

## FESTIVE SEASON SLE NOTICE

With 2011 drawing to a close it is time to remind MIE clients of the changes to the Service Level Expectation (SLE) over the November 2011 to January 2012 period.

Although MIE remains operational for the duration of the December and January holiday period, turnaround times will be affected as follows:

- ✿ The SLE for all qualification verifications, with the exception of NQR® verifications, will be suspended between 21 November 2011 and 31 January 2012.

MIE will still be sending all requests received during this period to the relevant institutions for verification. Please note that once feedback from the institutions resumes it might be slower than normal at first. The reason for the delay is because most universities and educational institutions will only re-open towards the end of January 2012. Only then will they give attention to the backlog received during the festive season. Concurrently, this is traditionally a time spent with student registrations. Our verification consultants will endeavor at all times to forward results as quickly as possible, but given the closure of most educational institutions during this period, our SL's cannot be guaranteed.

- ✿ The SLE for all verifications (with the exception of Credit Checks) will be suspended between 19 December 2011 and 02 January 2012

Please note that these turn-around time changes are outside of MIE's control.

## NEW MIE PRODUCTS

It is with much enthusiasm that we announce the availability of four new products:

### Fire Arm Information

MIE is able to establish the following:

- ✿ Whether a candidate has applied for a Firearms Competency Certificate (current status),
- ✿ If the application was approved or refused, and
- ✿ If approved, for which type of firearm(s) as well as the validity period.

In addition, MIE can also provide information regarding the following:

- ✿ Firearm(s) licensed in the candidate's name (if any),
- ✿ Details of the firearm(s), and
- ✿ Period of validity of the license(s).

### PSIRA Verifications

As from January 2012 MIE will be able to verify the registration status of a juristic person with the Private Security Officers Regulatory Authority.

Results will include the following:

- ✿ Individual's grade,
- ✿ Registration reference number, and
- ✿ Date of registration.

### Residence and work permit information

MIE is able to verify all permanent and temporary residence permits as well as the confirmation of the different types of work permits issued.

### Investigative Reports

MIE also offers customised, comprehensive reports on business enquiries. The detailed report will now include, amongst other information, confirmation of registration with the CIDB, registration with Workman's Compensation Fund, physical address, BEE status, etc.

Please contact our Marketing Division should you require further information.

## FINGERPRINT QUALITY MATTERS!

As the volumes of AFIS checks increase, and as the number of Agents capturing these fingerprints increases, we need to ensure that everyone understands how crucial the quality of the captured fingerprints is when using AFIS.

Most Agents assume that when MIE and Ideco refer to the "quality" of a fingerprint that we are referring to how dark or how clear the print is. This is important; however, more importantly, we are referring to the visibility and classification of the fingerprint patterns when the images are captured.

All Agents are taught, in the training that they receive, about the different patterns and elements associated with a fingerprint. Fingerprints are classified according to one of the following 3 patterns – Arch, Loop or Whorl - and each pattern has specific elements. Therefore, all elements associated with a specific pattern need to be visible in order for AFISwitch to match this image reliably with those images currently on the database. If any one of the elements associated with any one of these three patterns is not present in the image captured then the fingerprint may take on the appearance of another pattern and AFISwitch may miss the match.

Please refer to the example below:



The above images are all recognised fingerprint pattern types:

- ✿ Image A = An Arch type pattern
- ✿ Image B = A Loop type pattern
- ✿ Image C = A Whorl type pattern

However, **they are all images of the same finger** with image C being the only correct representation of the pattern type. If either image A or B was submitted to AFISwitch for the criminal check, there would not have been a match, and an incorrect result would have been sent to the client.

Both MIE and Ideco conduct regular quality checks on Users, and Agents who are found to be consistently capturing poor quality fingerprints stand the risk of being de-activated. Should this occur, Agents will be required to attend another training session at the cost of your company.

Please contact the MIE Biometrics Division should you require assistance in improving the quality of fingerprints that your organisation's Users capture.

## SEASON'S GREETINGS FROM MIE

On behalf of all MIE staff, I would like to wish you a peaceful Festive Season. If you are travelling, please do so safely. We look forward to meeting up with you again in the New Year!