

What I always do is look up last name and date of birth and then **depending on the matches I get, I just go through them one by one** I must say. Then I just go and see, is this the person I need yes or no. (Interview 2020-11-02)

Processing results

While in INDIGO it is indeed that too; it always shows results. But, same effect; so **the more data you sometimes provide, the more risk of match spreading, which means that the client you are looking for is not always at the top.** (Interview 2020-11-10)

Dealing with too many results

And honestly the fact that it has a max. of 50, yes that actually says enough. Because even if he could come back with 200, yes, it's no use to me. **Often they all have the matching percentage; there are very few differences between them. So you would in fact have to go through all 200 to see if that is in between...** yes, then when we actually already don't do that when it reaches 50. (Interview 2020-11-02)

Trying search again

Often when you enter data and you see that your client does not put ten at the top with a matching percentage that is very low, yes, that means that nothing really resembles the values you have now. And you can actually indicate that faster like, okay, **I don't have to search for personal data now, but I will search one more time on date of birth, nationality.** Then of course you have completely different values, and then you can go and see whether the customer, person comes up. Because, yes, with the data that you then provide with personal data, a completely different spelling appears to be given to the customer. That you could only have found it by date of birth, nationality. (Interview 2020-11-10)

Unsuccessful results

Data frictions for output of search query