

## **EXHIBIT 52**

## Message

**From:** [REDACTED]  
**Sent:** 12/2/2023 12:31:50 AM  
**To:** Cindy Baker [REDACTED]  
**Subject:** Fwd: Our apologies for the delay...

*Best,*

*Cindy Baker*

**Redacted - PII**

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Begin forwarded message:

**From:** Cindy Baker <[REDACTED]>  
**Date:** January 27, 2021 at 9:26:02 AM PST  
**To:** "ID.me Member Support" <help@id.me>  
**Subject:** Re: Our apologies for the delay...

Hello,

I still have not received an email/phone call follow up to verify my identity? I have done everything possible with both [id.me](https://id.me) and EDD to resolve my pending status of EDD funds and am not getting any assistance. Please advise ASAP.

Respectfully,

On Tue, Jan 19, 2021 at 6:03 PM ID.me Member Support <[help@id.me](mailto:help@id.me)> wrote:

-----BEGIN EMAIL-----

Hello,

We apologize for the delay. Rest assured, we received your initial support request (Ticket Number **Redacted - PII**) and our Member Support Team is working on providing a personal reply to your question(s). We will have a response for you shortly. In the meantime, please feel free to check out **\*\*[ID.me's FAQ page]**(<https://idme.zendesk.com/hc/en-us>)**\*\*** as most questions can be answered using the articles provided. If you have any additional information to add to your request or if you were able to solve the issue, please feel free to reply to this e-mail and any response will be added to your request. Again, we apologize for the delay and we will respond shortly.

Warm regards,

ID.me Member Support  
[www.id.me](https://www.id.me)

This email is a service from ID.me. Delivered by [Zendesk](#)

--

Best,

Cindy Baker

V: [REDACTED]

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