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## News Release

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Office of the Special Trustee for American Indians

### **OST's Trust Beneficiary Call Center Answers 1,000,000 Calls**

WASHINGTON, D.C. — The Department of the Interior, Office of Special Trustee for American Indians (OST) opened the Trust Beneficiary Call Center (TBCC) in December 2004. On May 17, 2012, representatives at TBCC answered the one millionth call to the center!

“Congratulations to the staff at TBCC,” said Acting Principal Deputy Special Trustee Michele F. Singer. “Their focus on the callers has made TBCC a trusted resource that provides a significant benefit to Indian trust beneficiaries.”

TBCC has a 91 percent response rate, a measure that exceeds all government and most private sector service levels. Ninety-four percent of callers have their questions answered during the call. This is referred to as *first line resolution*. Issues escalated to OST staff are tracked for follow up to ensure callers get the information requested.

The well trained personnel who answer the phones at TBCC provide a central resource for questions from beneficiaries. Staff provide prompt, consistent information in response to trust inquiries. Beneficiaries can also request disbursements from, or updates to, their Individual Indian Money accounts.

The Trust Beneficiary Call Center is open Monday through Friday 7 a.m. to 6 p.m. and Saturday 8 a.m. to noon, Mountain Time. The toll-free number is 1-888-678-6836.

OST was initially tasked with Department-wide oversight for the reform of Indian trust management and implementation of new fiduciary accounting systems. OST's oversight role expanded in 1996 to include operational responsibility for financial trust fund management, including receipt, investment and disbursement of beneficiary funds. The Office of Appraisal Services, which appraises Indian trust lands, was moved to OST in 2002 from the Bureau of

Indian Affairs. The Office of Historical Trust Accounting was realigned in 2007 to report directly to the Special Trustee. For more information visit the OST website at [www.doi.gov/ost](http://www.doi.gov/ost).

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*The mission of OST is to perform our fiduciary trust responsibilities to American Indian tribes, individual Indians and Alaska Natives by incorporating a beneficiary focus and beneficiary participation while providing effective, competent stewardship and management of trust assets.*