

106 Columbine Drive
West Grove, PA 19390
610-470-0019
December 31, 2015

The Honorable Nikki R. Haley
Office of the Governor
1205 Pendleton Street
Columbia, SC 29201

Dear Governor Haley,

I live in the Philadelphia area of Pennsylvania and have been receiving calls on my cell phone from individuals in South Carolina inquiring about or trying to activate their EBT cards. I have to say this has been an on-going problem for more than 10 years but was infrequent and had tapered off to about 1-2 calls a year after I had written a letter to former Governor Mark Sandford in 2008.

The calls seemed to begin escalating around April 2015. Some days I have received more than a dozen calls. When this began I called someone in Social Services and provided telephone numbers to Renette Hawkins-Capers and asked her to reach out to these folks. We corresponded via email several times and she said she would follow up with the individuals. As this continued to escalate I called your office and explained what was happening. I don't recall who I spoke with, but your staff member asked me several times to document this issue. I explained that I had and gave her Renette's name. This person will remember me because I was very cranky while pointing out that most of the calls came from elderly minorities. I had just moved my elderly and sick parents into my home and had my hands full. So with that and working, needless to say I was very stressed.

After talking to your staff I received a call from Ritu Godkhinde from the State Enterprise Solutions Group of Xerox State & Local Solutions. I emailed her lists of phone numbers along with the dates. I am an IT professional and told her that I believed there may be a problem with the system and that incoming calls to the 800 number may be randomly routed to my cell phone. Also it appears that my cell phone number is part of the EBT account numbers. She ran some traces and said they couldn't find anything wrong with the system. I am including copies of some emails.

It was recommended that I follow up with my cell phone provider and they suggested that I file a complaint with the FCC about nuisance calls. They followed up, but there was no resolution and frankly I didn't expect any.

I am a female Army veteran, have education in Accounting and Business Information Systems. I work as an IT consultant for a CPA firm in Wilmington. I make my living providing solutions and solving problems. As I mentioned earlier this escalation began around April. So if I was tasked with finding a solution in this case, my first question would be what changed around this period of time. Was it a change in the system, was there a change in the process, or was there a change in the design of the card.

When I am able to answer the calls, I ask the person what number they are dialing. Some of the people are confused, but not all. A person that I spoke with said she dialed the 800 number and pressed 1, and then typed her account number. She said she does this all the time and this was the first time the call came through to me. She was younger and articulate and we talked about what was happening. So when I have a conversation like this, I'm thinking the problem is in the system and is random. Some of the people are practically in tears and one elderly woman tried to give me her social security number.

The bottom line is one way or another this problem needs to be resolved. I have had this phone number for more than 15 years and will not change it. And changing my number won't solve the problem for your citizens. I'm including documentation to support this issue:

- Copies of emails
- Copies of my cell phone bills with the calls highlighted

Sincerely,



Vicki Dash-Slesinski