
TO: Paul Demakis, Deputy Chief Counsel & Keeper of the Records, MA DUA
FROM: Ryan Schwartzberg, Director of Customer Success, ID.me, Inc.
SUBJECT: MA DUA Public Records Request Response Memo
DATE: September 17, 2021

Overview

This memorandum responds to the request from the Massachusetts Department of Unemployment Assistance (MA DUA) to provide information in response to a public records request from the Massachusetts ACLU, specifically question 16. On March 5, 2021, MA DUA and ID.me partnered to provide identity verification for blocked Unemployment Insurance (UI) claimants. The goal was to automate verification for a large portion of legitimate applicants, reduce fraud, and thereby enable MA DUA to process claims more efficiently and to free up resources to help claimants. From the start of the partnership on March 5, 2021 until September 15, 2021, ID.me is proud to have been able to verify 86.8% - 90.9% of legitimate MA claimants attempting verification.

ID.me holds the position that documents or data in the possession of ID.me do not constitute public records as defined by the Massachusetts Public Records Law, and there is nothing in either the Public Records Law, or the contract between ID.me and the Commonwealth of Massachusetts that requires ID.me to create or provide any documents in response to a public records request addressed to the Commonwealth. Notwithstanding ID.me's position on the law and contract, in the interest of maintaining a positive contractual relationship with the Commonwealth, and without waiving any rights under the contract or any applicable law, ID.me provides the following information based on data ID.me keeps in the normal course of business. All data shared below covers the period from the start of our partnership on March 5, 2021 through September 15, 2021.

Provide Statistics Pertaining to

- 16d. the number of claimants who used ID.me;
- 48,461 individuals from MA DUA have started the verification process.
- 16e. the number of claimants who successfully verified their identification via ID.me through its self-verification process without the assistance of a Trusted Referee;
- 30,536 individuals successfully verified their identity via ID.me's self-serve verification process.
- 16f. the number of claimants who did not successfully verify their identification via ID.me through its self-verification process and verified their identification through the assistance of a Trusted Referee;
- 5,298 individuals verified their identity with the assistance of a Trusted Referee.
- 16g. the number of claimants who did not successfully verify their identification with ID.me;
- Net of suspected and estimated fraud, 3,523 individuals from MA have been unsuccessful at verifying their identity. 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.

16i. any statistics on wait times for Trusted Referee calls;

- The table below details the number of individuals from MA DUA completing the verification process through a trusted referee video call and the median wait times in minutes by month since the beginning of our partnership.

Month	TR Verifications	Median TR Wait Time (Min)
3/2021	1,201	133
4/2021	622	255
5/2021	614	156
6/2021	665	30
7/2021	660	1
8/2021	1,199	2
9/2021	337	3