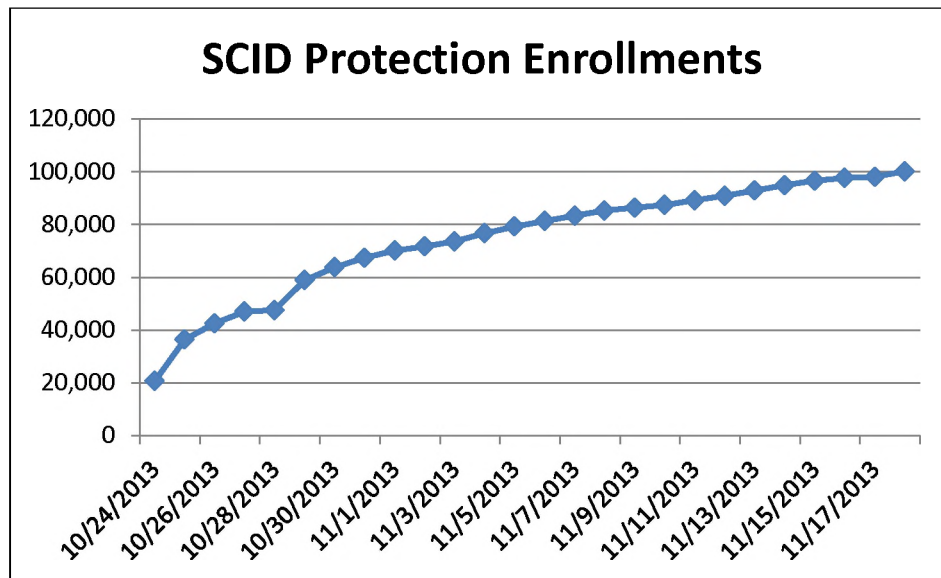




SCID Protection Daily Report: 11/18/13

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

- ~ 93,123 adult enrollments
- ~ 5,849 child enrollments
- ~ 1,126 business enrollments
- 57,073 total calls processed
- 7:02 average call time
- :29 average wait time (for 11/18)



Main reasons for calls/inquiries (to CSID, Governor's Office):

- **User received an error when attempting to enroll** – A small percentage of users have received an error when attempting to enroll for coverage. Some users also experienced a situation where they were locked out after experiencing error messages three times when attempting to enroll in the same browser session. For security reasons, we limit the attempts at three within one browsing session. Users that find themselves in this scenario can completely close the browser session and try again, or contact our CSID South Carolina Identity Protection Hotline toll free at 855-880-2743.
- **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.

Taxpayers have also expressed frustration with the amount of time it takes to receive their PIN as they are not being called back in the stated time.

- **General information/questions** – Users would like information on how to enroll/eligibility as well as contact information. Out-of state residents have also inquired on how to enroll.
- **Problems enrolling online**



Feedback

Positive:

- “Fabulous customer service, made enrolling so much easier!”
- “You made me feel really safe giving out my information.”

Constructive:

- “I am receiving a lot of alerts that doesn’t tell me anything.”
- “Why is it taking so long for the state to provide info on me?”
- “Do not use phone numbers from 10 years ago for verification. I can’t remember that long ago.”

Next Steps

- CSID will continue to process enrollments both online and in our call centers.
- CSID will continue to respond to inquiries via phone and email.
- CSID will continue to monitor our website traffic, call hold times, etc.
- Letters to notify out-of-state taxpayers started mailing the week of 11/4 and will continue to be mailed throughout November and early December.
- Direct Dial campaign started 11/6, calling taxpayers who had previously left their call back number as well as land lines.
- Radio ads in market starting 11/18 and print ads will be in market 11/20.