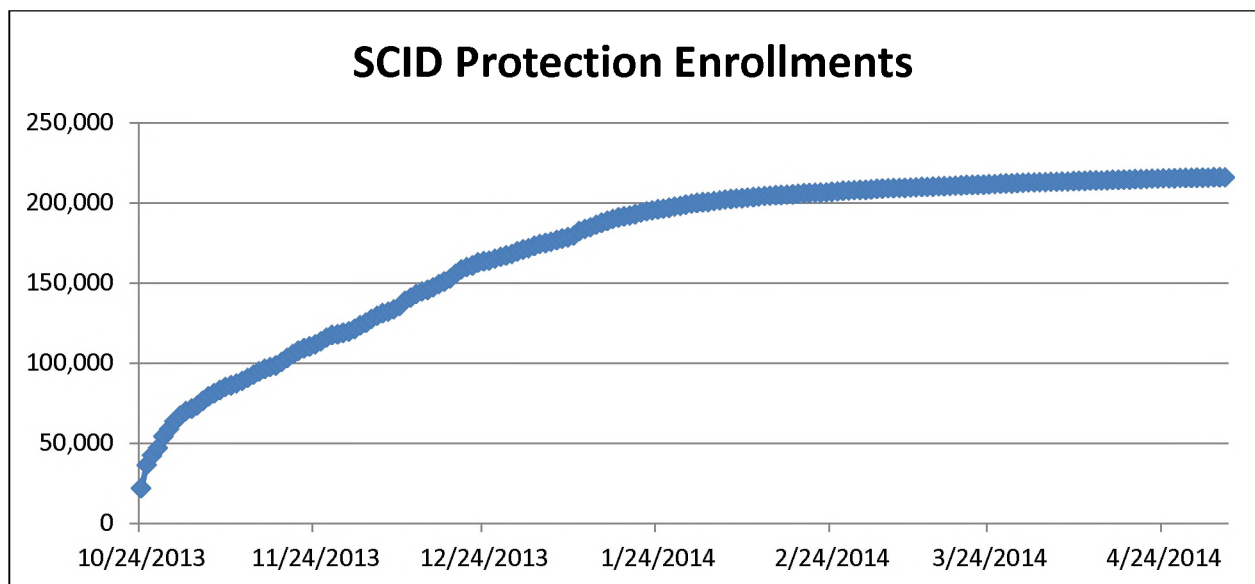




## SCID Protection Weekly Report: 5/12/14

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

- ~ 195,393 adult enrollments
  - ~ 15,522 Offline enrollments
  - ~ 179,871 Online enrollments
  - ~ 24,010 Out-of-state enrollments
- ~ 18,454 child enrollments
- ~ 2,263 business enrollments
- 146,528 total calls processed
- 6:25 average call time
- 0:07 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:

- "I love the fact that CSID not only monitors your credit and your children but all the way down to court records and sex offenders. I love your company!"
- "Thanks for assisting me with the enrollment process, went very smooth."
- "I like the sex offender alert. It helps since I have children."

#### Constructive:

- "South Carolina needs to extend this plan for another year."
- "If you have all my information why can't you send me my score and credit report instead of alerting me about my credit report?"

### **Next Steps**

- 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.