



# NEWS FROM SCDCA

SOUTH CAROLINA DEPARTMENT OF CONSUMER AFFAIRS  
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## FOR IMMEDIATE RELEASE

### *SCDCA Wins Three Awards for Outreach Initiatives*

**Columbia, SC...** The South Carolina Department of Consumer Affairs (SCDCA) is the proud recipient of three Awards of Merit from the International Association of Business Communicators of South Carolina (IABC-SC). IABC-SC holds the annual awards banquet for those organizations demonstrating outstanding achievement in the communications field. SCDCA received recognition for the following outreach initiatives in the categories of Government Communications Program, Customer Relations, and Publications:

- ***Online Consumer Complaint Database Launch*** – SCDCA launched a new, online complaint system on January 1, 2014. Consumers can now submit, and businesses can respond to complaints electronically. The System offers quick and easy submission, tracking, and searching of consumer complaints. Users can attach supporting documentation, submit comments to SCDCA complaint analysts and monitor a complaint status 24/7.
- ***“Having Trouble Paying Your Mortgage”*** - SCDCA produced a mortgage help publication designed with the goal of providing valuable information to South Carolina consumers facing foreclosure. The outreach campaign was conducted in partnership with the Board of Financial Institutions Consumer Finance Division (CFD) and resulted in the dissemination of more than 4,000 brochures to Masters-in-Equity offices across the Palmetto State.
- ***“Identity Theft, What You Need to Do”*** – This SCDCA publication serves as the foundation for the toolkits tailored by our Identity Theft Unit for victims. The document provides consumers with comprehensive, basic step-by-step instructions on how to mitigate the negative effects of identity theft in a direct, easy to read format.

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Consumers interested in filing a complaint, researching complaints filed against a business, or downloading a copy of “Having Trouble Paying Your Mortgage,” can visit SCDCA’s website at [www.consumer.sc.gov](http://www.consumer.sc.gov). Additionally, consumers who believe they are a victim of identity theft can complete and submit an Identity Theft Intake Form for assistance by clicking on the “*Identity Theft Resources*” tab. SCDCA staff can also be reached toll-free at 1-800-922-1594.

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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](http://www.consumer.sc.gov) or call toll-free, 1.800.922.1594.

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