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Subject: Possible ID.me issue
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Staff are hearing from customers that the HLP has been kicking them off the site and not accepting documents. I have asked for any additional details they can provide. Figured I'd check and see if you have or have heard of any issues on your end. Thought? Is it possible these are people just trying to get around the process? Is this something other states have seen once they start sending larger volumes? Thanks in advance.

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