

**AGENT Reminders March 9, 2023**

**General**

* The SCC greeting has been changed. When you take a call in SCC, the below greeting must be used:

*Hello Southern Consortium Call Center, this is [agent name]. May I please have your legal name, case number or SSN please? If after verifying your information, there is another name you’d prefer to be addressed by, please let me know.*