



NEWS FROM SCDCA

SOUTH CAROLINA DEPARTMENT OF CONSUMER AFFAIRS
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FOR IMMEDIATE RELEASE

SCDCA's Regulatory Filings Reach 2008 Levels

Columbia, SC... The South Carolina Department of Consumer Affairs (SCDCA) is releasing its Fiscal Year 2014 Accountability Report. This report contains 70 measurements on SCDCA's activity occurring from July 1, 2013- June 30, 2014.

One of the most notable trends includes an increase in the amount of regulatory filings received. SCDCA processed nearly **27,000** licensing applications and filings, approximately **4,000** more than the year prior. This is the largest number processed since 2008.

Other important benchmarks include:

- A **40%** increase in the number of enforcement actions initiated by SCDCA;
- A **50%** increase in the amount of presentations held, reaching nearly **15,000** consumers and businesspersons;
- Implementation of a new, Online Complaint System resulting in a **60%** decrease in paper copies made and a reduction in the average complaint processing time from 45 to 25 days;
- Saving consumers and businesses more than **\$1.8 million** in credits refunds and adjustments through complaint mediation, enforcement activities and intervention in insurance rate filings;

To view the report in its entirety, visit SCDCA's website www.consumer.sc.gov, and click on News Release and Publications, then Agency Reports.

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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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