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Date: 4/7/2005 3:44:03 PM
Subject: Portal Letter Inquiries Update

I wanted to provide a quick update regarding inquiries related to the Portal/driver license records letter sent by the Budget and Control Board on Tuesday April 5th. Since that time, Jeff McCartney from SC Interactive (who's name, phone number and email address were in the letter as contact person) reports he has received only 6 phone calls and 2 emails (1600 letters were sent). No one has called or emailed to complain. Details of the calls are as follows:

Customer	Questions
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Users Investigations	Wanted additional information
They currently use a fax to obtain records. She was very excited about the change.	

Law Firm in Charleston	Wanted additional information
Provided more information on the timing, process, billing method, etc. He was fine with everything and appreciated the call back.	

Blue Cross Blue Shield	Wanted additional information
I have left a message for him	

Law Firm in Charleston	Wanted additional information
Provided more information on the timing, process, billing method, etc. He was fine with everything and appreciated the call back. He also asked about additional services, I told him that we were working with various State agencies to deliver additional applications and that we would forward information as it was available	

Law Firm in Columbia	Wanted to know if they could still fax in inquiries
I told her that I would verify with DMV and get back with her. I also took the opportunity to tell her about the online services. She was interested but wanted to wait to hear more the online services once her packet of information arrived from SCI.	

Carolina Information Services	Wanted additional information
They currently use a "runner" to go get information over the counter. She was very excited about the change.	

Department of Justice	Email concern about billing
Replied stating that DMV policy stated that they would not be billed. Since they are a government Agency	

Carolina Lenders	Email asking for additional information
They currently use a fax. Will respond with similar information as above.	

Please let me know if you have any questions. Thanks.