

From: Chrystal R. Laughlin <LaughlCR@sctax.org>
To: Veldran, KatherineKatherineVeldran@gov.sc.gov
Mayer, DougDougMayer@gov.sc.gov
CC: Milton KimpsonKimpsoM@sctax.org
Bill BlumeBill.Blume@sctax.org
Sarah KhouriKhouriS@sctax.org
Date: 10/17/2013 9:21:43 AM
Subject: Hotline Script
Attachments: CSID_SCDOR_IVRLaunchScript_101713.docx

Hi Katherine and Doug –

Attached is the hotline script that will be live on the CSID hotline number on 10/24 and includes information and instructions for the user, depending on whether they are a business or an individual taxpayer. If you have time to review, we would appreciate it. CSID has asked for this by the end of day today. It's a quick and easy read.

Thanks,
Chrystal