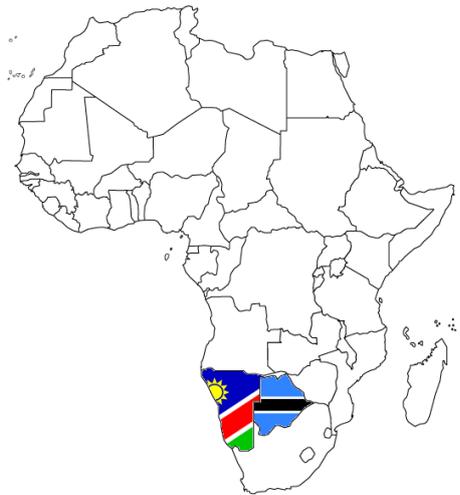


MIE Moves into Africa

For many years now South Africa has kept a somewhat jealous eye on our silent neighbours to the north. At MIE we felt that it was high time we extended our hand over this imaginary border, and in so doing confirm that globalisation is real and that the world is indeed flat. With these goals in mind, we've started our venture into Africa. Without further ado, we give you Botswana and Namibia.



MIE is now able to offer you the following services in Botswana and Namibia:

- Criminal Record check
- Comprehensive Credit Record check
- Driver's License check
- Financial Individual Agent check
(Equivalent to FAIS)
- Business Investigative Reports
- Qualification Verification
- Employment References

These products are now available. Please contact the MIE Marketing Team for more information on SL and pricing.

As we continue with our African venture, we invite you to **watch this space** for updates on our pursuits in Mozambique, Zimbabwe and Swaziland.

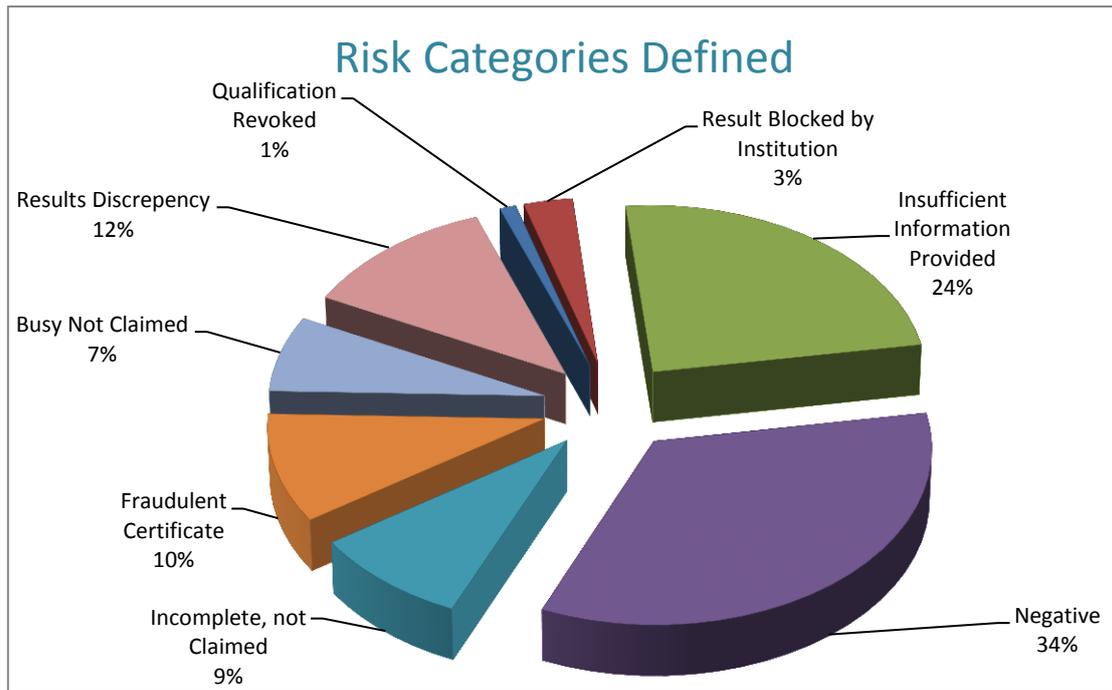
MIE Expanding Services

As always MIE has been looking at increasing our product bundle. What follows is a list of the new products on offer. Excuse us for stating the obvious, informed decision-making is built on good information sources. Here then, we offer you 3 additional sources. Please do not hesitate to contact the MIE Marketing Team for information on SL and pricing.

Residence and work permit verification	MIE is able to verify all permanent and temporary permits/residencies and confirm all the different types of work permits
Compuscan Credit Checks	MIE now offers Credit Checks via 3 Credit Bureaux : Transunion, Experian and of late, Compuscan. Compuscan collects information on individuals and businesses from various sources including financial institutions, non-bank lenders, telecoms, courts and many others.
Bank Account Verification	This type allows clients to avoid unnecessary charges for attempting to process payments to non-existent accounts. This service verifies the identity of an account holder against the account number supplied.

Not Worth the Paper it's Written on

Qualifications are what most employers use to ascertain if a candidate has the necessary expertise to perform in a job. Unfortunately, many employers don't actually verify the validity of their candidate's qualification. 12% of all qualifications verified by MIE carry risk. But what do we mean by "risk"? Out of nearly 2.5 million qualifications verified by MIE over the years, those classified as carrying risk can be broken down into the following categories:



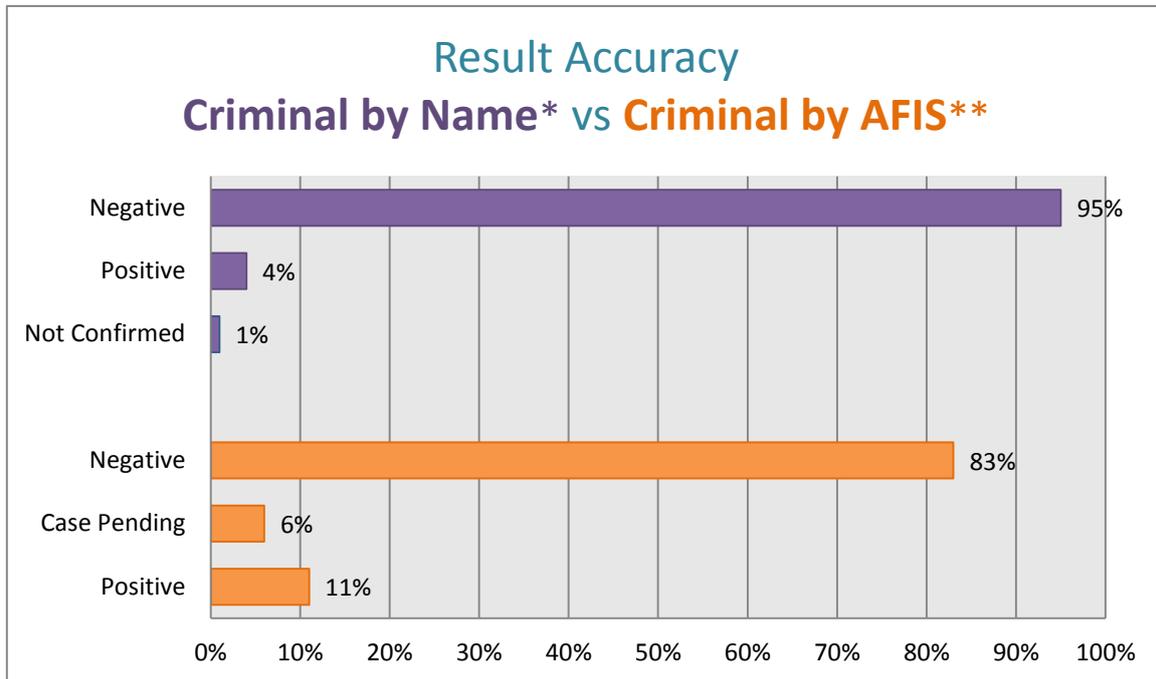
The Growth of AFIS

It has now officially been a year since the implementation of Criminal by AFIS checks through MIE. Not only are the checks more accurate, but we are able to define the results in a more detailed manner for you. Let's review: Criminal by Name and ID gave you either a "Negative", "Not Confirmed" or a "Possible" result. If the result was "Possible" it meant that you would then have to send fingerprints through to MIE, and submit a new inquiry, to see if there was a "Positive" result or not. This process, I'm sure you'll agree, was far from streamlined or desirable.

With the Criminal by AFIS check, on the other hand, you only need to send one enquiry through to us, and we are able to tell you if the result is "Negative", "Possible", a "Case Pending", or "Positive". All "Possible" results are automatically sent off to the SAPS for further analysis in order to provide a final result (Negative or Positive).

With regards to accuracy, the graph below illustrates very clearly how much more correct the Criminal by AFIS checks are when compared to the Criminal by Name checks. Due to the inarguable reliability of biometric data, AFIS checks return a 17% positive hit rate. Criminal by Name checks only returned 5%. This means that 12% of the negative results received from the Criminal by Name checks could have actually had a positive

result (“Positive” or “Case Pending”). AFIS is without question the most dependable manner in which to reduce the risk of hiring someone with a criminal history.



*Criminal by Name stats drawn from inquiries resulted between 01/07/2010 and 30/06/2011

**Criminal by AFIS stats drawn from inquiries resulted between 01/07/2011 and 30/06/2012

Just Checking...

MIE regularly conducts quality control checks on the fingerprints that are submitted to AFISwitch via SmartScreen™. Should an Agent be found to be consistently capturing electronic fingerprints in a manner that jeopardises the quality of the result, MIE will be obligated to deactivate the Agent on AFIS and will insist on further training for that Agent. This action is essential to ensure that you as client always have the best possible service with the highest level of accuracy from the SAPS

When capturing fingerprints, always ensure that:



- the finger is placed in the centre of the window
- cores and deltas are visible when applicable
- the fingerprint ridges show clearly
- your fingerprint reader is not being used upside-down...

In the very near future MIE will be increasing our offers for AFIS refresher courses and we will be releasing a new service which will help you with fingerprint quality control.

In the meanwhile, we would like to **draw your attention to the following:**

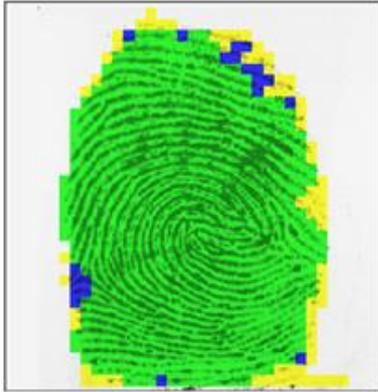
The “Image Quality Assessment” that appears on the AFISwitch screen (please see image below) when fingerprints are captured is NOT a confirmation that all the required pattern-identifiers (for example cores and

deltas) have been captured correctly or not. It is merely a *guide* for the Agent to use to see if the fingerprint captured has enough contrast to define the lines, and that the software can detect enough minutiae points.

Image quality assessment

Colour legend:	
Too light	Finger is too dry or insufficient finger pressure is applied onto the capturing surface. Wash hands with hot water and soap, dry properly and use a prescan pad or apply more finger pressure onto the capturing surface.
Too dark	Finger is too wet, too oily or excessive finger pressure is applied onto the capturing surface. Use alcohol swabs or wash hands with hot water and soap and dry properly or apply less finger pressure onto the capturing surface.
Poor ridges	Poor ridge definition is due to physical labour, age or insufficient finger pressure applied onto the capturing surface. Use alcohol swabs or wash hands with hot water and soap, dry properly and use a prescan pad or apply more finger pressure onto the capturing surface.
Good	Ensure that the coloured image is mostly green and that the green coloured image is centered within the capturing window.





Quality score: 1

Select the recapture image or skip finger button if a poor quality image cannot be captured! The user should capture at least one thumb, index or middle finger image. Please remember, the more images the higher the accuracy rate.

Please contact the biometrics department for further information: fingers@mie.co.za

Carl Wernich, Biometric Specialist



If you have attended an MIE Biometric Training Session, the chances are high that you have been trained by MIE's Carl Wernich. Carl is not just your ordinary Trainer. He is a bona fide Biometric Specialist, highly trained in Dermatoglyphics, the Science of Fingerprint Studies. Here is his story:

Carl started his career as a Student Constable with the South African Criminal Bureau in Pretoria in 1979. His interest in fingerprint studies was ignited whilst working alongside fingerprint experts at crime scene investigations, which inspired him to start his training in Basic Fingerprint Sciences at the South African Police College in 1980.

By the end of his training period, Carl was able to manually classify fingerprints and perform searches on criminal records. He was working in a library of nearly 6 million sets of fingerprints. 3 years into this role, he was regarded as a Fingerprint Expert and promoted to Quality Controller. Working from the Criminal Record Centre in Pretoria, he was tasked with research and analysis of all sets of fingerprints whose records could not be found by the Fingerprints Experts.

Carl started the Criminal Name and ID number search group at the Criminal Record Centre and all criminal check requests from third parties were sent through to and received back from his team. The introduction of AFIS saw Carl moving into a Profiler role at a Crime Scene Management Division. Here all criminal profiles and forensic evidence left at the crime scene, including fingerprints, were collected and populated into a program that could be used to link the evidence to other crime scenes.

Carl resigned from the SAPS after 29 years and joined MIE's newly formed Biometric Division in June 2008. His passion for fingerprints still lives on, and is evident in his training sessions. Carl takes great pleasure in sharing

his extensive knowledge, which is what has defined him as a remarkable trainer, and a valued member of the MIE family.

Attachment Disorders

People here at MIE are very fond of receiving attachments. Give us something to double click on and you've made our day! In light of this desire, SmartScreen™ allows you to attach as many documents to your enquiry as you wish. In submitting your requests please make use of this facility to avoid *Additional Information* requests from MIE. In doing so, you avoid unnecessary delays and you put a smile on an MIE employee's face.

MIE SMS Notifications



In case you had forgotten, we'd like to remind you that MIE offers you the option to sign up for SMS notifications. We use this service to keep you up to date about scheduled systems maintenance, unforeseen SL interruptions, background screening news and so forth. We promise not to spam you, and you can request to have your number removed from the contact list at any time. Please contact info@mie.co.za for further information.

MIE wants to hear from you!



As important as it is for us to communicate to you, it's just as important for us to hear from you. MIE is currently compiling a client survey which we will send out through various channels. We encourage you to participate by providing us with your thoughts, insights, qualms, concerns, feelings and of course, praises.

For assistance with any other verification-related matters, please contact your MIE Account Manager or the MIE Contact Centre on 012 644 4000.

We've passed Winter's halfway-mark! Summer is on the horizon!