

Submitter: Michelle Tietz

On Behalf Of: Newberg FISH

Committee: Joint Committee On Ways and Means Subcommittee On General Government

Measure: HB5035

I recently made a call to the SOS - Oregon Corporation Division for a non-profit, Newberg FISH Emergency Service, where I am the Finance Manager. I received a second notice that my Annual Report fee was due; however, the wording of the document made it seem that my information was received, but not processed for some reason. I called the number for the Corporation Division and was placed on hold where I was the 87th caller. I waited on hold for over an hour and at that point my new place on hold was 76. At that point, I didn't have the time to continue to hold, so I decided to call back the next day. When I called the next day, I was again placed on hold, but at 91! After my experience the first day, I decided to hang up and call in the morning as close to opening as possible to get ahead of the line as I don't have hours to spend on hold. The third day I called in the morning right at opening time and I was thankfully placed as caller number 23. I decided to stick it out and was on hold for close to 3 hours. After all this, I finally got an answer to my question that took less than 2 minutes.

This is unacceptable for businesses to have to spend this much time trying to get answers to simple questions. If I were able to look up more information about the status of my business in an online capacity, it would have saved me multiple days and more than 4 hours of waiting on hold. It was frustrating and I was disappointed in the whole system. It is my belief that an online system for the Corporation Division would save business owners time and money, and I support an investment to do this. Thank you.