



EUROPEAN COMMISSION
SECRETARIAT-GENERAL

Directorate A - Strategy, Better Regulation & Corporate Governance
The Director

Brussels,
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**Subject: Your application for access to documents
Ref GESTDEM 2020/7617 – of 08/12/2020**

Dear Mr Dutoit,

We refer to your request of 8 December 2020 for access to documents, under the above-mentioned reference number.

In your application, you ask the Commission specifically to indicate:

'- for each country offering eID, what percentage of their citizen chose to sign with an eID (instead of typing their ID number);

- offering the choice between using an eID or filling the form increases the friction of signing by introducing at least another step, and many more when signing with an eID. What is the "drop out rate", ie how many citizen starts the process of signing with an eID but don't complete it?

- in total, how many citizen signed with an eID and how many electronic statements of support were collected in total ("normal" and eID)?'

These questions do not constitute a request for access to documents, but a request for information to be dealt with in accordance with the code of Good Administrative Behaviour. The Secretariat-General will therefore close your application on access to documents.

As the information requested under questions 1 and 3 is not readily available for reporting, Commission services are currently assessing how and to what extent the information can be provided. We will not be in a position to complete the handling of your application within the time limit of 15 working days, which expires on 7 January 2021. We will provide the information as soon as possible thereafter.

Mr Xavier Dutoit

By e-mail only: ask+request-8843-f6df346b@asktheeu.org

As regards the information requested under the second question on the 'drop out rate', we cannot provide this type of information as we do not have mechanisms in place to monitor such 'drop outs'.

Yours sincerely,

Michael WIMMER