

# NEWS FROM SCDCA

SOUTH CAROLINA DEPARTMENT OF CONSUMER AFFAIRS

*Carri Grube Lybarker, Administrator*



## FOR IMMEDIATE RELEASE

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Contact: Juliana Harris, (803) 734-4296

### SCDCA Experiences Marked Increase in Public Reach in Fiscal Year 2015

COLUMBIA, S.C. – The South Carolina Department of Consumer Affairs (SCDCA) is releasing its Fiscal Year 2015 Accountability Report. This report includes measurements of efficiency and progress regarding SCDCA’s activities between July 1, 2014 and June 30, 2015.

Most notably in FY2015, SCDCA saw a **232%** increase in enforcement actions initiated, a **51%** increase in presentations delivered throughout the state and a **39%** increase in website visitors.

Other notable achievements include:

- Driving more than **83,000 miles** throughout South Carolina to perform **472** compliance reviews and investigations, increasing efficiency of reviews by **10%** as compared to the previous year;
- Processing almost **4,000** consumer complaints against businesses;
- Saving South Carolina consumers and businesses over **\$1.4 million** in refunds, credits, and adjustments from complaint mediation and enforcement activities;
- Processing over **25,000** licensing applications and filings;
- Reaching **15,800** South Carolina consumers through **95** presentations; and
- Fielding almost **20,000 calls** from SCDCA’s toll-free number;

To view SCDCA’s FY 2015 Accountability Report, and reports from previous years, visit our website at [www.consumer.sc.gov](http://www.consumer.sc.gov) and click on *News Releases and Publications*, then click *Agency Reports*.

The South Carolina Department of Consumer Affairs 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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