

March 4, 2025

Byron Tau 1100 13th Street NW Suite 500 Washington, DC 20005 (via e-mail only to: btau@ap.org)

Re: Request for records

Request Number: 2025-UID-00139

Dear Byron Tau:

The Department of Labor & Industry is in receipt of your record request, dated January 23, 2025.

The Department understands you are requesting the following documents:

- the master services agreement, contract, or other procurement instrument governing the relationship between ID.me and Montana Department of Labor & Industry.
- any emails with the following terms: "deep fake," "deepfake" "synthetic identity.

After searching email inboxes of investigative personnel, the Department has located emails responsive to your request and I have attached them, along with the requested documents from the id.me contract.

Please contact me if you have any questions.

Sincerely,

/s/ Jennifer Stallkamp
Jennifer Stallkamp
Agency Counsel

From: **LexisNexis Risk Solutions** To: jamryan@mt.gov Subject: [EXTERNAL] [ALERT] State DMV Population Risk Analysis Reveals Insights Date: Wednesday, March 6, 2024 9:00:47 AM View in the browser [app.solutions.lexisnexis.com] Tip Sheet Government [risk.lexisnexis.com] SIU DMV Article [risk.lexisnexis.com] In a 2023 review of one state's DMV data, the LexisNexis® Risk Solutions Special Investigations Unit (SIU) identified several areas of risk that many DMVs are likely to encounter. The team identified numerous deceased, incarcerated, duplicate, stolen, and synthetic identities. Noteworthy was the team's ability to identify indications of an insider threat at one particular DMV. This situation remains problematic as driver's licenses are typically used to obtain other government documents, as well as to purchase property, obtain credit, or file for other government benefits. DMVs aren't the only organizations encountering stolen or synthetic identities. Download our tip sheet to learn how the SIU can perform a population risk analysis on identity data for your agency. READ TIP SHEET [risk.lexisnexis.com] Sincerely, LexisNexis® Risk Solutions

[app.solutions.lexisnexis.com]

This is a LexisNexis[®] Risk Solutions promotional email intended for jamryan@mt.gov.

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From: <u>Jason Herrin</u>

To: amanda.lay@mt.gov; brbeardslee@mt.gov; george.smith@mt.gov; jamryan@mt.gov; jbertrand@mt.gov;

jeannie.keller@mt.gov; kcoleman2@mt.gov; kristi.jensen@mt.gov; mschmolke@mt.gov; rbawden@mt.gov;

sysundsted@mt.gov

Cc: <u>Doug Howard</u>

Subject: [EXTERNAL] ID.me | Montana DLI Monthly Sync - December

Date:Wednesday, December 4, 2024 11:05:45 AMAttachments:ID.me Executive Intelligence Update - 11.21.24.pdfID.me MT DLI - Monthly Sync - Dec 2024.pdf

Hi Montana DLI Team,

I appreciate you joining our monthly sync today. I just wanted to send over a recap for your reference.

•

SFTP File and Web Connection:

D.me [id.me]'s SFTP connection to Montana appears inactive since the state transitioned to a web connection in September 2023.

 Montana confirmed they do not plan to maintain an SFTP process unless required for backup.

Montana suggested the legacy SFTP configuration might still be listed internally but is no longer in use.

ID.me [id.me] Google Cloud Migration:

No reported impact to Montana users during the migration.

ID.me [id.me] confirmed the slowdown lasted 6-8 hours and has been resolved.

Seasonal Unemployment Trends:

Montana sees peak unemployment filings in January due to weather-

driven layoffs, seasonal work cycles, and the quarter change.

November filings included an influx of supervised claims, potentially influenced by a Stillwater monitor review.

Customer Support Portal Rollout:

- ID.me [id.me] introduced a new support portal dedicated to partner agencies.
- The portal will handle escalations, suspected fraud cases, and technical issues more efficiently.
- Partners can continue reaching out to their Customer Success Manager or use the new portal.

Fraud Trends and Monitoring:

- We shared a report highlighting emerging fraud tactics using Al-driven tools like deep fakes (e.g., SwapFace).
- Fraud rates in Montana remain low, but we recommend being aware of these technologies as they become more widespread.

Current Projects:

Montana's cloud migration remains on track for Q2 2025, with testing phases anticipated to start in March 2025

I have attached the slide deck as well as the fraud report that we covered. Let me know if you have any questions. Have a great week and holiday season!

Thank you,

--

Jason Herrin Customer Success Manager

(c): (801) 592-1382 jason.herrin@id.me

ID.me [id.me] | We're hiring! [boards.greenhouse.io]



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From: LexisNexis Risk Solutions
To: jamyan@mt.gov
Subject: [EXTERNAL] NEW REPORT | Discover the Global State of Fraud and Identity
Date: Thursday, January 9, 2025 12:00:53 PM

View in the browser [app.solutions.lexisnexis.com]

Global State of Fraud and Identity Report

Global State of Fraud and Identity Report

[risk.lexisnexis.com]

Trust is the lifeblood of our increasingly digitized world.

When **misinformation**, **fake news**, **deepfakes**, **phishing and other threats** erode constituent confidence, it impacts agencies and organizations. Fortunately, **government agencies and business institutions are rising to this challenge** by finding ways to work together to thwart these threats.

No agency or organization has a complete view of **constituent activities or of fraud tactics**. That's why **collaborative intelligence** is so critical. The **broader and deeper a collaborative network**, the better member organizations can tell **legitimate citizens apart from sophisticated fraud attacks**. Working together enables intelligence sharing, both to help **improve experiences** for trusted constituents and to **detect more risky or fraudulent** activity.

The LexisNexis® Risk Solutions Global State of Fraud and Identity Report discusses emerging trends in several key regions across the world, including **key pain points and opportunities** related to fraud risk management, with a special section tailored for government.

Download our report today and learn how **identity and risk insights** — spanning physical, digital, and behavioral intelligence — **can create effective Al-powered analytics** that help protect your constituents and customers worldwide.

Download Report [risk.lexisnexis.com]

Sincerely,

LexisNexis® Risk Solutions





[app.solutions.lexisnexis.com]



[app.solutions.lexisnexis.com]

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Please contact me if you have any questions.

Sincerely,

/s/ Jennifer Stallkamp
Jennifer Stallkamp
Agency Counsel



Federal tax ID: 22-3009648 290 Davidson Ave. Somerset, NJ 08873 Phone: 888-235-3871 Fax: 732-805-9669 Please remit payment to: SHI International Corp P.O. Box 952121 Dallas, TX 75395-2121 Wire information: Wells Fargo Bank Wire Rt#

Wire Rt#
ACH Rt#
Account
SWIFT Code: WFBIUS6S
For W-9 Form, www.shi.com/W9

Invoice No.

Invoice date 11/2 Customer number 101 Sales order S52

11/24/2020 1013953 S52801754

B12639341

Finance charge of 1.5% per month will be charged on past due accounts - 18%/yr.
All returns require an RMA# supplied by your SHI Sales team.

Bill To MT DEPT OF LABOR & INDUSTRY 2550 Prospect Avenue Accounts Payable Helena, MT 59601 USA Ship To MT DEPT OF LABOR & INDUSTRY 2550 Prospect Avenue Accounts Payable Helena, MT 59601 USA DLI2100008-POA#1

Ship Date	Ship Date Salesperson		Purchase Order	Ship Via		FOB	Terms	
11/24/2020	11/24/2020 David Barcroft DLI2100008-POA#1		DLI2100008-POA#1	ESD		FOB DEST	NET 30	
Item No. Mfg Part No.		Description		Qty Ordered	Qty Shippe	Unit ed Price	Extended Price	
41137463 IDME-LOA3I-0008 Optl upd via downld ID.me, Inc.		SupportId Multiple p Software Contract r Sub Contr Maintenar	roofing LOA 3 CSP & TM with entity Proofi platforms English Optl upd via downld number: ADSPO16-130651 ract: MT-ADSPO16-130651 race From date: 11/16/2020 race To date: 11/15/2021	30000	30000	3.66	109,800.00	

Quote: 19601083

USD
109,800.00
0.00
0.00
0.00
109,800.00





STATE OF MONTANA PURCHASE ORDER

Date:	10/14/2020	P.O. Number:	DLI2100008		
P.O. Title:	Identity Proofing Software				
	BILL TO/SHIP TO	DINFORMATION			
		Ship To: Same			
	regarding this purchase, including ons, should be directed to Stevie	Delivery: 30 DAYS ARO			
	VENDOR INI	FORMATION			
Vendor: SHI International 290 Davidson Ave. Somerset, NJ 08873		Vendor Phone: 732-652-7441			
		Vendor Email: Theadora Hayes@shi.com			
Vendor Con	tact: Theadora Hayes	Federal ID #:	22-3009648		
P.O. Total: S	\$18,300.00	P.O. Terms:	Net 30 Days		
Docusigned by: Nancy John	S		10/14/2020 1:40:59 PM MDT		
Nancy Jones	s, Bureau Chief		Date:		

SPECIFICATIONS AND PRICING

Pricing, terms, and Conditions per State Term Contract #NVP_ADSP016-130651. SHI Quote #19543126

Product	Qty	Cost	Total
Identity Proofing LOA 3 CSP & TM Support ID.ME, Inc. Part # IDME-LOA3I			
	5000	3.66	\$18,300.00

Total \$18,300.00

STANDARD TERMS & CONDITIONS

ACCESS AND RETENTION OF RECORDS: Contractor agrees to provide the department, Legislative Auditor, or their authorized agents, access to any records necessary to determine contract compliance. (Section 18-1-118, MCA). Contractor agrees to create and retain records supporting the services rendered or supplies delivered for a period of eight years after either the completion date of the contract or the conclusion of any claim, litigation, or exception relating to the contract taken by the State of Montana or third party.

ASSIGNMENT, TRANSFER AND SUBCONTRACTING: Contractor shall not assign, transfer or subcontract any portion of the contract without the express written consent of the department. (Section 18-4-141, MCA.)

COMPLIANCE WITH LAWS: Contractor shall, in performance of work under this contract, fully comply with all applicable federal, state, or local laws, rules, and regulations, including but not limited to, the Montana Human Rights Act, the Equal Pay Act of 1963, the Civil Rights Act of 1964, the Age Discrimination Act of 1975, the Americans with Disabilities Act of 1990, and Section 504 of the Rehabilitation Act of 1973. The Contractor is the employer for the purpose of providing healthcare benefits and paying any applicable penalties, fees and taxes under the Patient Protection and Affordable Care Act [P.I. 111-148, 124 Stat. 119]. Any subletting or subcontracting by Contractor subjects subcontractors to the same provisions. In accordance with 49-3-207, MCA, Contractor agrees that the hiring of persons to perform this contract will be made on the basis of merit and qualifications and there will be no discrimination based upon race, color, religion, creed, political ideas, sex, age, marital status, physical or mental disability, or national origin by the persons performing this contract.

CONFORMANCE WITH CONTRACT: No alteration of the terms, conditions, delivery, price, quality, quantities, or specifications of the contract shall be granted without the State Procurement Bureau's prior written consent. Product or services provided that do not conform to the contract terms, conditions, and specifications may be rejected and returned at Contractor's expense.

DEBARMENT: Contractor certifies, by submitting this bid, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction (contract) by any governmental department or agency. If Contractor cannot certify this statement, attach a written explanation for review by the State.

DISABILITY ACCOMMODATIONS: The State does not discriminate on the basis of disability in admission to, access to, or operations of its programs, services, or activities. Individuals who need aids, alternative document formats, or services for effective communications or other disability related accommodations in the programs and services offered are invited to make their needs and preferences known to this office. Interested parties should provide as much advance notice as possible.

FAILURE TO HONOR BID/PROPOSAL: If a bidder to whom a contract is awarded refuses to accept the award (PO/contract) or fails to deliver in accordance with the contract terms and conditions, the department may, in its discretion, suspend the bidder for a period of time from entering into any contracts with the State of Montana.

FORCE MAJEURE: Neither party is responsible for failure to fulfill its obligations due to causes beyond its reasonable control, including without limitation, acts or omissions of government or military authority, acts of God, materials shortages, transportation delays, fires, floods, labor disturbances, riots, wars, terrorist acts, or any other causes, directly or indirectly beyond the reasonable control of the nonperforming party, so long as such party uses its best efforts to remedy such failure or delays. A party affected by a force majeure condition shall provide written notice to the other party within a reasonable time of the onset of the condition. In no event, however, shall the notice be provided later than five working days after the onset. If the notice is not provided within the five-day period, then a party may not claim a force majeure event. A force majeure condition suspends a party's obligations under this contract, unless the parties mutually agree that the obligation need not be performed because of the condition.

PAYMENT TERM: All payment terms will be computed from the date of delivery of supplies or services OR receipt of a properly executed invoice, whichever is later. Unless otherwise noted in the solicitation document, the State is allowed 30 days to pay such invoices. All contractors will be required to provide banking information at the time of contract execution in order to facilitate State electronic funds transfer payments.

REDUCTION OF FUNDING: The State must terminate this contract if funds are not appropriated or otherwise made available to support the State's continuation of performance in a subsequent fiscal period. (See section 18-4-313(4), MCA.)

REFERENCE TO CONTRACT: The contract or purchase order number MUST appear on all invoices, packing lists, packages, and correspondence pertaining to the contract.

SHIPPING: Supplies shall be shipped prepaid, F.O.B. Destination, unless the contract specifies otherwise.

TAX EXEMPTION: State of Montana is exempt from Federal Excise Taxes (#81-0302402) except as otherwise provided in the federal Patient Protection and Affordable Care Act [P.I. 111-148, 124 Stat. 119].

TERMINATION OF CONTRACT: Unless otherwise stated, the State may, by written notice to Contractor, terminate the contract in whole or in part at any time Contractor fails to perform the contract.

U.S. FUNDS: All prices and payments must be in U.S. dollars.

VENUE: This solicitation is governed by the laws of Montana. The parties agree that any litigation concerning this bid, request for proposal, limited solicitation, or subsequent contract, must be brought in the First Judicial District in and for the County of Lewis and Clark, State of Montana, and each party shall pay its own costs and attorney fees. (Section 18-1-401, MCA.)



Serial: IS124 **Date**: 11/21/2024 **TLP**: AMBER

ID.me Executive Intelligence Report

The information presented in this report may originate from encrypted messaging services, deep and dark web forums, social media, and other sources obtained through advanced open-source intelligence (OSINT) methods.

Summary

The TIC gathered recent spoofing attempts aimed at defeating the liveness step in ID.me's verification flow. Additionally, threat actors have been identified targeting Tennessee's Department of Labor and Workforce Development, highlighting that ID.me is not required to apply for benefits.

Liveness Spoof Attempts

The TIC has compiled recent instances of bypass attempts targeting the liveness verification step of our verification flow. The attempts include digital injection attacks, and all were detected by our fraud controls.

Figure 1 shows a digital injection attack by a threat actor attempting to pass liveness. The threat actor used the Iruin Webcam app to inject deepfake images into the webcam stream. Iruin Webcam allows users to replace the webcam feed of their computer with a feed from an android phone.¹







¹ https://play.google.com/store/apps/details?id=com.jacksoftw.webcam&hl=en_US

Figure 2 shows additional unsuccessful digital injection attacks targeting liveness. The threat actor behind this attack used a tool known as "Swapface" to create multiple deepfake images, before injecting them into the webcam feed using a virtual camera app. Swapface describes their app as an "Easy to use AI face swap" tool, and can be used to create both images and videos.²



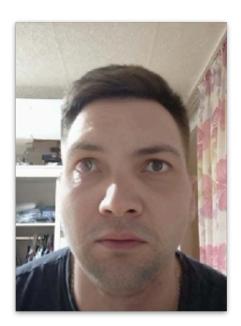


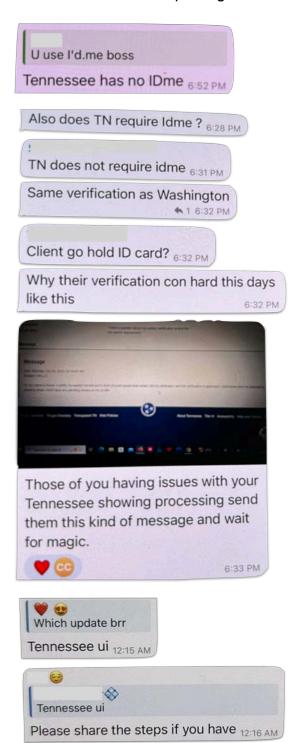
Figure 2

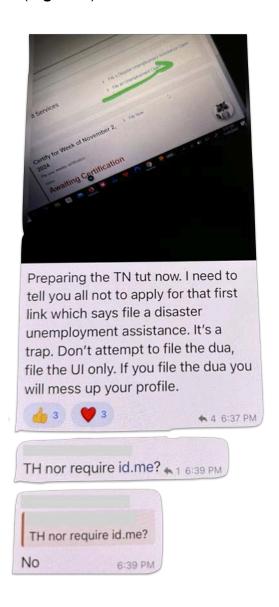
² https://www.swapface.org



Threat Actors Target Tennessee Unemployment Insurance

Threat actors in various fraud groups have recently been identified targeting Tennessee's Department of Labor and Workforce Development with posts highlighting that Tennessee does not require ID.me. Fraudsters have been observed requesting detailed tutorials for exploiting these vulnerabilities (**Figure 3**).



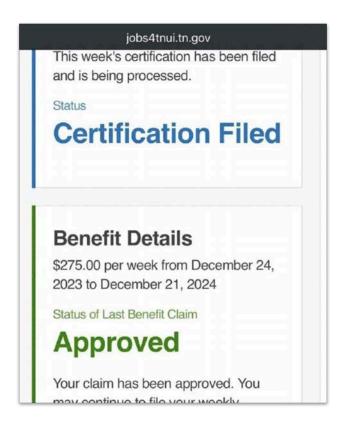


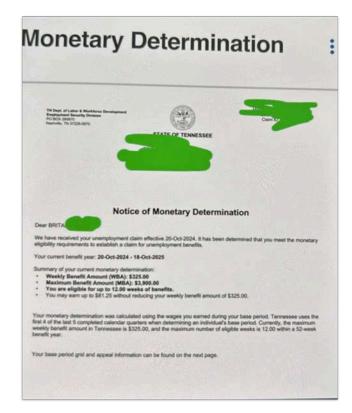
Anybody with Tennessee tut A 9:32 AM

Figure 3



Figure 4 shows recent examples of fraudsters posting from within Unemployment Claimant e-Services accounts, showcasing images of monetary determinations and approved weekly certifications as proof of their success.





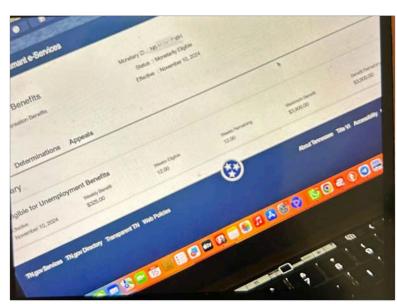


Figure 4

In **Figure 5**, a threat actor asked fellow fraudsters for instructions on setting up an employer profile, a prerequisite for filing fraudulent claims. One threat actor suggested ensuring the use of a Tennessee address to receive official correspondence from Tennessee's Department of Labor and Workforce Development. The letter sent to the TN address will include an employer account number and pin which can be used to access an employer account and potentially file false claims on behalf of non-existent employees.

How can I create employer for Tennessee

You will fill a form and email it to them note you must have a Tennessee address to receive your letter that will contain your employer account number and pin

2:33 AM

Figure 5

Another threat actor offered to assist fraudsters in bypassing obstacles they might face when fraudulently applying for TN UI benefits, suggesting a possible workaround of the system's current controls (**Figure 6**).

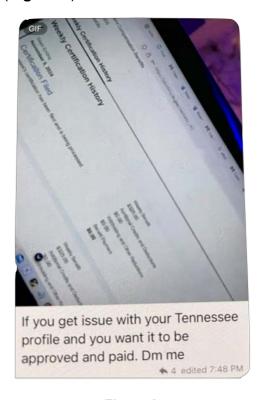
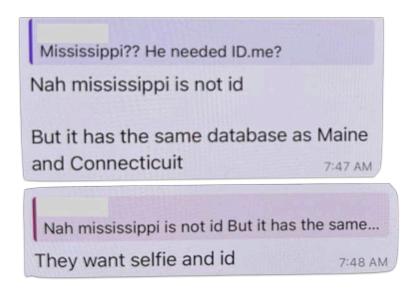


Figure 6 5



Threat Actors Exploit States that Do Not Require ID.me

Threat actors continue to seek vulnerabilities in state unemployment insurance systems, with an increased focus on those that do not require stringent identity verification controls. In **Figure 7**, threat actors have been identified discussing whether or not state UI agencies require ID.me verification. In particular, some fraudsters are specifically seeking to exploit states that "only need login.gov to file."



Gob boss, which UI I only need login.gov to file?

What can I use login dot gov for?

Figure 7



Contents

- 1. Team Members
- 2. Open Floor / Discussion Items
- 3. Projects and Timelines
- 4. Reporting and Metrics
- 5. ID.me News / Information



Team Members



Your ID.me Team



Jason Herrin
Customer Success Manager
jason.herrin@id.me



Hasun Khan

Sr. Solutions Consultant
hasun.khan@id.me



Tyler Ramsey

Sr. Dir, CS Management & Programs

tyler.ramsey@id.me



Doug Howard

Strategic Account Manager

doug.howard@id.me

Montana DLI Team

Paul Martin – Administrator, State of Montana

Jeannie Keller – Insurances Services Bureau Chief

Rachel Bawden – Deputy Administrator, State of Montana

Jamie Ryan – UI Fraud and Theft Investigator



Open Floor / Discussion Items



Discussion Items

- SFTP / Migration from AWS to GCP
- Customer Support





What's new?

- Dedicated Customer Support Team for ID.me Partners
- New ways to connect and address Customer Support issues.

Escalation Portal Support vs Customer Support

Member Escalation Portal	Workforce agents interfacing with individual claimants utilize the Member escalations portal for account recovery issues, duplicate account issues, Multi-factor Authentication (MFA) issues, etc			
Customer Support Email	General requests from your leadership or operations teams regarding potential cases of fraud, product bugs or issues, questions about ID.me, etc.			



The ID.me Customer Support Team is now available to help you with:

- Inquiries or concerns about suspected fraudulent accounts or account takeovers
- General questions about the functionality of ID.me products
- Potential product issues or bugs

For other types of inquiries, please work directly with your Customer Success Manager, who will continue to support you and your objectives.



To contact the ID.me Support Team:

- 1. Email <u>customersupport@id.me</u>.
- 2. Copy (cc) your dedicated Customer Success Manager (CSM) so they can assist with escalations when needed
- 3. Include the following details:
 - Relevant member information, including UUID (if regarding potential fraud)
 - A clear description of the issue
 - Any error messages encountered



Projects and Timelines



Project GANTT

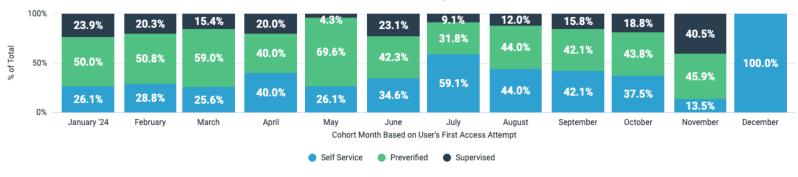
Project	Status	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Q4 2025	Q1 2026	Q2 2026	Q3 2026
Cloud Migration with FAST (Post Legislative Session)									

Reporting and Metrics



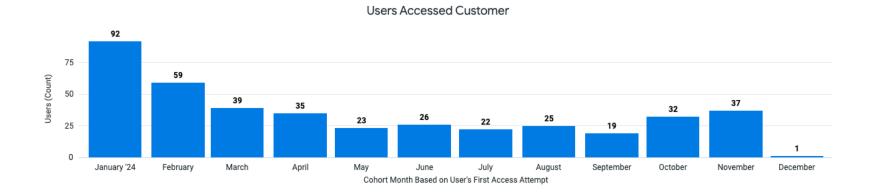
User Mix Pathway





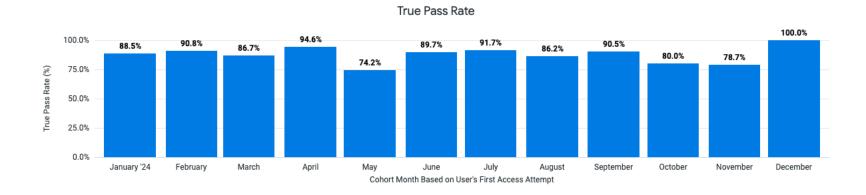


Users Accessed Customer

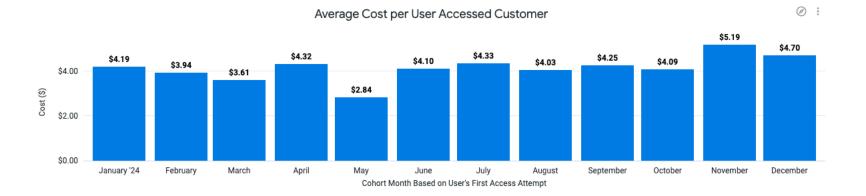




True Pass Rate



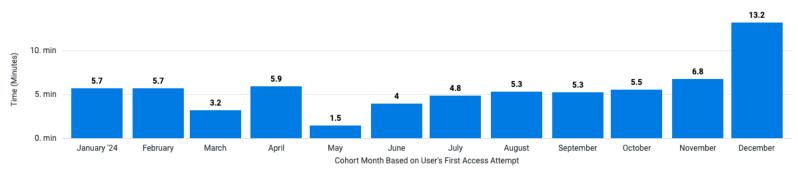
Average Cost Per User





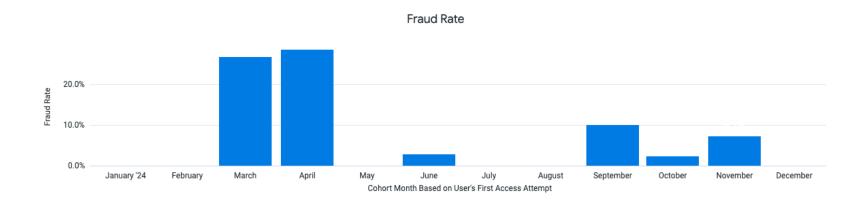
Median Time per User







Fraud Rate





News and Information

STATE OF MONTANA PURCHASE ORDER ADJUSTMENT

DATE: 11/9/2020

POA NO.: DLI2100008-POA#1

AGENCY

Montana Department of Labor and Industry

VENDOR INFORMATION:

Somerset, NJ 08873

SHI International 290 Davidson Ave. PURCHASE ORDER INFORMATION:

P.O. NO.: DLI2100001 DATE: 10/14/20

Increase initial quantity of ID.ME licensing from 5000 to 30,000. Increase Purchase Order total from \$18,300 to \$109,000.00. This Purchase Order Adjustment adds 25,000 additional licenses and increase the cost by \$90.700.00. Updated quantity and pricing per SHI Quote #19601083 dated 10/23/20.

Product Qty Cost Total

1. Identity Proofing LOA 3 CSP & TM Support ID.ME, Inc. Part # IDME-LOA3I

5000 <u>30000</u> 3.66

\$18,300.00 \$109,000.00

Total \$18,300.00

\$109,000.00

AUTHORIZED AGENCY APPROVAL:

--- DocuSigned by:

Kathleen PO'Leary

11/16/2020 | 9:52:29 AM MST



Pricing Proposal

Quotation #: 19601083 Created On: 10/23/2020 Valid Until: 11/16/2020

MT DEPT OF LABOR & INDUSTRY

Inside Account Manager

Stevie Harper

1327 Lockey Ave Basement Helena, MT 59601 United States

Phone: (406) 444-1368

Fax:

Email: SHarper@mt.gov

Theadora Hayes

290 Davidson Ave Somerset. NJ 08873 Phone: 732-652-7441

Fax:

Email: Theadora Hayes@shi.com

All Prices are in US Dollar (USD)

	Product	Qty	Your Price	Total
1	Identity Proofing LOA 3 CSP & TM with Support ID.me, Inc Part#: IDME-LOA3I-0008 Contract Name: NASPO Software VAR Contract #: ADSPO16-130651	30000	\$3.66	\$109,800.00
			Shipping	\$0.00
			Total	\$109,800.00

Additional Comments

Thank you for choosing SHI International Corp! The pricing offered on this quote proposal is valid through the expiration date listed above. To ensure the best level of service, please provide End User Name, Phone Number, Email Address and applicable Contract Number when submitting a Purchase Order. For any additional information including Hardware, Software and Services Contracts, please contact an SHI Inside Sales Representative at (888) 744-4084. SHI International Corp. is 100% Minority Owned, Woman Owned Business. TAX ID# 22-3009648; DUNS# 61-1429481; CCR# 61-243957G; CAGE 1HTF0

We are constantly striving to provide you with World Class Support! We'd love to hear about your quoting experience with this brief survey!

Hardware items on this quote may be updated to reflect changes due to industry wide constraints and fluctuations.

The products offered under this proposal are resold in accordance with the terms and conditions of the Contract referenced under that applicable line item.



Pricing Proposal

Quotation #: 19543126 Created On: 10/12/2020 Valid Until: 11/9/2020

MT DEPT OF LABOR & INDUSTRY

Inside Account Manager

Stevie Harper

1327 Lockey Ave Basement Helena, MT 59601 United States

Phone: (406) 444-1368

Fax:

Email: SHarper@mt.gov

Theadora Hayes

290 Davidson Ave Somerset. NJ 08873 Phone: 732-652-7441

Fax:

Email: Theadora Hayes@shi.com

All Prices are in US Dollar (USD)

	Product	Qty	Your Price	Total
1	Identity Proofing LOA 3 CSP & TM with Support ID.me, Inc Part#: IDME-LOA3I-Contract Name: NASPO Software VAR Contract #: ADSPO16-130651	5000	\$3.66	\$18,300.00
			Shipping	\$0.00
			Total	\$18,300.00

Additional Comments

Thank you for choosing SHI International Corp! The pricing offered on this quote proposal is valid through the expiration date listed above. To ensure the best level of service, please provide End User Name, Phone Number, Email Address and applicable Contract Number when submitting a Purchase Order. For any additional information including Hardware, Software and Services Contracts, please contact an SHI Inside Sales Representative at (888) 744-4084. SHI International Corp. is 100% Minority Owned, Woman Owned Business. TAX ID# 22-3009648; DUNS# 61-1429481; CCR# 61-243957G; CAGE 1HTF0

We are constantly striving to provide you with World Class Support! We'd love to hear about your quoting experience with this brief survey!

Hardware items on this quote may be updated to reflect changes due to industry wide constraints and fluctuations.

Includes:

LOA3 Legal Identity Proofing Single Sign On Multifactor Authentication Virtual In-Person Proofing User Support

The products offered under this proposal are resold in accordance with the terms and conditions of the Contract referenced under that applicable line item.