



# NEWS RELEASE

*For Immediate Release*

**Contacts:** Ken Oliphant  
SC.gov  
803-771-0131  
[ken@portal.sc.gov](mailto:ken@portal.sc.gov)

Juliana Harris  
SC Department of Consumer Affairs  
803-734-4296  
[jharris@scconsumer.gov](mailto:jharris@scconsumer.gov)

## SC Department of Consumer Affairs Launches Online Consumer Complaint System

Columbia, S.C. – January 9, 2014 – [The South Carolina Department of Consumer Affairs \(SCDCA\)](#) announces the launch of a new and improved complaint database, <https://ssl.sc.gov/DCAComplaintSystem/Login/Index.aspx>. This web-based application was built at no cost to taxpayers through a partnership between the SCDCA and [South Carolina Interactive](#), a Columbia-based subsidiary of eGovernment firm [NIC](#) (Nasdaq: EGOV).

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. “This cutting-edge Complaint System is just another example of the agency’s efforts in leveraging resources to increase efficiency and productivity,” said Carri Grube Lybarker, SCDCA Administrator.

SCDCA’s online Complaint System offers quick and easy submission, tracking, and searching.

***Users can now:***

- 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

The application incorporates responsive design, which means the application view conforms to any device – desktop, laptop and mobile devices. 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 thirty-five 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 Web site 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 state 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**

[NIC Inc.](#) (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 reduce costs and increase efficiencies for government agencies, citizens, and businesses across the country. Our popular self-funded solution allows

government to put in-demand services online without using taxpayer funds. The NIC family of companies currently provides cost-effective eGovernment solutions for more than 3,500 federal, state, and local agencies in the United States. Additional information is available at [www.egov.com](http://www.egov.com).