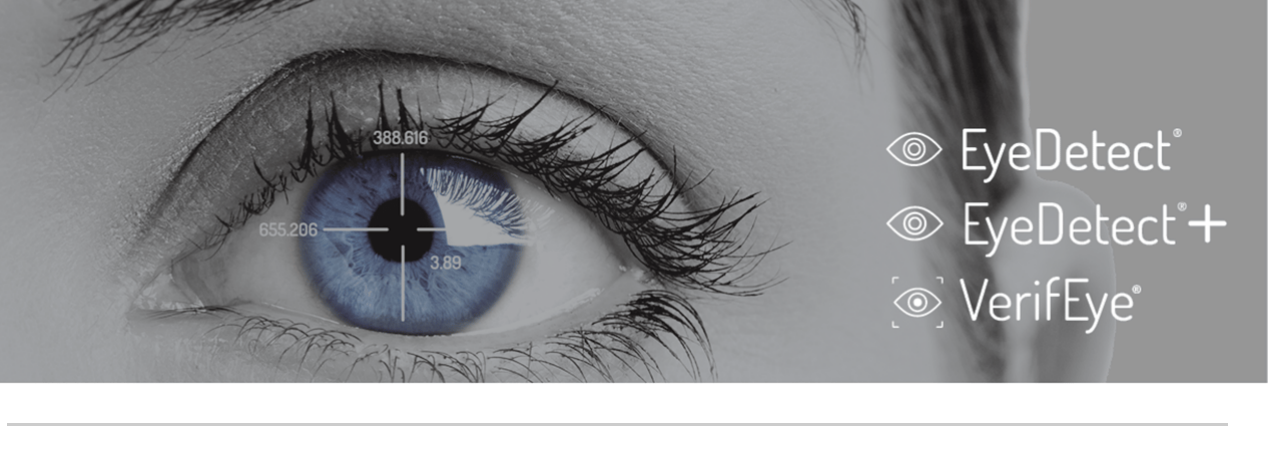


PRESIDENT'S MESSAGE | STEVE FITZGERALD

Confidence Comes From Consistency

Hi,

A couple of weeks ago, I attended the American Polygraph Association annual conference in Chicago. One conversation in particular stayed with me. I spoke with someone who has used both polygraph and EyeDetect for years, and we talked about a challenge many organizations face today: they want to make decisions faster, but they also want those decisions to be better informed. The interesting part is that organizations often already have tools that can help them do both, but they do not always use them consistently.

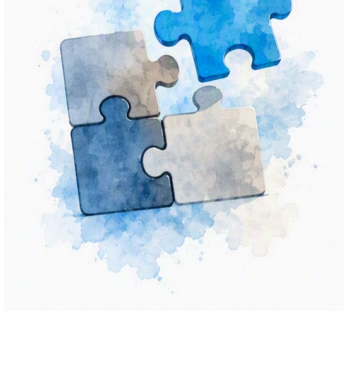
[EyeDetect®](#) and [VerifEye®](#) give organizations a fast, scalable, and standardized way to bring valuable information into screening and investigative decisions. In most situations, they can be used as the primary screening tool, helping organizations move more quickly without giving up the quality of information they need. Polygraph may still have a role in certain cases, but the larger opportunity is to use modern screening technology more consistently so better-informed decisions can be made earlier in the process.

Consistency Creates More Value

Over the past several months, I have written about trust, the science behind our technology, and the growing opportunity to use VerifEye in pre-employment screening. My experience in Chicago reinforced the importance of consistency. An organization can have excellent technology available, but the real value comes when that technology becomes part of a normal, repeatable process.



Think about pre-employment screening. Most organizations already use several steps to make a hiring decision, including interviews, references, background checks, drug screening, and other assessments. Each provides useful information, but each also has limitations. EyeDetect and VerifEye can add another layer of information that helps managers identify risk earlier, ask better follow-up questions, and make decisions with greater confidence. The goal is not to replace human judgment, but to strengthen it.



Better Information, Better Decisions

The greatest value comes when screening is used consistently, not only when someone raises suspicion. When organizations build screening into defined positions, situations, or risk levels, managers gain a more complete picture and decisions become less dependent on intuition alone. A standardized process can also create greater consistency by applying the same screening approach rather than relying only on individual impressions.

No single tool should make an important employment, investigative, or security decision by itself. But better information helps people make better decisions. Combined with interviews, records, background information, and professional judgment, EyeDetect and VerifEye can provide an additional data point that helps leaders make those decisions more confidently and efficiently.

A Small Step Can Prevent a Bigger Problem

There is also a practical business case. A poor hiring decision, internal theft, fraud, misconduct, turnover, or an extended investigation can cost an organization far more than the screening itself. Testing cannot eliminate every risk, but it can help surface important information earlier, before a problem becomes larger and more expensive.



Just as important, the process does not need to be complicated. With VerifEye, the administrator can choose and send the test, the participant takes it, and the results are reviewed. EyeDetect provides another efficient option when a more controlled testing environment is appropriate. The objective is simple: make screening easy enough to become part of the regular process rather than something used only in unusual situations.

Make It Part of the Process

As you look at your own organization, consider one simple question: **Where in our hiring, screening, or investigative process could EyeDetect or VerifEye help us make a faster, better-informed decision?**

You may already have the technology. The next step is making sure you are getting the full value from it.

Best,

Steve

Steve Fitzgerald
President & CEO

P.S. - Forward this email to others interested in the world's most advanced credibility assessment technologies. If you have industry news or would like to share your experience using EyeDetect or VerifEye, we'd love to hear from you. Email info@converus.com.

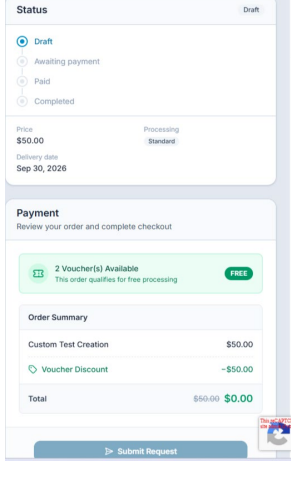
TECH SUPPORT UPDATE

New Customer Portal

We're excited to announce the rollout of the new Converus Customer Portal. This month, we moved our Custom Test Writing service from legacy forms into the new system. Customers can now submit custom test writing projects, make payments, track progress, and manage the entire process in one convenient location.

Interested in getting started? [Request an account here](#).

Please note that our previous custom test submission forms have been retired as part of this transition.



EyeDetect 5.3

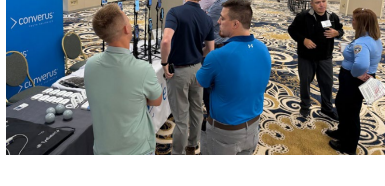
We're aware of a Windows update that may cause an "Unhandled Exception Error" when starting an EyeDetect test. To help keep you up and running, we recommend syncing your station to download EyeDetect version 5.3, which resolves this issue. If you're unable to sync, re-download EyeDetect Admin from the Tools tab in the Dashboard and reconfigure your station. If you continue to experience problems, please submit a Tech Support ticket and we'll be happy to assist.

New Training Portal Coming Soon!

We're excited to announce that a brand-new online learning portal for VerifEye and EyeDetect training is on the way, with a target launch in **October!** The new platform will provide an improved training experience with updated courses, streamlined certifications, and easier access to learning resources.

As we transition to the new system, some existing training materials and tools may be temporarily unavailable or subject to change. We'll share more details as launch approaches. Stay tuned for updates, and please contact your [Converus Representative](#) if you have any questions about training access or eligibility.

CONVERUS EVENTS



APA Chicago 2026

We had a great time at the American Polygraph Association Annual Seminar in Chicago this month.

Thank you to everyone who visited the Converus booth and joined us at our networking event. We appreciated the opportunity to connect with customers, partners, and industry professionals and discuss how [EyeDetect®](#) and [VerifEye®](#) can help organizations make more informed decisions.

Thank you to APA and everyone who helped make this year's seminar a success. We look forward to seeing everyone again in Las Vegas next year!

UPCOMING EVENTS



See You in Lima!

Converus will be attending the **XI Seminario Internacional de Poligrafía** in Lima, Peru, **October 2–3**.

We're looking forward to seeing familiar faces, meeting new colleagues, and connecting with the polygraph community. If you'll be attending, let us know. We'd love to connect!



See You in Mérida!

We'll be at the **X Congreso Internacional AIPP** in Mérida, Mexico, **October 12–16**. We'll have a booth at the event and look forward to connecting with colleagues and friends from across the polygraph community. If you're planning to attend, let us know. We'd love to see you there!

ABOUT CONVERUS

Converus provides scientifically validated credibility assessment technologies. [VerifEye®](#) (U.S. patent pending) is the world's first mobile app to help organizations or individuals accurately verify the truth about a person — including background, identity, creditworthiness and claims — in about 10 minutes. [EyeDetect®](#), which detects deception by measuring involuntary eye behavior, is a fast, accurate, affordable, noncontact, scalable, and fully automated option to polygraph. [EyeDetect+®](#) (U.S. patent pending) is the world's first automated polygraph, making the testing process impartial, accurate, and less intrusive (than a traditional polygraph). It assesses credibility by monitoring and recording ocular activity plus physiological activity similar to a traditional polygraph. Customers worldwide use the product line for screening and investigations to help protect countries, corporations and communities from corruption, crime and threats. Converus is headquartered in Lehi, Utah, USA. Visit: converus.com

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