

From: [VILLANI David * OED](#)
To: [Mere Work](#)
Cc: [FRIESEN Lori L * OED](#); [Geoff Dailey](#)
Subject: RE: Quote for OED
Date: Thursday, January 21, 2021 12:02:00 PM

Hi Mere, I'm looking for a bit more clarity on the multiple attempts. At OED we do see a need for individuals who would file multiple claims whether due to exhausting benefits, changing programs, or at a certain point need to re-verify their ID. If I'm reading your answers correctly, If an individual goes to the state landing page at any time after they initially complete a verification OED would not be notified. Or is it that we will be notified because of the MFA but not charged? I may have more questions but they would depend on your response. If a quick call works better, just let me know.

On an unrelated note, can I get a copy of the text currently on the landing page or at least the demo one you showed in the meeting yesterday? I hoping to have staff start working on crafting the OED specific version to include translation and would like to give them some building blocks.

Thanks Dave.

1. Forgot they already completed the ID.me process: if they see the ID.me login and sign in, they will be prompted to go through MultiFactor authentication and then...that's it. They've already verified. OED has already received their information. The licensing includes unlimited MFA, so there is no additional charge to OED for this
2. Tries multiple times to be verified: It does not matter how many times an individual tries, or the time period. ID.me only charges OED for successfully verified individuals. We do not charge on transactions--success only.