

From: [Dan Hildenbrand](#)
To: [VILLANI David * OED](#)
Subject: Re: Possible ID.me issue
Date: Friday, July 16, 2021 4:36:06 PM

Dave,

You too!

- Dan

On Fri, Jul 16, 2021 at 1:32 PM VILLANI David * OED <David.VILLANI@oregon.gov> wrote:

Thanks Dan, this was very helpful. Have a great weekend.

Dave

From: Dan Hildenbrand <dan.hildenbrand@id.me>
Sent: Friday, July 16, 2021 4:22 PM
To: VILLANI David * OED <David.VILLANI@oregon.gov>
Cc: Mere Work <mere.work@id.me>
Subject: Re: Possible ID.me issue

Dave,

Excellent questions! There are no reported system issues right now. The best place to monitor for system degradations is our status website. The status website can be found [HERE](#). You can also "Subscribe to Updates" so that you get a notification whenever a status changes.

In general, we recommend:

1. Any staff members that communicate with claimants either bookmark the status website or subscribe to updates
2. Ask claimants for screenshots *and / or* the error URL that they saw
3. Ask claimants for their name, email, and phone number so that we can re-play their session and see if there were any issues or identify the error they encountered

First and foremost there are definitely legitimate claimants that run into issues during the verification process. That being said, we've seen a wide variety of tactics to bypass ID.me. In our last [Threat Intel Memo](#) we highlighted an instance when a Nigerian fraudster (posing as a claimant) reached out to our CEO on Twitter asking for help.

Common Tactics to Skirt ID.me:

1. Complain to the call center in hopes of getting their claim pushed through by a state employee
2. Complain to an elected official in hopes of bringing enough negative attention toward ID.me that the state terminates the contract early
3. Complain to a local media outlet (we've had instances where a claimant is out of state, has no wages in the state that they are going through ID.me for, and they contact a local media outlet saying that ID.me is blocking them)
4. Tell the state that they verified through ID.me in hopes of the state taking their word
5. Saying that the ID.me system is broken and they really need the benefits in hopes of skipping ID.me

We want to emphasize that no legitimate users are ever blocked from verifying. If they fail to verify through our self-service flow, they will be directed to a video chat with a Trusted Referee who then verifies their identity in just a few minutes. The wait time to speak with a Trusted Referee is currently just two minutes, and has been under ten minutes for the past month or so.

Please let me know if you have any questions!

Thanks,
Dan

On Fri, Jul 16, 2021 at 12:45 PM VILLANI David * OED <David.VILLANI@oregon.gov> wrote:

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.

Dave Villani

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Dan Hildenbrand
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