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STATE OF KANSAS

NEWS RELEASE

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Kansas Secretary of State Proud of Customer Service

TOPEKA (November 5, 2013) – Kansas Secretary of State Kris Kobach today released statistics demonstrating the speed of customer service at the Secretary of State’s Office. For the last three months, 85% of the customers who called the Business Services division customer service phone number (785) 296-4564 had their issues resolved within five minutes or less, and 97% had their issues resolved within ten minutes. When customers need more time to complete their transactions, they get it.

“We have taken a look at our telephone response data and take pride in confirming that our customer service is second to none,” said Kobach. “Despite rolling back spending below 2010 levels, this office has continued its tradition of being the least complicated and most accessible office in state government.”

Kansas Secretary of State Kris Kobach also released testimonials of Kansas business customers who took time out of their busy schedules to let him know how his office is doing. Here are some letters addressed to Kobach since he took office in January 2011.

“I reinstated my business recently and wanted to tell you I was tickled to the bone to find how friendly and efficient your staff is. We had to mail paperwork back and forth a few times for corrections and I commend your staff on how quickly you process documents. Well done.” July 7, 2011.

“Please thank the person, persons or department responsible for designing the form used for filing an annual report. It is simple, easy, precise and in general quite well done. Thank you all for making the process so quick and easy. If only we could experience this kind of efficiency in all our contacts with government. Thank you again.” October 4, 2011.

“Just a quick note to say thank you. Everyone in the Corporations division has always been so generous with their time explaining and reminding us how to accomplish our clients' goals. May 17, 2012.

“Just wanted to call and say thank you to the crew in Business Services for helping me with my questions this morning. Their outstanding service helped get my week off to a great start! Thanks.” March 19, 2013.

“A quick letter to thank your Business Services division for the first class patron service. What a refreshing breeze for Kansas!” August 14, 2013.