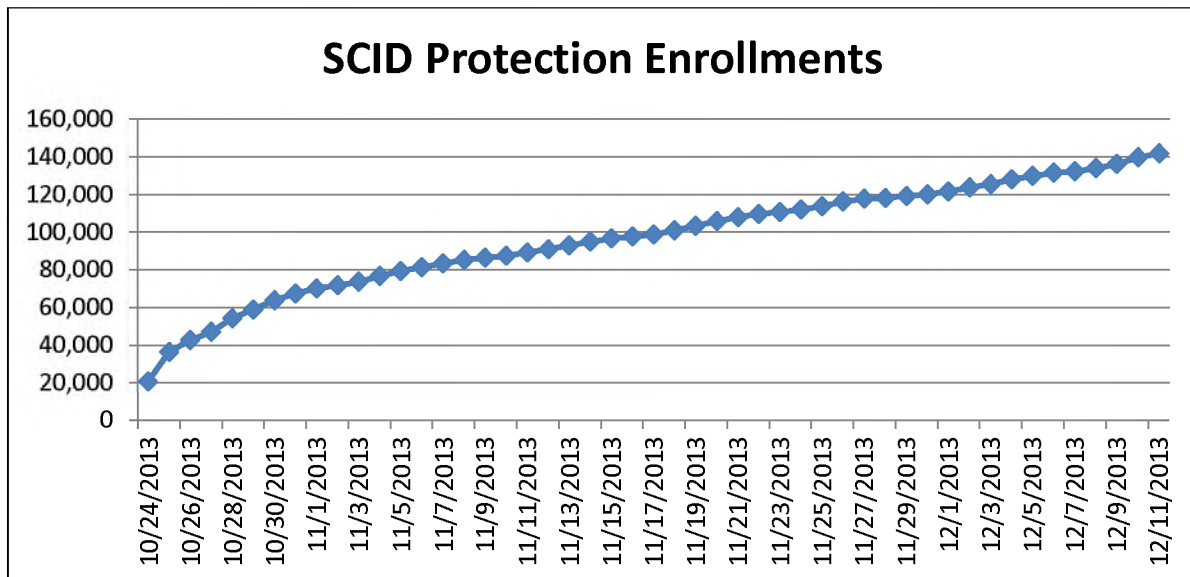




## SCID Protection Daily Report: 12/11/13

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

- ~ 129,976 adult enrollments
- ~ 10,111 child enrollments
- ~ 1,505 business enrollments
- 83,676 total calls processed
- 6:55 average call time
- 0:34 average wait time (for 12/11)



### 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.

Individuals have continued to express frustration due to being told they were not on the list and promised a call back within 72 hours but after days they have yet to receive a call.

- **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**



- **Letters** – SC Taxpayers wanted confirmation that the mailed letters were legitimate.
- **CSID Reports** – Users have expressed concerns with CSID reports that are not accurate.

### **Feedback**

#### Positive:

- “With the previous service with Experian, they would only monitor with the bureaus. They didn't monitor as in-depth as you guys, and I think the way you all do it is a good idea.”
- “Thank you, you answered my relief!”
- “The website wouldn't allow me or my husband to get in, I guess we have to try it a couple of times but you did great being overworked and all and I’m glad you got me in.”

#### Constructive:

- “Your site never lets me login.”
- “I wish I could directly talk to the state to get my PIN code.”

### **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 11/18 and print ads in market 11/20. All ads will run through the end of December.