



## **SCID Protection Daily Report: 10/25/13**

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

- ~ 30,927 adult enrollments
- ~ 1,725 child enrollments
- ~ 372 business enrollments
- 15,596 total calls processed
- 7:41 average hold time

### **Main reasons for calls (call to CSID, Governor's Office and SCDOR):**

- **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.
- **Users do not qualify** – Users are not eligible for coverage as they were not part of the main database provided by the SCDOR.
- **Long wait times, no return calls** – Users are experiencing long wait times at the call center and have not received a call back if they left their number with Member Services.
- **General questions and eligibility questions**

### **Feedback**

#### **Positive:**

- Questions were able to be answered quickly once able to contact us or CSID, appreciate being responded to.
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#### **Negative:**

- Long wait times were frustrating/Call wait times were 30-45 minutes.
- Why are they not eligible for CSID when they were previously covered with Experian?

### **Next Steps**

- CSID will continue to process enrollments both online and in our call centers.
- CSID will continue to monitor our website traffic, call hold times, etc.
- Letters to notify out-of-state taxpayers will go out starting in the first week of November.