315.454.0104 is found on the internet and people call for answers. Pat Kane and myself staff it Wedensdays and Fridays for a few hours. We are diligent about returning calls, each one gets our TLC.

Below are some samples of questions:

Driver Training course-We have up to date local numbers to call. Out of state queries we give them our national number..

Life Insurance-AARP National has a link for life insurance and we pass it on.

Estate Planning-Cortland Std. Newspaper called about getting information on estate planning. (We have a sponsor for that but didn't get back fast enough with the information and they contacted a Law Firm in Albany)

Membership billing-big time queries, give out National Number.

Auto Insurance-National has a link to insurance co.

Roadside Assistance-caller needed assistance right away. Not sure how she got our number but called her back 2 days later and explained about our office. Had to leave a msg. On her phone. Hope she is all right.

No renewal gifts received-Once again, call National BTW 1.888.687.2277. Don't want to get in the middle of that.

Out of State-Yes, we get out of state calls for usual issues and call them back also. They don't realize we are a local chapter.

Solicitors-Yes we get them too. I enjoy calling them back and give them our National Number for gutter sales, general scams, etc. Kinda fun explaining how interested our National Office might be.

Tks all

Bill Waters (½ of office staff).

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