

From: [CROMWELL Sara D * OED](#)
To: [Dan Hildenbrand](#)
Cc: [Mere Work](#)
Subject: RE: Oregon claimant question
Date: Friday, August 20, 2021 8:46:36 AM

Hi Dan,

Following up on the below, and our conversations a couple weeks ago, are you able to provide Oregon with information regarding why claimant [REDACTED] failed the Equifax portion of the ID.me ID verification process? Thank you,

Sara

J. S. Cromwell | UI Division Deputy Director for Benefits | **Oregon Employment Department**
Office 503-947-1388 | Cell 503-586-8762 | pronouns: she,her | sara.d.cromwell@oregon.gov

From: CROMWELL Sara D * OED <Sara.D.CROMWELL@oregon.gov>
Sent: Monday, August 16, 2021 3:25 PM
To: Dan Hildenbrand <dan.hildenbrand@id.me>
Subject: RE: Oregon claimant question

Hi Dan,

I was wondering if you'd had a chance to check into this? Thank you,

Sara

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From: CROMWELL Sara D * OED <Sara.D.CROMWELL@oregon.gov>
Sent: Wednesday, August 11, 2021 12:50 PM
To: Dan Hildenbrand <dan.hildenbrand@id.me>
Subject: Oregon claimant question

Hi Dan,

I have a follow-up about the claimant we were discussing a couple of weeks ago, [REDACTED]. My recollection is that this individual failed ID.me verification the first time (possibly a second, I'm not remembering if they completed 1 attempt and abandoned the 2nd mid-way, or completed 2 attempts), because of an Equifax check portion of the back-end ID.me verification process. I think

we'd discussed whether it was possible to find out why this individual failed the Equifax check, but I don't recall hearing back about that. Can you help me find out the reason? Thank you!

Sara

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