



Aug 24, 2020

To our valued Enrollment Services customers:

As we approach six full months of operations that have been heavily impacted by the Covid-19 virus, we would like to take this opportunity to provide an update on how the IDEMIA team is working harder than ever to meet the demands of our agency customers, while keeping our employees and the public safe. Here are key actions we are taking to ensure that we continue to deliver for you during this challenging time:

#### Enrollment Centers

- We have rolled out modified enrollment workflows throughout our enrollment center network that preserves applicant PII protection and provides for separation of the agent and applicant throughout most of the enrollment process.
- We have implemented updated signage throughout our centers providing guidance to customers on social distancing, mask/face covering requirement, and limited enrollment center capacity.
- We have communicated a standard with all Enrollment Center Partners and Agents across all customer programs, regardless of local requirements, that use of cloth face coverings during enrollment related activities is required, unless exempted due to age or a medical condition.
- We are continuing with the roll out of physical barriers for our enrollment workstations to further protect applicants and agents during enrollment activities and expect this to be materially complete by Sept 15<sup>th</sup>.
- We are adding keypads to our UEP enrollment workstations to limit common surface touch points between agents and applicants. We expect this to be materially complete by Sept 15<sup>th</sup>, as well.
- We are working with our Enrollment Center Partners and Agents to ensure that all centers have adequate access to PPE supplies. For Partners facing supply procurement challenges, Idemia has extended short term stipends to cover out-of-pocket PPE costs if requested and will continue to support these efforts as needed.

#### Enrollment Solutions: Looking Forward

In the coming months, if not sooner, we will be introducing:

- UEP workflows that convert flat capture applicant prints to 10 print rolls (Type 4) transactions.
- Initiating a pilot program to field test contactless capture devices, such as the Morpho Wave, to gain FBI certification for such devices.
- Actively sourcing vendors and production capabilities for remote proctored enrollment solutions that will change the very nature of in person enrollment processes in the future.



We are committed to supporting the mission-critical operations of our state and local government agency customers and continue to evolve creative technology solutions that allow us all to meet the critical needs of our shared stakeholders and customers. If you have any questions, please reach out to me directly or Casey Mayfield.

Thank you,  
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