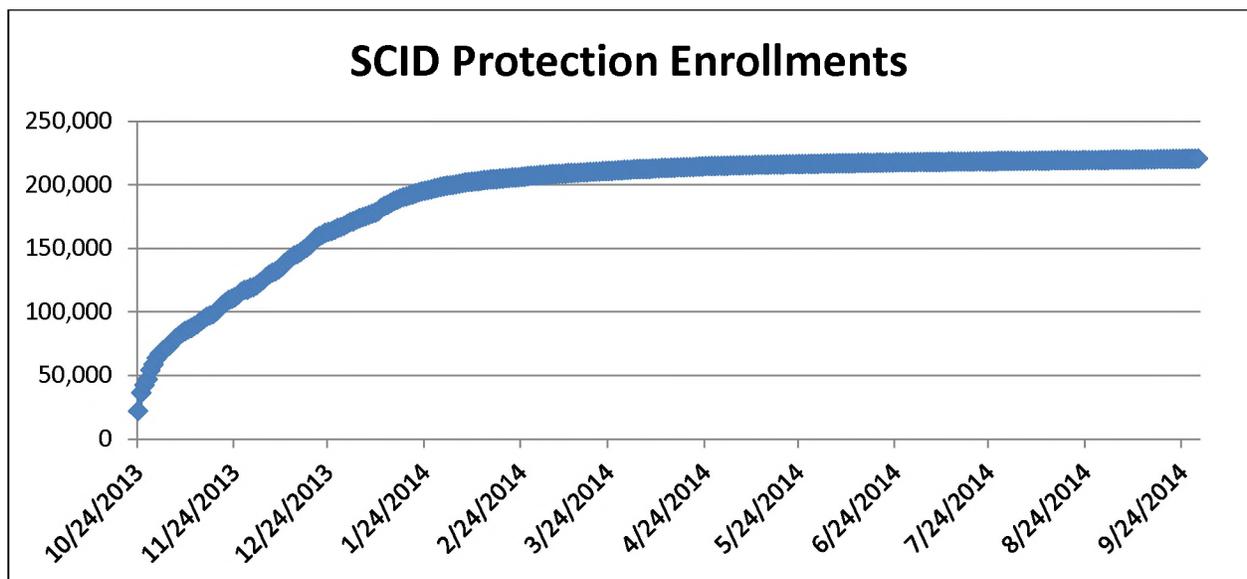




SCID Protection Weekly Report: 9/29/14

Summary of SCID Protection Enrollment

- ~ 199,391 adult enrollments
 - ~ 16,196 Offline enrollments
 - ~ 183,195 Online enrollments
 - ~ 24,925 Out-of-state enrollments
- ~ 18,608 child enrollments
- ~ 2,307 business enrollments
- 157,871 total calls processed
- 6:20 average call time
- 0:28 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:

- "We love all your features and we are both glad that we have you all."
- "You guys are doing good."
- "I appreciate you taking the time to walk me through this."

Constructive:

- "This sex offender alert is the most offensive thing I have ever received. You should change the wording on those alerts."
- "You should keep in touch with me so I remember things."

Next Steps

- CSID will reach out to currently enrolled individuals and businesses via email to notify users that their service will be extended for another year.
- 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.