

From: [Dan Hildenbrand](#)
To: [FRIESEN Lori L * OED](#)
Cc: [Mere Work](#)
Subject: Escalation Examples
Date: Friday, February 26, 2021 10:12:36 AM
Attachments: [OED Escalation Examples.xlsx](#)

Good Morning Lori,

There are three main types of escalation that we typically see. Example 1 and 2 flow from ID.me to OED. Example 3 flows from OED to ID.me.

1. When our security team identifies someone as probably fraudulent or suspicious (ID.me sends to OED via Virtru) - I will send an email to you and whoever you identify as your fraud lead that will look into the flagged claimant.
2. When our Member Support team fails someone during the Trusted Referee step (ID.me sends to OED via Virtru) - In this instance the claimant failed the self-service flow online, they were directed to our Trusted Referee Video Chat, they failed the Trusted Referee video chat for any number of reasons (expired government issued ID, no secondary documents, etc.) - I will send an email to you and whoever else you would like. OED will follow up with that claimant.
3. When OED has a claimant that requires immediate attention (OED sends to ID.me) - this is seldom used, but if there was an Oregon claimant that was calling the Governor's Office or complaining to the press. - You will send an email to me and I will forward to our Lead Customer Service Rep.

Attached are some examples of these three escalations. At a minimum we need a name and phone number, but we typically like as much information as possible!

Please respond (when you get a chance) with the names and email addresses that I should send the escalations to (Example 1 and Example 2). I'm going to send you a test Virtru email as well so you can see the system we use.

Feel free to give me a call if you have any questions before our meeting this morning!

Thanks,
Dan

--

Dan Hildenbrand
Customer Success Manager
(c): (401) 662-8042
dan.hildenbrand@id.me

[ID.me](#) | [We're hiring!](#)



This message (including any attachments) may contain confidential and privileged information belonging to the sender, for a specific individual and purpose, and is legally privileged. If you are not the intended recipient, you should delete this message and any disclosure, copying, forwarding or distribution of this message, or the taking of any action based on it, by you is strictly prohibited.