

From: Card, Rachel
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CC: Veldran, Katherine <KatherineVeldran@gov.sc.gov>
Date: 10/25/2013 4:22:03 PM
Subject: Gov's office 5:00 PM DAILY REPORT INFO

Total Calls/Emails – 14

Main Reason for Calls:

- Eligibility questions
- Long wait times, no return call
- Problems enrolling online, error messages (may be lag from yesterday before the update)
- General questions

Feedback:

Positive: Questions were able to be answered quickly once able to contact us or CSID, appreciate being responded to.

Negative:

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

Rachel Card

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