

From: [CROMWELL Sara D * OED](#)
To: [Dan Hildenbrand](#)
Subject: RE: Oregon claimant question
Date: Tuesday, August 24, 2021 4:34:00 PM

I'll join the zoom in just a minute! On my way!

From: Dan Hildenbrand <dan.hildenbrand@id.me>
Sent: Tuesday, August 24, 2021 4:33 PM
To: CROMWELL Sara D * OED <Sara.D.CROMWELL@oregon.gov>
Subject: Re: Oregon claimant question

Sara,

Do you want me to call you? Join the Zoom? Or you can call me at 401-662-8042!

Thanks,
Dan

On Tue, Aug 24, 2021 at 4:39 AM CROMWELL Sara D * OED
<Sara.D.CROMWELL@oregon.gov> wrote:

Perfect, thank you!

From: Dan Hildenbrand <dan.hildenbrand@id.me>
Sent: Tuesday, August 24, 2021 7:36 AM
To: CROMWELL Sara D * OED <Sara.D.CROMWELL@oregon.gov>
Cc: Mere Work <mere.work@id.me>
Subject: Re: Oregon claimant question

Hey Sara,

I sent an invite for 4:30 PM - 5:00 PM (PDT) today!

Thanks,
Dan

On Tue, Aug 24, 2021 at 4:32 AM CROMWELL Sara D * OED
<Sara.D.CROMWELL@oregon.gov> wrote:

Hi Dan,

Thanks for this, I appreciate it. I would like to connect on the phone if you have time? I'm free 12-12:30, 1-1:30, 3-4, and 4:30-5 pacific if any of those times work for you? Thank you!

Sara

From: Dan Hildenbrand <dan.hildenbrand@id.me>
Sent: Sunday, August 22, 2021 7:47 PM
To: CROMWELL Sara D * OED <Sara.D.CROMWELL@oregon.gov>

Cc: Mere Work <mere.work@id.me>
Subject: Re: Oregon claimant question

Good Evening Sara,

Apologies for the delay! After investigating, [REDACTED] failed because of a name mismatch. The name mismatch was caused by [REDACTED] First Name and Middle Name being entered into the field for "First Name" as one combined name rather than separating First Name and Middle Name. There was nothing about Gender in that failure.

Please let me know if you have more questions or if you want to connect on the phone tomorrow to discuss more.

Thanks,
Dan
401-662-8042

On Fri, Aug 20, 2021 at 5:46 AM CROMWELL Sara D * OED
<Sara.D.CROMWELL@oregon.gov> wrote:

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

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: 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

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

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Dan Hildenbrand
Customer Success Manager
dan.hildenbrand@id.me

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Dan Hildenbrand
Customer Success Manager
dan.hildenbrand@id.me

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Customer Success Manager
dan.hildenbrand@id.me

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