



Biometrics Identity Experience & Evaluation Laboratory



Demonstration of Compliance

Issued to *Makesure*
for the test report *23-BXL024-TR-00* for
ISO/IEC 19795-2 compliant biometric performance evaluation of
Makesure Biometric Check API (version 1.2) -Item under test (IUT)

To whom it may concern,

BixeLab is a biometric testing laboratory accredited by National Institute of Standards and Technology (NIST) under the National Voluntary Laboratory Accreditation Program (NVLAP) with testing Lab code: 600301-0 ([certificate and scope](#) may be downloaded from the NVLAP website). BixeLab also conforms to the requirements of ISO/IEC 17025:2017 (General Requirements for Competence of Testing and Calibration laboratories). BixeLab shall not be held liable for any interpretations, decisions, or actions based on the information contained in this confirmation letter. BixeLab does not certify or make any claims regarding the performance of the IUT outside of the described context in this letter.

BixeLab undertook an ISO/IEC 19795-2 compliant biometric performance evaluation of the Item Under Test (IUT). Further details about the ISO/IEC compliance can be found in the test report *23-BXL024-TR-00*. This evaluation was also conducted in order to comply with the standards set out in *Chapter 2 Part 1 Sections 2.1-2.5* in the [Digital ID \(Accreditation\) Data Standards 2024](#) (Data Standards) (version 12th November 2024) related to the testing of biometric performance technology.

A full demonstration of compliance with the Data Standards can be found in the table included within this document.

A detailed test and analysis report was generated to support the findings. For the associated metrics and testing outcomes, please refer to the test report *23-BXL024-TR-00*.

This letter confirms that the IUT was tested according to the applicable ISO/IEC 19795-2 specifications for biometric performance testing and reporting, and was found to be in compliance. Consequently, the IUT meets the biometric performance expectations set by the *Digital ID (Accreditation) Data Standards 2024* for the assessed threat scenarios, with a False Match Rate (FMR) of 0% and a False Non-Match Rate (FNMR) of 0.39% observed with a confidence interval of a minimum of 90%.

Handwritten signature of Ms. Somya Singh in black ink.

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Table of reference demonstrating compliance with the Digital ID (Accreditation) Data Standards 2024

Data Standards requirements for ISPs, as per the Data Standards (Accreditation)	Demonstration of compliance, as per the ISO/IEC 19795-2 compliant biometric performance evaluation completed by BixeLab
<p><i>Section 2.2 (1):</i> Biometric testing must be conducted by a person that:</p> <p>(a) uses personnel experienced in conducting biometric testing;</p> <p>(b) is, or uses, a laboratory accredited against ISO/IEC 17025:2017 that is certified for the assessment of biometric technology testing standards;</p> <p>(c) has, and applies, a policy for working with human test subjects that has been approved by a relevant national body;</p> <p>(d) has established test methods for:</p> <p style="padding-left: 20px;">(ii) testing of accuracy of the biometric matching algorithm informed by ISO/IEC 19795-2:2007, if conducting testing of a biometric matching algorithm; and</p> <p>(e) is independent from the design, implementation, operation and management of the accredited entity's accredited services and DI data environment and is:</p> <p style="padding-left: 20px;">(i) external to the entity; or</p> <p style="padding-left: 20px;">(ii) if the entity is part of a group, external to the group.</p>	<p>All testing personnel were appropriately experienced in conducting biometric testing.</p> <p>As stated, BixeLab is conformant to ISO/IEC 17025:2017.</p> <p>BixeLab has NHMRC ethics approvals for dealing with human subjects and, as part of that approval, policies that detail treatment of human test subjects.</p> <p>BixeLab and its methodology for undertaking biometric performance testing are accredited under ISO/IEC 19795-2:2007.</p> <p>BixeLab is completely independent from the design, implementation, operation and management from the Item under Test. BixeLab is also external to Makesure.</p>
<p><i>Section 2.2 (2):</i> A person that meets all the requirements in subsection (1) is a biometric testing entity.</p>	<p>BixeLab fulfills all requirements set out in <i>Section 2.2 (1)</i>.</p>
<p><i>Section 2.5 (1):</i> For biometric testing of technical biometric matching and eIDVT, the biometric matching algorithm must be tested by a biometric testing entity in accordance with the testing and reporting specifications described in ISO/IEC 19795-2:2007 to determine the:</p> <p>(a) failure to enrol rate;</p> <p>(b) failure to acquire rate;</p> <p>(c) false match rate; and</p> <p>(d) false non-match rate.</p>	<p>BixeLab is accredited to perform ISO/IEC 19795-2:2007 compliant testing, and accordingly conducted testing to determine the listed rates.</p>
<p><i>Section 2.5 (2):</i> The biometric matching algorithm must:</p> <p>(a) be tested using operational configurations and settings that are consistent with and align to the ISP's operating environment;</p> <p>(b) be tested having regard to the range of individuals who may be potential users of the ISP's accredited services;</p> <p>(c) be tested using representation from a diverse range of individuals mentioned in paragraph (b), including:</p> <p style="padding-left: 20px;">(i) individuals with disability; and</p> <p style="padding-left: 20px;">(ii) individuals with a diverse range of ability, including ability to use technology; and</p> <p style="padding-left: 20px;">(iii) individuals with a diverse range of age, gender and ethnicity; and</p> <p>(d) establish, with a minimum 90% confidence interval, that the algorithm achieves a false match rate of not more than 0.01% and a false non-match rate of not more than 3%, as described in ISO/IEC TS 19795-9:2019.</p>	<p>Makesure has confirmed that the IUT provided to BixeLab was appropriately aligned with production settings.</p> <p>BixeLab used a test corpus comprised of unique, diverse, and consenting participants (test subjects) that were recruited with the intention of emulating the demographic diversity of the Australian public.</p> <p>The assessment involved 256 mated (genuine) and 65,280 non-mated (imposter) pairs, with a 1:1 verification for face recognition matching accuracy at a threshold of 85.</p> <p>The key findings for the biometric performance of the Makesure Biometric Check API (version 1.2) at the specified threshold and a minimum established confidence interval of 90%, are as follows:</p> <ul style="list-style-type: none"> • False Match Rate (FMR) of 0% for 65,280 non-mated comparisons. • False Non-Match Rate (FNMR) of 0.39% for 256 mated comparisons.