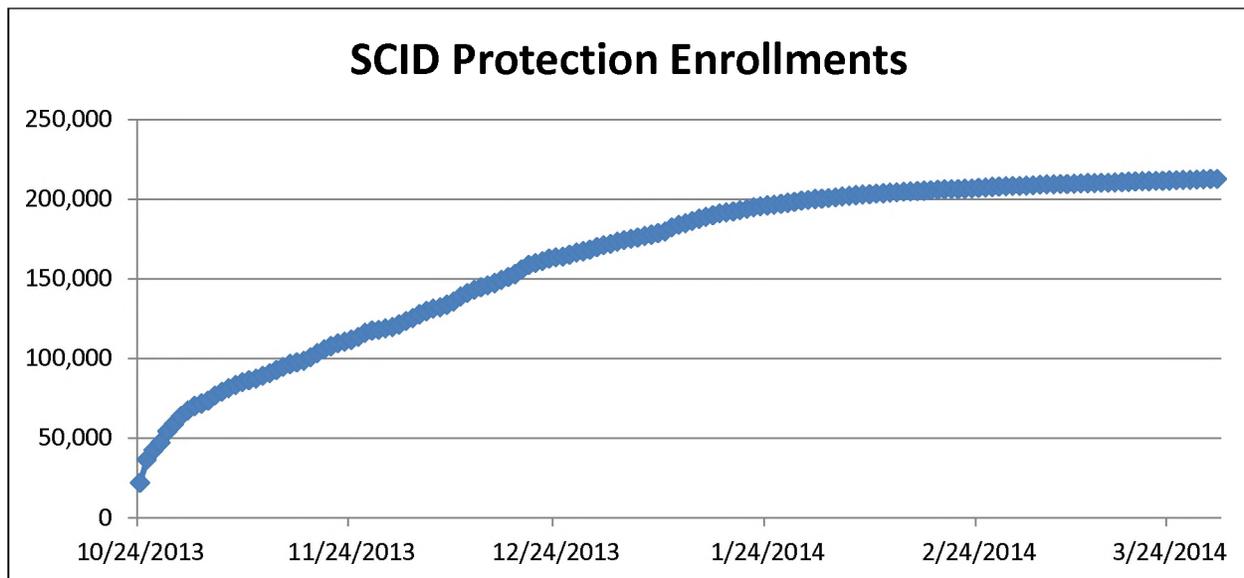




SCID Protection Weekly Report: 3/31/14

Summary of SCID Protection Enrollment (as of 4:00 PM EDT)

- ~ 192,294 adult enrollments
 - ~ 15,395 Offline enrollments
 - ~ 176,899 Online enrollments
 - ~ 23,463 Out-of-state enrollments
- ~ 18,063 child enrollments
- ~ 2,186 business enrollments (as of 3/24)
- 141,948 total calls processed
- 6:25 average call time
- 0:05 average wait time (for 3/31)



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

Positive:

- “CSID is doing a very good job monitoring our information. I really appreciate it.”
- “Thank you for your help. I thought this was going to be a long process but it wasn’t. I thought this process would be something hard but it was really simple.”
- “I really hope you all are free next year as well, I really love this service.”
- “It is so comforting to know that you all are there 24 hours because it can be so inconvenient when some companies are only available during set hours of the day.”
- “CSID is doing a very good job monitoring our information. I really appreciate it”
- “Thank you for your help. I thought this was going to be a long process but it wasn’t. I thought this process would be something hard but it was really simple”
- “I really hope you all are free next year as well, I really love this service”
- “It is so comforting to know that you all are there 24 hours because it can be so inconvenient when some companies are only available during set hours of the day”
- “I like this program. I have a 1 year old and a 5 year old that comes over and we need to know who these sex offenders are”
- “You guys are great, thank you for providing this service to me.”
- “Thank you so much for your service. I will definitely be looking forward to being enrolled with you all again.”
- “This service gives me a real sense of security, and that's what it's all about when it comes to what happened with our taxes, so thank you.”
- “Being a victim of the South Carolina breach we have had many different companies monitor our identity, and you have the done the best so far.”
- “I’ll tell you what, you guys do a good job. I’m glad I got you guys. I appreciate the job that you guys do.”
- “Thanks for calling me and my wife back to assist us with the enrollment.”
- “I like the sex offender feature where you can view the names and addresses. I have grandchildren so that's important to know.”
- “You all are a whole lot better than Experian as far as customer service.”

Constructive:

- “They should give a year of coverage to those that are enrolling this late.”
- “I heard from a friend that I needed to re-enroll even though I was covered from last year, is that true because I didn’t hear anything about this?”
- “Why doesn’t the Cyber Agent alert I received state what is needed to be done in the event that my email was compromised. It should advise that I need to change my password.”

Next Steps

- CSID will continue to process enrollments both online and in our call centers, and look to new ways to continue to promote SCID Protection.
- CSID will continue to respond to inquiries via phone and email.
- CSID will continue to monitor our website traffic, call hold times, etc.