

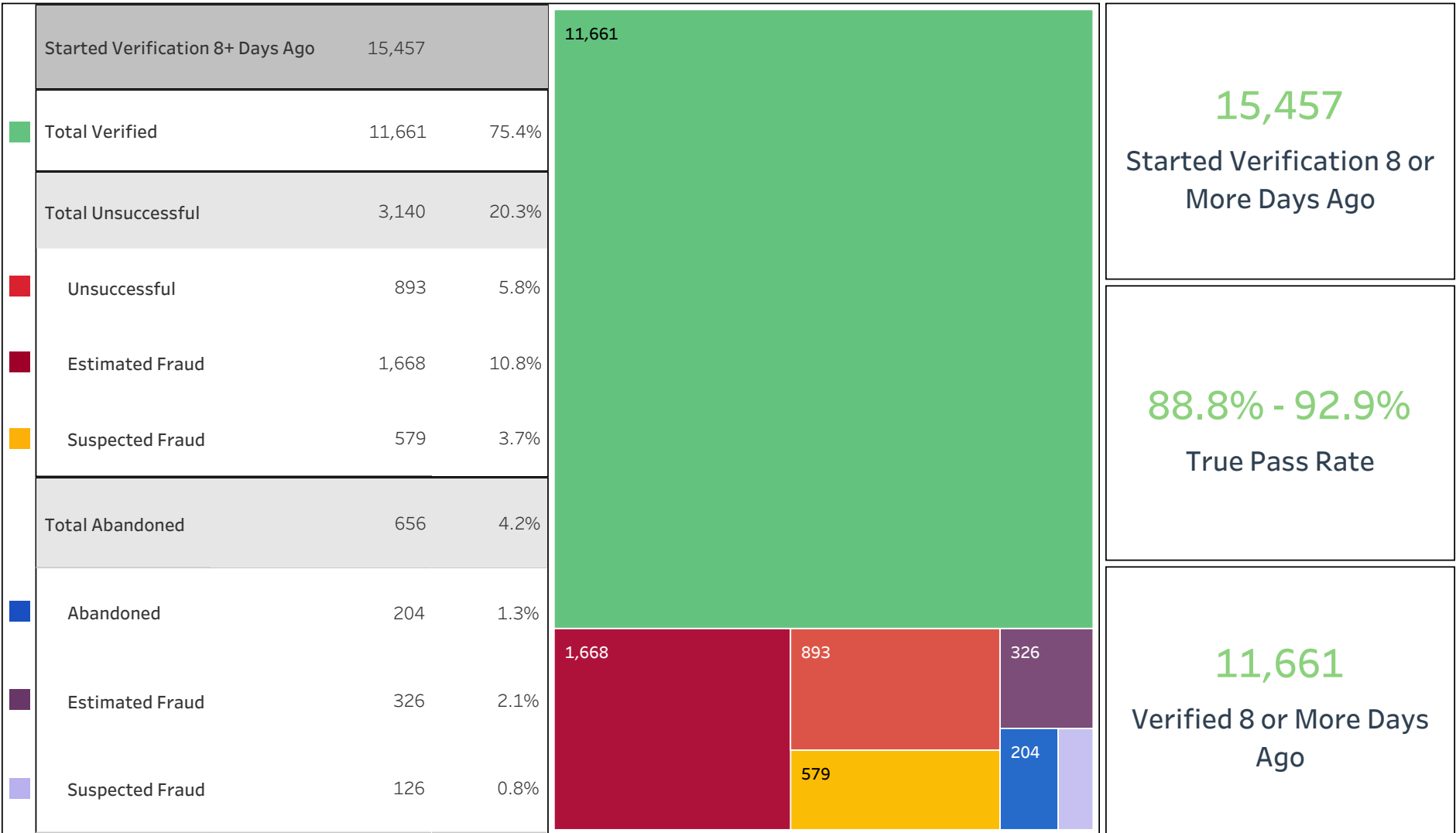


# Maine DOL

As of 11:59 pm 4/17/2022



## Began Verification 8 or More Days Ago (4/6/2021 - 4/10/2022)



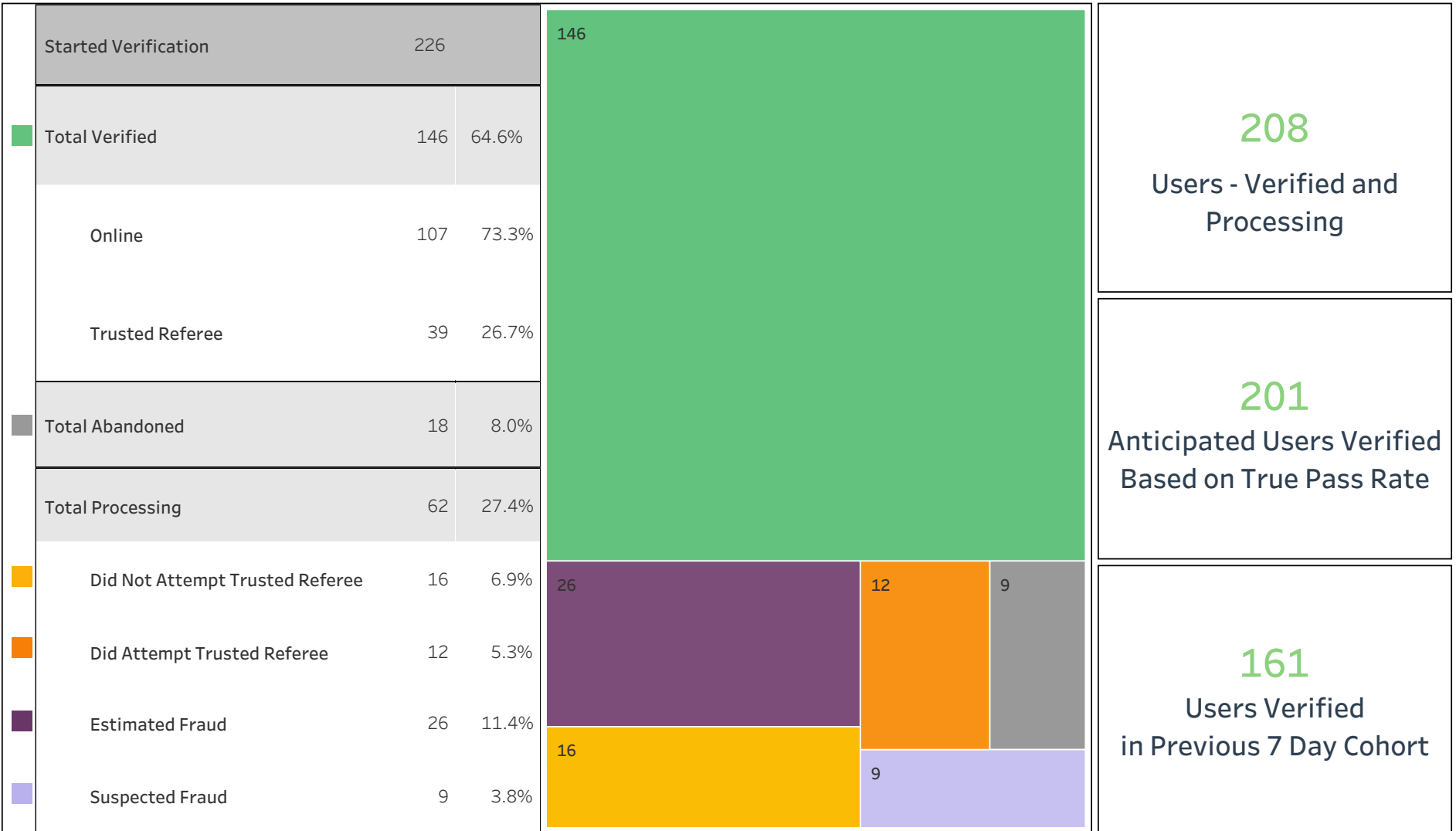


# Maine DOL

As of 11:59 pm 4/17/2022



## Began Verification in Past 7 Days (4/11/2022/ - 4/17/2022)



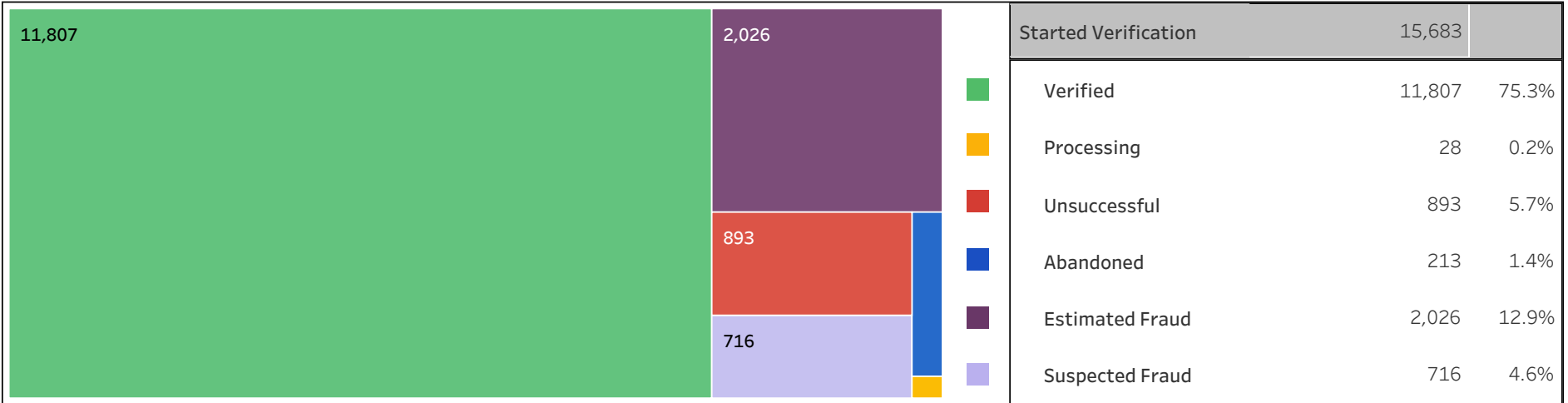


# Maine DOL

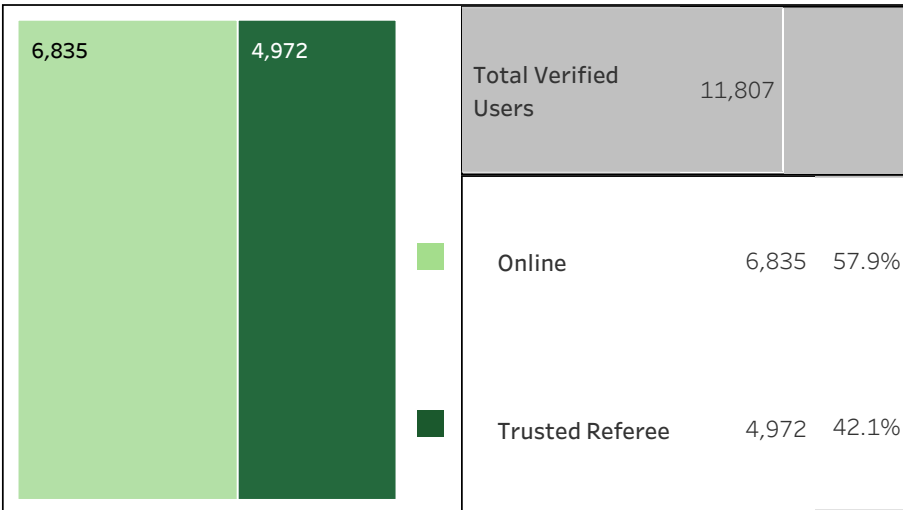
As of 11:59 pm 4/17/2022



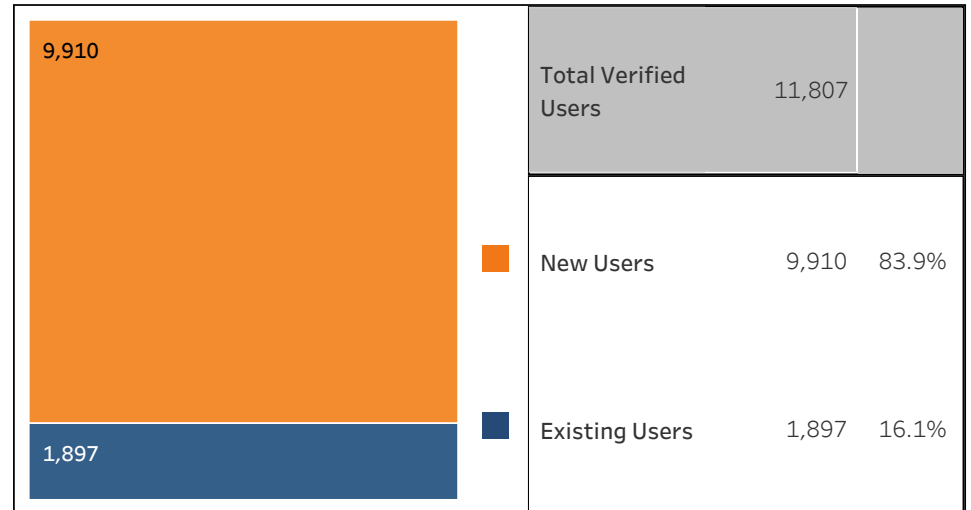
## Cumulative Data ( 4/6/2021 - 4/17/2022 )



## Verified Online Vs. With Trusted Referee



## New vs. Existing Verified Users



## Definitions

8+ Days Ago	<b>Abandoned</b>	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. This number does not include the estimated number of fraudulent users who abandon the identity proofing process.
	<b>Abandoned - Estimated Fraud</b>	The estimated number of fraudulent users that began verification 8 or more days ago that abandoned the verification process. Calculated based on the Security team's monitoring of social engineering, synthetic identity theft, and other fraudulent activity.
	<b>Abandoned - Suspected Fraud</b>	Estimated additional fraudulent users that began verification 8 or more days ago that abandoned the verification process. This number is calculated based on ID.me's Security and Data Analytics teams' monitoring of social engineering, synthetic identity theft, and other fraudulent activity across state / federal partners.
	<b>Started Verification 8+ Days Ago</b>	Users who began the identity verification process 8 or more days ago by selecting a verification method (i.e., selected Driver's License, Passport, or Passport Card).
	<b>Total Abandoned</b>	The total number of users that started verification 8 or more days ago 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.
	<b>Total Unsuccessful</b>	The total number of users that began the verification process 8+ days ago that have not been able to complete identity verification. These users opted to neither retry the online process, nor join a video call with an ID.me Trusted Referee to complete identity verification. This number is inclusive of the subset of users that were unsuccessful due to being fraudulent.
	<b>Total Verified</b>	Users who successfully verified their identity through the unsupervised (online self-serve) flow or the Virtual In-Person flow via a Trusted Referee who began verification 8 or more days from the current date.
	<b>True Pass Rate</b>	The percentage of legitimate users attempting verification who were successfully verified. Includes only legitimate users, not attempts from fraudulent users.
	<b>Unsuccessful</b>	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. This number does not include the estimated number of fraudulent users who were unsuccessful in verifying.
	<b>Unsuccessful - Estimated Fraud</b>	The estimated number of fraudulent users that began verification 8 or more days ago and were unsuccessful in the verification process.
	<b>Unsuccessful - Suspected Fraud</b>	Estimated additional fraudulent users that began verification 8 or more days ago that ID.me is blocking from completing identity verification. This number is calculated based on ID.me's Security and Data Analytics teams' monitoring of social engineering, synthetic identity theft, and other fraudulent activity across state / federal partners.
		<b>Verified 8 or More Days Ago</b>
Past 7 Days	<b>Anticipated Users Verified Based on True Pass Rate</b>	The portion number of users that began verification in the past 7 days that are estimated to be successfully verified based off of the current True Pass Rate.
	<b>Processing - Did Attempt Trusted Referee</b>	Users that started the identification verification process 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.
	<b>Processing - Did Not Attempt Trusted Referee</b>	Users that started the identity verification process 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.
	<b>Processing - Estimated Fraud</b>	The estimated number of fraudulent users that began verification within the past 7 days and were initially unable to complete verification. Calculated based on the Security team's monitoring of social engineering, synthetic identity theft, and other fraudulent activity.
	<b>Processing - Suspected Fraud</b>	Estimated additional fraudulent users that began verification within the past 7 days that ID.me is blocking from completing identity verification. This number is calculated based on ID.me's Security and Data Analytics teams' monitoring of social engineering, synthetic identity theft, and other fraudulent activity across state / federal partners.
	<b>Started Verification Within Past 7 Days</b>	Users who began the identity verification process within the past 7 days by selecting a verification method (i.e., selected Driver's License, Passport, or Passport Card).
	<b>Total Abandoned</b>	The total number of users that started verification within the past 7 days 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.
	<b>Total Processing</b>	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.
	<b>Total Verified</b>	Users who successfully verified their identity through the unsupervised (online self-serve) flow or the Virtual In-Person flow via a Trusted Referee who began verification within the past 7 days.
	<b>Users - Verified and Processing</b>	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.
	<b>Users Verified in Previous 7 Day Cohort</b>	The number of users that began verification 8-14 days ago that were successfully verified.
		<b>Verified - Online</b>
	<b>Verified - Trusted Referee</b>	Users that began verification within the past 7 days 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.

## Definitions

Cumulative	<b>Abandoned</b>	The total 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.
	<b>Estimated Fraud</b>	The estimated number of fraudulent users that are unsuccessful in the verification process. Calculated based on the Security team's monitoring of social engineering, synthetic identity theft, and other fraudulent activity.
	<b>Existing Users</b>	Users who successfully verified their identity who had pre-existing ID.me accounts.
	<b>New Users</b>	Users who successfully verified their identity who are new to ID.me
	<b>Online</b>	Users who successfully verified using ID.me's self-serve identity verification flow.
	<b>Processing</b>	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.
	<b>Started Verification 8+ Days Ago</b>	The total number of users who began the identity verification process by selecting a verification method (i.e. selected Driver's License, Passport, or Passport Card).
	<b>Suspected Fraud</b>	Estimated additional fraudulent users that ID.me is blocking from completing identity verification. This number is calculated based on ID.me's Security and Data Analytics teams' monitoring of social engineering, synthetic identity theft, and other fraudulent activity across state / federal partners.
	<b>Total Verified Users</b>	Users who successfully verified their identity through the unsupervised (online self-serve) flow or the Virtual In-Person flow via a Trusted Referee who began verification 8 or more days from the current date.
	<b>Trusted Referee</b>	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.
	<b>Unsuccessful</b>	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. This number does not include the estimated number of fraudulent users who were unsuccessful in verifying.
	<b>Verified</b>	Users who successfully verified their identity through the unsupervised (online self-serve) flow or the Virtual In-Person flow via a Trusted Referee.