

From: Chrystal R. Laughlin <LaughlCR@sctax.org>
To: Mayer, DougDougMayer@gov.sc.gov
CC: Veldran, KatherineKatherineVeldran@gov.sc.gov
Date: 10/17/2013 2:51:35 PM
Subject: RE: Hotline Script

Thanks Doug!

Beginning October 24, 2013, when taxpayers call CSID at 855-880-2743 they will hear the message under "SCID Protection IVR Greeting Recording." At the end of this message, if the taxpayer is an individual taxpayer, they will press 1. After they press 1, they will hear the "Individual IVR Greeting Recording."

If the taxpayer is a business, they will press 2. After they press 2, they will hear the "Business IVR Greeting Recording."

I hope this helps!

Chrystal

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From: Mayer, Doug [mailto:DougMayer@gov.sc.gov]
Sent: Thursday, October 17, 2013 2:39 PM
To: Chrystal R. Laughlin; Veldran, Katherine
Subject: RE: Hotline Script

I don't have a problem. Veldran?

Question, can you explain what the different copy is for? When will people hear this info?

Thanks.

From: Chrystal R. Laughlin [mailto:LaughlCR@sctax.org]
Sent: Thursday, October 17, 2013 9:22 AM
To: Veldran, Katherine; Mayer, Doug
Cc: Milton Kimpson; Bill Blume; Sarah Khouri
Subject: Hotline Script

Hi Katherine and Doug –

Attached is the hotline script that will be live on the CSID hotline number on 10/24 and includes information and instructions for the user, depending on whether they are a business or an individual taxpayer. If you have time to review, we would appreciate it. CSID has asked for this by the end of day today. It's a quick and easy read.

Thanks,
Chrystal