

### **Advantages of making an appointment through the Contact Center**

- Meet with a counselor at the scheduled time without waiting
- Receive an assigned parking space in the RSA Headquarters Parking Facility
- May request a specific counselor
- Counselors will already have your paperwork prepared prior to your arrival
- Walk-ins may have to wait for an opening to meet with a counselor. The counselor will have to do the paperwork while the walk-in member waits