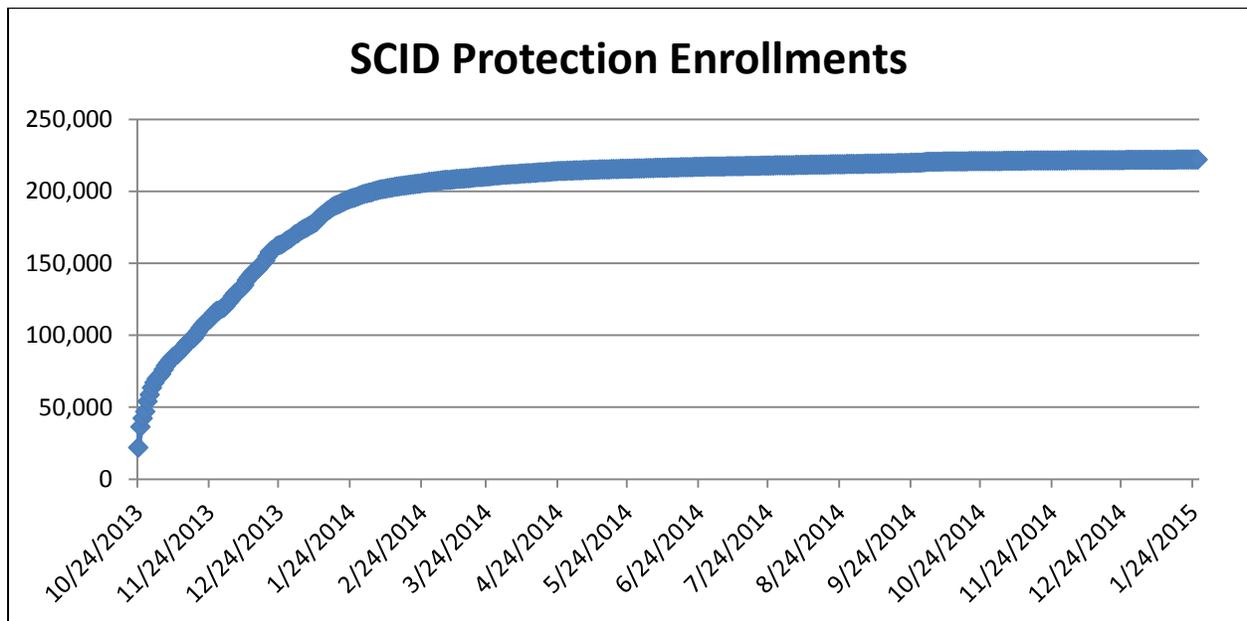




## SCID Protection Weekly Report: 1/26/15

### Summary of SCID Protection Enrollment

- ~ 200,914 adult enrollments
  - ~ 16,225 Offline enrollments
  - ~ 184,689 Online enrollments
  - ~ 25,100 Out-of-state enrollments
- ~ 18,700 child enrollments
- ~ 2,322 business enrollments
- 166,165 total calls processed
- 6:17 average call time
- 0:29 average wait 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**

#### Positive:

- This is the best thing I ever did, signing up for this because I'm always wondering about my credit
- I really do appreciate you looking out for me
- You all have done a great job. I have had nothing but good experiences with you guys
- You have been so helpful in helping me understand the alert notifications and updating my email and address, thank you very much

#### Constructive:

- I know all the benefits, but it's only one bureau monitoring and I don't need that, I need something more comprehensive

### **Next Steps**

- CSID will continue to process enrollments both online and in our call centers, and 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.