

The chart below reflects the average wait times for connection with a Trusted Referee, as informed by ID.me’s records of the time that elapsed between a user uploading all documents necessary to initiate a session with a Trusted Referee and that user’s ultimate connection with a Trusted Referee.

Average Wait Time (in Minutes) for Users  
Entering ID.me’s Supervised Remote Pathway

Government Partner	2020				2021				2022
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Arizona Department of Housing								10	61
California Department of Motor Vehicles									
California Department of Public Health							2	20	66
Department of Treasury	3	4	3	47	147	2	2	4	3
U.S. Department of Treasury, Bureau of the Fiscal Service								6	23
U.S. Department of Veterans Affairs	25	4	4	81	18	12	2	4	3
Federal Energy Regulatory Commission								4	93
Internal Revenue Service							4	16	41
Social Security Administration		3	3	71	90	104	2	4	3
U.S. Patent and Trademark Office						0	N/A	3	3

Government Partner	2020						2021												2022		
	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March
Arizona Dept. of Econ. Security			2	43	112	140	160	38	85	272	169	35	3	2	8	5	13	26	106	80	29
California Emp. Dev. Department				38	130	123	252	48	114	281	171	37	3	3	7	5	14	27	120	78	29
Colorado Dept. of Labor and Employment							47	35	133	255	158	33	3	2	7	5	12	27	18	50	25
Delaware Dept. of Labor														2	2	4	4	4	4	3	4
Florida Dept. of Econ. Opp.	10	1	2	30	135	111	134	25	137	249	153	28	2	2	9	5	11	20	93	76	26
Georgia Dept. of Labor		2	2	38	108	93	134	46	84	231	136	28	3	2	6	5	9	20	84	66	22
Idaho Department of Labor						37	205	39	172	273	167	37	3	3	8	6	15	27	99	89	28
Indiana Dept. of Workforce Dev.				44	131	128	150	31	87	250	141	29	3	2	6	5	11	20	81	64	24
Kentucky Office of Unemp. Insurance									44	N/A	N/A	5	3	2	7	5	10	14	19	75	21
Louisiana Workforce Commission											87	29	3	2	8	5	12	19	88	66	22

Government Partner	2020						2021												2022		
	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March
Maine Department of Labor										28	1	3	3	3	6	5	11	18	84	72	23
Massachusetts EOLWD									109	248	146	29	3	3	6	5	12	24	86	74	25
Miss. Dept. of Employ. Sec.									15	1	8	1	2	2	2	3	3	4	3	3	3
Missouri Div. of Employ. Security									130	257	164	31	3	2	7	8	9	10	86	90	28
Montana Dept. of Labor and Industry					146	121	177	42	124	275	164	36	3	3	7	6	16	28	106	6	4
Nevada Dept. of Emp., Train. & Rehab.		2	4	37	132	115	166	70	289	285	154	34	5	2	7	5	13	26	116	76	27
New Jersey Dept. of Labor									23	6	12	30	3	2	7	5	11	21	95	78	26
New York Dept. of Labor								0	7	91	145	28	3	3	7	5	12	23	89	75	25
North Carolina Div. of Emp. Sec. Comm.							188	21	104	237	137	28	2	3	6	5	10	19	82	83	23
North Dakota Job Service						77	174	40	94	575	153	29	3	2	8	6	15	27	89	64	24
Oregon Employment Department									174	N/A	54	6	4	3	6	5	10	23	115	83	29
Penn. Office of Unemp. Comp.				39	147	117	137	30	96	240	148	26	4	2	7	5	13	22	89	76	24
S.C. Dept. of Employ. and Workforce									135	46	3	1	2	2	2	4	4	4	4	3	4
Texas Workforce Commission					109	118	176	39	159	253	146	32	3	3	7	5	11	21	99	80	25
Virginia Employment Commission										1	17	3	2	7	5	9	24	95	76	26	
Washington State Emp. Sec. Dept.						85	260	48	281	343	146	64	2	1	N/A	11	26	N/A	104	N/R	N/R

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ID.me has numerous automated and manual processes in place for flagging, and confirming, suspicious or fraudulent attempts at verification, in compliance with NIST IAL2 and AAL2 guidelines. As explained in more detail above, ID.me is often sought out by government partners specifically to verify legitimate users out of a population that the partner has already deemed suspicious or fraudulent.