



NEWS FROM SCDCA

SOUTH CAROLINA DEPARTMENT OF CONSUMER AFFAIRS
Carri Grube Lybarker, Administrator



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FOR IMMEDIATE RELEASE

Over 25,000 People Assisted By SCDCA Identity Theft Outreach

Columbia, SC... Since the end of October, the South Carolina Department of Consumer Affairs (SCDCA) has reached nearly **25,000** consumers, businesses and agencies through its identity theft outreach programs.

Education, for businesses and consumers alike, is central to SCDCA's mission. Carri Grube Lybarker, Administrator of the Department, is especially pleased with her staff's response to the recent Department of Revenue breach. "I am proud of the dedication exhibited by our staff in providing valuable services to consumers and businesses alike, arming them with the information they need to minimize the effects of identity theft," said Lybarker.

Initiatives include:

- **ID Theft Act Compliance.** Just a few days prior to the breach, SCDCA hosted over **80** representatives from various state agencies for a workshop addressing their responsibilities under the Financial Identity Fraud & Identity Theft Protection Act.
- **Phone Calls.** SCDCA received over **3,500** phone calls from consumers during the first two weeks following the breach announcement, with nearly **2,600** of the calls coming into the office and phone banks during the first week alone. Calls continue at a rate of about **100-200** a week.
- **Tele-town Hall.** Nearly **20,000** South Carolinians tuned in to get information on identity theft during this forum sponsored by SCDCA and AARP.
- **Library Webinars.** SCDCA collaborated on **five** webinars with the South Carolina State Library (SCSL) and the Department of Revenue on minimizing the effects of a security breach.
- **Brochures and educational materials.** Topics of new brochures include, [*How to Place, Thaw or Lift a Security Freeze*](#), [*Consumer Alert: Special Edition*](#) and [*Minimizing the Effects of a Security Breach*](#). This ID Theft information and more is on our [website](#).

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Upcoming events include:

- **Webinar.** SCDCA and SCSL will partner for a more comprehensive webinar on **December 18th at 10:30am.** The topics include how to deter identity theft and how to read and dispute errors on a credit report. This webinar is open to libraries and individual consumers. Click on this [link](#) to register for the webinar.
- **Social Media.** Follow us on Twitter (@SCDCA) to get the most up to date information on identity theft and other pertinent consumer topics. Also, check out our YouTube channel in the coming weeks for a brand new video on this issue.

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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 or call toll-free, 1.800.922.1594.

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