

September 25, 2025

Dear Valued New Mexico Customer,

IDEMIA, USA is pleased to introduce our Universal Enrollment Platform (UEP), the newest solution in fingerprint technology, to the New Mexico Department of Public Safety. UEP is a fully hosted solution that will replace and enhance the current process. This solution aims to improve civil background check capabilities and quality fingerprinting services throughout the State.

In the couple of weeks, New Mexico agencies and stakeholders will be receiving information about our UEP solution along with a new redesigned website and new workstations in our IdentoGo centers. Under the new solution, you can expect some significant program enhancements. New Mexico is the latest state program scheduled to receive our nationally recognized technology known as UEP. This truly modern solution delivers a higher level of convenience and program sophistication to our customers.

Here are a few of the exciting changes that will benefit your organization:

- New website, redesigned for easier applicant use
- Easily schedule appointments at a convenient location
- ***Pre-enroll for cardscan services if unable to visit an IdentoGo center***
- Check status of fingerprint submission online
- New workstations, simplified to allow faster processing onsite
- Fingerprinting process times at location on average 5 minutes
- Improved fingerprint quality capture, resulting in fewer reprints

We are developing the schedule for transition to UEP, with a goal to have the new solution implemented in October 2025. There is no action necessary from you currently. Additional communication regarding details and next steps regarding this transition will be forthcoming from New Mexico Department of Public Safety (NM DPS). Our intent is to partner closely with NM DPS to ensure a seamless transition that minimizes impact on your core business. We appreciate being able to provide this solution and look forward to meeting the needs of New Mexico citizens who depend on professional, convenient, and reliable biometric enrollment services.