



# NEWS FROM SCDCA

SOUTH CAROLINA DEPARTMENT OF CONSUMER AFFAIRS  
Carri Grube Lybarker, Administrator



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## FOR IMMEDIATE RELEASE

### *SCDCA Recovers Over \$30 million*

**Columbia, SC**...The South Carolina Department of Consumer Affairs (SCDCA) is releasing its fiscal year 2013 Accountability Report. This Report outlines the agency's key progress benchmarks for the previous fiscal year, July 1, 2012 - June 30, 2013. "The measurements contained in SCDCA's FY13 Accountability Report speak to the steadfastness and resolve of agency staff," said Carri Grube Lybarker, SCDCA Administrator. "It is an amazing feat to have continued to perform and excel at day to day job duties in the midst of handling the additional, unexpected workload that stemmed from the Department of Revenue breach."

Some of SCDCA's notable achievements include:

- Recovering over **\$30 million** for consumers and businesses in the form of refunds, credits and adjustments;
- Processing more than **23,000** licensing applications and filings;
- Driving nearly **71,500 miles** across the state to conduct compliance reviews and investigations;
- Receiving **46,000 calls** through SCDCA's toll free number; and
- Reaching **32,000 people** through presentations and educational initiatives.

To view SCDCA's FY13 Accountability Report, and reports from previous years, visit our website at [www.consumer.sc.gov](http://www.consumer.sc.gov).

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SCDCA aims to protect consumers from inequities in the marketplace through advocacy, complaint mediation, enforcement and education. To file a complaint or get information on consumer issues, visit [www.consumer.sc.gov](http://www.consumer.sc.gov) or call toll-free, 1.800.922.1594.

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