



## NABP Customer Service

**T**he Customer Service Department was established in 2000 in an effort to centralize and enhance the services NABP provides to the individual state boards, as well as the candidates and applicants for the various programs.

- ✓ Department answers an average of 1,116 incoming calls per week
- ✓ Department responds to an average of 368 incoming e-mails per week
- ✓ Tracks all incoming calls by nature to monitor trends and provide statistics to managers and the Executive Committee
- ✓ Majority of calls are from candidates checking status of the Foreign Pharmacy Graduate Equivalency Examination<sup>®</sup>, North American Pharmacist Licensure Examination<sup>®</sup>, Multistate Pharmacy Jurisprudence Examination<sup>®</sup>, and Electronic Licensure Transfer Program<sup>®</sup>.
- ✓ Department maintains data for the Board of Pharmacy Membership State Roster