



ID.me + Oregon (OED)

Weekly Status Report

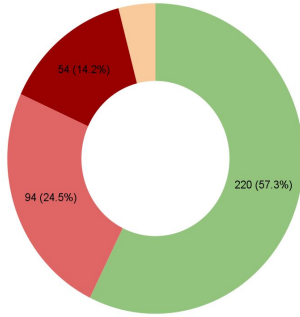
July 20, 2021

Oregon — Verification Summary | 3/8 - 7/12

As of 7/19/2021 11:59pm

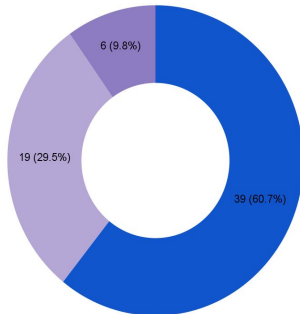
Began Verification 8+ Days Ago (3/8 - 7/12)

- Verified
- Unsuccessful
- Unsuccessful - Known Fraud
- Unsuccessful - Suspected Fraud



Verified	220
Unsuccessful	94
Unsuccessful - Known Fraud	54
Unsuccessful - Suspected Fraud	15

- Abandoned After Starting Verification
- Abandoned - Known Fraud
- Abandoned - Suspected Fraud



Abandoned After Starting Verification	39
Abandoned - Known Fraud	19
Abandoned - Suspected Fraud	6

Pass Rate for
Legitimate Claimants
8+ Days

66.7 - 70%

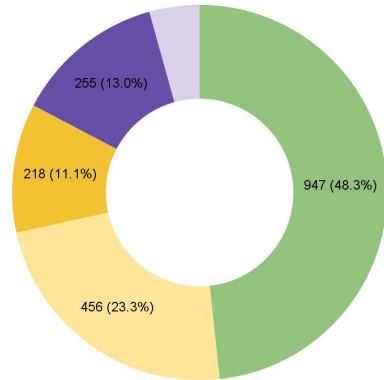
True Pass Rate

Oregon — Verification Summary | 7/13 - 7/19

As of 7/19/2021 11:59pm

Began Verification in Past 7 Days (7/13 - 7/19)

- Verified
- Processing - Did Not Attempt TR
- Processing - Did Attempt TR
- Processing - Known Fraud
- Processing - Suspected Fraud



Total Users	2,331
Abandoned After Starting Verification	370
Users - Verified & Processing:	1,961
Verified	947
Online	702
Trusted Referee	245
Processing	674
Did Not Attempt TR	456
Did Attempt TR	218
Processing - Known Fraud	255
Processing - Suspected Fraud	85

Total Anticipated Verified Users (7/13 - 7/19)

1,139

Users Verified

Anticipated based on True Pass Rate

187

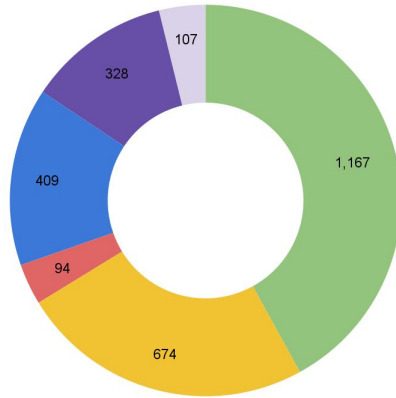
Users Verified in previous 7 Day Cohort

Oregon — Verification Summary | 3/8 - 7/19

As of 7/19/2021 11:59pm

Cumulative Data (3/8 - 7/19)

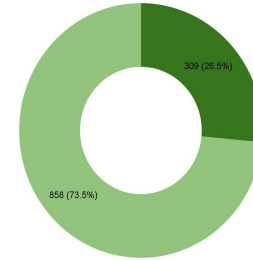
- Verified
- Processing
- Unsuccessful
- Abandoned
- Known Fraudulent
- Suspected Fraudulent



Started Verification	2,779
Verified	1,167
Processing	674
Unsuccessful	94
Abandoned	409
Known Fraudulent	328
Suspected Fraudulent	107

Verified Online vs. Trusted Referee

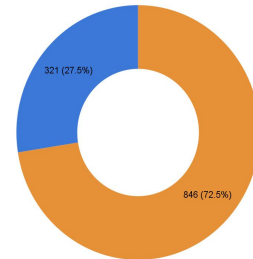
- Trusted Referee
- Online



Trusted Referee	309
Online	858

New vs. Existing Verified Users

- New Users
- Existing Users



New Users	321
Existing Users	846

ID.me Reporting Definitions

- **Abandoned After Starting Verification:** The number of users who were presented a path forward in their identity verification journey but opted not to proceed. This occurs if a user explicitly closes their web browser midway through their verification process or if the user does not complete the required step within an expected time frame which could cause their session to be timed out.
- **Abandoned – Estimated Fraud:** The estimated number of fraudulent users that abandoned the identity verification process.
- **Processing:** Users that began their verification process within the last 7 days but were initially unable to complete it via the online self-service process, and have not yet completed the Trusted Referee flow. The user has the option to retry the online-self service process or continue forward and meet with an ID.me Trusted Referee via a video call to complete their identity verification. After 7 days of inaction to move forward with their verification process, the user will be considered unsuccessful.
 - **Did Attempt TR:** Users that started their identification verification journey in the last 7 days and were initially unable to complete verification via the online self-service process and attempted to verify their identity via the Trusted Referee pathway, but have not yet succeeded.
 - **Did Not Attempt TR:** Users that started their identity verification journey in the last 7 days and were initially unable to complete verification via the online self-service process. As a result, they were presented with the option to meet with a Trusted Referee, but opted not to proceed.
- **Total Users:** The total number of unique users who attempted the verification process during the past 7 days.

ID.me Reporting Definitions Continued

- **True Success Rate:** Percentage of legitimate users attempting verification who were successfully verified. Includes only legitimate users, not attempts from fraudulent users.
- **Trusted Referee:** A trained and certified US-based ID.me employee who is able to assist users by inspecting their documents as part of an assisted identity verification process via a recorded video call.
- **Unsuccessful:** Users that began the verification process 8+ days ago and have not been able to complete identity verification via the online self-serve process. These users opted to neither retry the online process, nor join a video call with an ID.me Trusted Referee to complete identity verification. A user who is classified as unsuccessful based on these criteria does have a path forward if they return and complete identity verification either via the online, self-service or video-based methods.
- **Unsuccessful – Estimated Fraud:** The estimated number of users associated with fraud that were blocked by ID.me.
- **Users - Verified & Processing:** The total number of unique users who have elected to participate in the identity verification process within the last 7 days and did not abandon. Includes users who verified successfully and those who are still processing.
- **Verified:** Users who successfully verify their identity through the online self-serve flow or via a Trusted Referee. This includes users who are verifying for the first time at this integration, as well as users (ID.me members) who have been previously verified at this policy level at other nodes of the ID.me network. A successful verification provides a high degree of certainty that a person is who they claim to be.
 - **Online:** Users who successfully verified using ID.me's self-serve identity verification flow.
 - **Trusted Referee:** Users who successfully verified via the Trusted Referee pathway. Users who are unsuccessful in their online self-serve identity verification attempt are presented with the option to interact with an ID.me Trusted Referee.