

## DBM TFN Script

You have reached the Department of Budget & Management's Toll Free Number. Our normal hours of operation are from 8AM to 5PM Eastern Time, Monday through Friday except state holidays.

Please listen to and select one of the following options:

Press '2' now if you wish to speak to the Annapolis Office\*\*

If you are calling about a debt owed to the State, Tax Intercepts or the Central Collections Unit, Press '3'\*\*\*

If you are calling for State job information, applications, testing or employment verification, Press '4'\*\*\*\*

If you are calling about State employee health benefits such as health insurance, prescription plan, vision, spending accounts, COBRA or MetLife, Press '5'\*\*\*\*\*

If you know the extension of the party in Baltimore that you wish to speak with, Press '1'\*

All other inquiries should remain on the line and your call will be answered in the order in which it was received.\*\*

Thank You.

- \* - This option routes the call to an external transfer to (410) 767-0987
- \*\* - This option routes the call to the Spherix Call Center DBM queue.
- \*\*\* - This option routes the call to an external transfer to (410) 767-1220
- \*\*\*\* - This option routes the call to an external transfer to (410) 767-4850
- \*\*\*\*\* - This option routes the call to an external transfer to (410) 767-4775