

**From:** [REDACTED]  
**To:** [dig-comments@nist.gov](mailto:dig-comments@nist.gov)  
**Subject:** [dig-comments] password guidelines  
**Date:** Monday, October 7, 2024 3:22:00 AM  
**Importance:** High

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Dear Sirs,

Thank you for your proposal to simplify password requirements!

I have one concern:

Verifiers and CSPs SHALL NOT prompt subscribers to use knowledge-based authentication (KBA) (e.g., “What was the name of your first pet?”) or security questions when choosing passwords.

“Security questions” have sometimes been my only way in. I’m electrosensitive, can’t use a wireless device, must keep everything landlined, can’t receive authentication codes by text; whereas many companies (including PayPal, EBay, and a number of banks) don’t allow auth codes via email. Thankfully, a few still do; still, there’ve been times when my email’s not working, that the “security questions” were actually my only access to, for instance, my bank. Please don’t cause companies to eliminate that route!

Thank you.

Sincerely,  
Olemara Peters

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