



# NEWS RELEASE

*For Immediate Release*

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## **SC Department of Consumer Affairs Wins National Award**

*The online Consumer Complaint Filing System recognized for increasing efficiencies and productivity*

**Columbia, S.C. – October 8, 2014 –** [The South Carolina Department of Consumer Affairs \(SCDCA\)](#) has won the [2014 Digital Government Achievement Award](#) for its [Online Consumer Complaint Filing System](#). The Center for Digital Government announced the winners, recognizing the Consumer Complaint System as best in class in the Government-to-Citizen, State Government category. The Digital Government Achievement Awards recognize outstanding agency and department websites and applications based on innovation, functionality, and efficiency.

“SCDCA and SC.Gov staff did a phenomenal job in the creation of this cutting-edge Complaint System that is exceeding all expectations of increasing efficiency and productivity,” said Carri Grube Lybarker, SCDCA Administrator.

The Online Consumer Complaint Filing System was launched to the public in January 2014 and 60 percent of consumer complaints are now submitted through the online system instead of the

manual paper process from the past. Online submissions are resolved 50 percent faster and have significantly reduced the agency's copier, office supply, and postage expenses.

After creating a Complaint System account, consumers can submit, and businesses can respond to complaints electronically. The Consumer Complaint System also functions as a public information tool, allowing consumers, media and other interested parties to search complaints on businesses of interest.

SCDCA's online Complaint System offers quick and easy submission, tracking, and searching from desktop, laptop or mobile device. **Users can:**

- Expedite the complaint process through online submissions
- Submit comments to assigned SCDCA complaint analysts
- Monitor the status of a complaint with 24/7 system access
- Research complaints

To view the new portal, visit SCDCA's website at [www.consumer.sc.gov](http://www.consumer.sc.gov).

### **About SCDCA**

The South Carolina Department of Consumer Affairs ("SCDCA"/ "Department") is the state's consumer protection agency. Established in 1974, SCDCA has more than 40 years of experience in protecting South Carolina consumers while recognizing those businesses that act honestly and fairly. The Department accomplishes its mission by: 1.) acting as an effective regulator, 2.) providing complaint mediation services that are unmatched at both state and federal levels, 3.) saving millions for both consumers and small businesses through insurance rate filing intervention, 4.) serving as an educational portal for consumers and businesses alike, and 5.) informing the public on effective ways of preventing and mitigating identity theft situations.

### **About SC.gov**

[SC.gov](http://www.SC.gov) is the official website of the state of South Carolina (<http://www.SC.gov>) and a collaborative effort between the state and [South Carolina Interactive](#) to enable the state to conduct business online and improve public access to government information. The South Carolina Budget and Control Board's Division of State Information Technology provides guidance to South Carolina Interactive who is responsible for operating, maintaining, and

marketing SC.gov. [South Carolina Interactive](#) is part of eGovernment firm NIC's (NASDAQ: [EGOV](#)) family of companies.

### **About NIC**

Founded in 1992, NIC (NASDAQ: EGOV) is the nation's leading provider of [official government websites](#), online services, and [secure payment processing solutions](#). The company's innovative [eGovernment services](#) help make government more accessible to everyone through technology. The family of NIC companies provides eGovernment solutions for more than 3,500 federal, state, and local agencies in the United States. Forbes has named NIC as one of the "100 Best Small Companies in America" five times, most recently ranked at No.11 (2013), and the company has been included three times on the Barron's 400 Index. Additional information is available at <http://www.egov.com>.