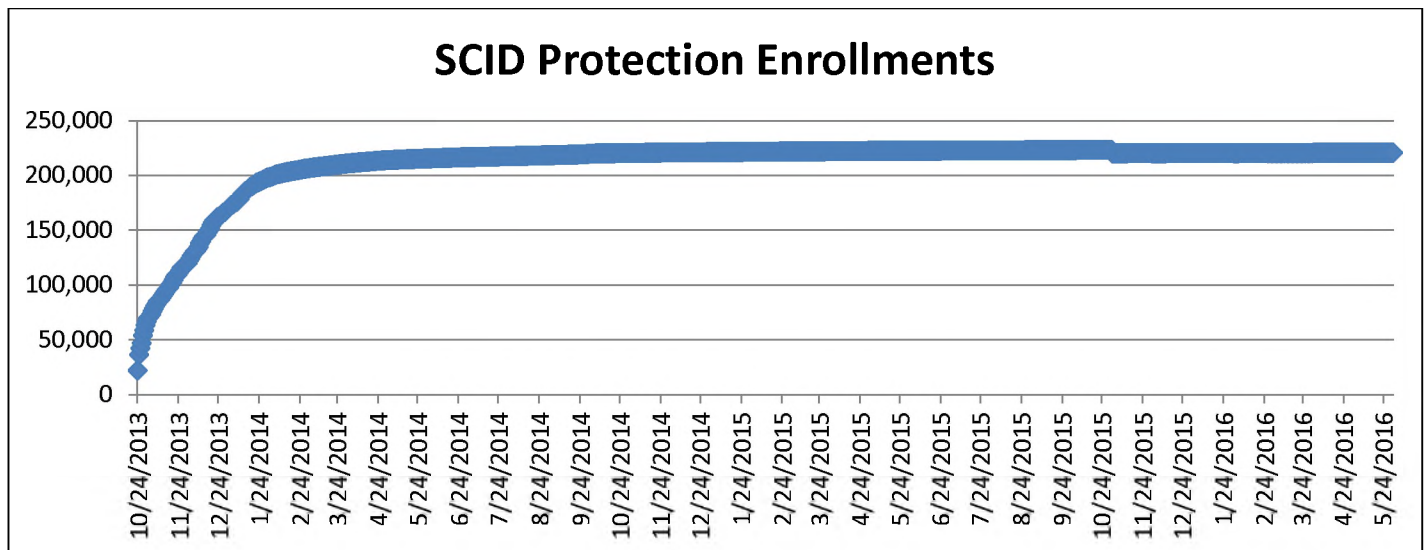**CS ID**®

SCID Protection Monthly Report: May 2016

Summary of SCID Protection Enrollment
- ~ 202,560 adult enrollments
  - ~ 16,222 Offline enrollments
  - ~ 186,338 Online enrollments
  - ~ 25,432 Out-of-state enrollments
- ~ 17,789 child enrollments
- ~ 2,341 business enrollments
- 199,202 total calls processed
- 7:16 average talk time
- 00:31 average hold time

Main reasons for calls/inquiries (to CSID, SCDOR):
- **Eligibility** – Users are not eligible for coverage as they were not part of the main database provided by the SCDOR. These users will need to wait until CSID receives an approved PIN from SCDOR for CSID to call/email the user back and allow them to enroll with the PIN.

- **General information/questions** – Users would like information on how to enroll/eligibility as well as contact information and information regarding reports and alerts.

- **Problems enrolling online**

Feedback

- I have been very pleased with your service and will be considering continuing after my free service.
- CSID has been perfect help.
- It's very nice to call into a company and get somebody that is so helpful and patient.
- I would have no idea about my credit without your services.
- You guys have been so much help. I appreciate your help. Thanks!