

NEWS FROM SCDCA

South Carolina Department of Consumer Affairs



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FOR IMMEDIATE RELEASE

SCDCA BRINGS LIVE ONLINE HELP SERVICE TO THE STATE FAIR

Columbia, SC... ...The South Carolina Department of Consumer Affairs is giving consumers an opportunity to try its live online help desk “Ask Consumer Affairs” at the South Carolina State Fair this year. Consumers will receive immediate feedback to their questions from online SCDCA staff.

“Ask Consumer Affairs” began servicing consumers in November 2005. Since then, the online service has handled over 1200 conversations. The large response from consumers prompted SCDCA to make the service available at the State Fair. “This will give our consumers that have used ‘Ask Consumer Affairs’ convenient access while at the Fair, and it will allow consumers that have not used the service to try it for the first time,” said SCDCA Director of Web Services Anna Albers.

Consumers’ questions cover a range of topics, but having experts available online makes “Ask Consumer Affairs” a one-stop shop for consumers. “Consumers do not have to wait to be connected to another department or be transferred from voicemail to voicemail. All their questions can be handled with a couple clicks on our website,” said SCDCA Director of Consumer Services Donna DeMichael.

Additional staff members are present at the fair to provide further information about SCDCA. Complimentary brochures and other materials are available for all consumers. The Department is located at the State Fair in the Hampton Building at Booth 11. For more information, contact the Public Information & Education Division at 803.734.4190, toll-free at 1.800.922.1594 or online at www.sconsumer.gov.

About the South Carolina Department of Consumer Affairs:

Established by the Consumer Protection code in 1974, The South Carolina Department of Consumer Affairs represents the interests of South Carolina Consumers. Our mission is to protect consumers from inequities in the marketplace through advocacy, mediation, enforcement and education.

For more information, visit www.sconsumer.gov.
