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Signia Government Services: May 2026 Contract Update

Presenter: Caitlin Turriff, AuD

Hello and thank you for joining the Signia Government Services May 2026 contract update on Audiology Online. My name is Caitlin Turiff and I am a Government audiologist here at Signia. I will be talking about the May 2026 government contract update.

Let's start with a little housekeeping. If you'd like to get the handout for today, you can find that in the Resources in the classroom under Pending Courses in your account. The same place is where you can go to take the multiple choice exam at the end of the session. But remember, you must have a paid membership in order to earn CEUs for today. If you need technical assistance, please call audiology online at 800-C.E.

753-2160 or email them at customerserviceaudiologyonline.com and on the screen here you can see today's learning outcomes. At the end of the course you will be able to discuss the capabilities and benefits of the Integrated Experience platform, list the new Integrated Experience additions and features and describe binaural 1 mic directionality and the benefit it has to the wearer.

On the screen you'll see the risks and benefits for today's course. You'll find these in the handout section if you'd like to read through them. As a reminder, the handouts for today's course can also be found there. Feel free to download them all.

So let's start with our vision at Signia, which is to be the trusted leader in hearing healthcare, empowering better hearing and enriching veterans lives through service excellence and innovative solutions. Together we're making a difference for thousands of veterans each year. Our vision statement captures the essence of our mission at Signia. We aim to be more than just a hearing aid provider. We want to be the trusted leader in hearing health care that truly makes a difference in veterans lives.

I want to highlight a few key elements. First, enriching veterans lives is central to everything we do. Veterans have sacrificed so much and providing them with optimal hearing solutions is one way we honor their service. Second, we achieve this through service excellence by delivering personalized care and support that meets the unique needs of each veteran we serve. Third, our innovative solutions ensure veterans have access to cutting edge hearing technology that addresses their specific challenges.

And finally, the word together is crucial. This is a collaborative effort and involving our team, you and the veterans themselves. At Signia, this vision guides all our decisions and actions and we approach this commitment in two distinct but complementary ways. First, through our philanthropic initiatives that support the broader veteran community. And this does include our initiatives with the Fisher Houses across the country.

For several years we have been hosting dinners there for the families that are are staying there while their loved one is receiving care at those larger hospitals at different VAs and military bases. And the second approach is through our audiological expertise and solutions specifically designed to address the unique hearing challenges that many veterans face, such as tinnitus associated with service related noise exposure. And these dual approaches allow us to make a meaningful difference for thousands of veterans each year, improving not just their hearing, but their overall quality of life.

Insignia is a world leader in audiology, delivering consumer centric solutions for hearing care professionals and their patients.

And before we dive in, here's what drives everything we do at Signia. We don't start with our technology and ask how to make it work for veterans. We start with the veterans sitting in your chairs, those individuals who come through your clinic doors every day and we ask what they actually need. And as you know, every veteran is unique. And while no framework perfectly captures that complexity,

understanding the patterns helps.

Different generations, different service histories, different hearing profiles, different expectations. And we think directionally about all of them. From the Vietnam era veteran with decades of noise exposure to the post 911 veteran managing blast trauma and TBI, to the younger veteran who wants connectivity but worries about stigma. These are all guideposts that help us develop better technology and build more relevant training. For you.

And for decades, the hearing industry offers a simple trade off. You can choose something that's small and invisible or something that's louder, that has more power and more features. And you'd have to pick one. The problem. That framework assumes patients with similar audiograms have similar needs.

It reduces complex individuals to a single variable, the degree of their hearing loss. Veterans don't fit that mold. And honestly, most people with hearing loss don't fit that either. We're forcing the patients and us to choose based on performance, reliability and real world demands, not just cosmetics. So Signia reimagined the portfolio entirely.

Here's what that looks like when you design specifically with patients in mind.

We didn't just add more products, we added a dimension. The old paradigm had one axis size. We added a second design that opens up new opportunities. And suddenly patients who never saw themselves wearing hearing aids see a hearing aid that will work for them. Now we have the silk charge and go ix.

This is the first instant fit rechargeable cic and we are now on our fourth generation. No impressions are needed and you no longer have to force that patient to have a lengthy wait time to obtain that product.

Then we have the Styletto ix. This is full technological performance in a design that doesn't look like a hearing aid. And finally we have the Active Pro ix. This is a premium prescription grade hearing aid that's also an earbud. All of these create different conversations entirely.

And at Signia, we are on a mission to reach more people than ever before with advanced hearing care, either through unique designs like the Styletto and Active Pro ix, which cater for those who want something different from the traditional hearing aid design, or through discrete designs with advanced technology. We want to meet people where they are. We want to give clients what they want to reduce friction and to give them access to the advanced care that will transform their lives.

And we believe we can do that with our current product platform, which you can see on the screen here. We have also included the rose names to make it easier for you to identify them. In the RO system, we have the Pure Charge and Go T I x, which uses MFi, that made for iPhone protocol, and Bluetooth LE, that low energy Bluetooth for those Android phones. And we use those both for phone connectivity. We also have the Pure Charge and Go bctix that uses classic Bluetooth for connectivity.

The Styletto ix, which offers a sleek modern style. The Motion Charge Go ix, which is a rechargeable BTE available in three power levels, and the Incio IX IIC CIC Canal Half Shell and Full Shell, which offer a traditional approach to custom hearing aids using zinc air batteries and also in a hearing aid that is wireless but is not equipped with Bluetooth. And as of May 1, we are adding three new exciting products that push the envelope of what discrete hearing aids can be. The Active Pro ix, the Silk Charge and Go ix, and the Insio Charge and Go ix.

So when you see those patients every day, what is it that the wearer wants? Well, we know what patients consistently ask for and the data backs it up. According To Market Track 2022, the top features driving both benefit and satisfaction are hearing well in noise and rechargeability. And research by Jenstad and Moon highlights that appearance and stigma are major barriers to hearing aid uptake. So

discretion isn't just a nice to have, it's a key enabler to acceptance.

If we can deliver all three discreet, rechargeable and great performance and noise, we remove the biggest barriers to hearing aid use and massively increase the chances of success.

But you can't have it, all, right? As audiologists, you've seen the pattern. The more discreet a device, the more we have to compromise for instance, directionality requires two microphones, but size constraints on the hearing device based on ear anatomy often force us to settle for one microphone.

Similarly, many patients want the convenience of rechargeability, but the space the battery needs ends up making the device larger. So often the size limitation pushes us back to traditional batteries, especially when we want that lower profile hearing aid. And that's true, right? Well, who says it has to be true?

We are so excited to announce the world's first rechargeable custom CIC with directional speech enhancement and noise. The Inseo Charge and Go ixcic. This is fully rechargeable and has that discreet profile. So now your patients can have something small and discreet, but also has that rechargeable battery.

With Inseo Charge and Go CIC ix, you can have it all. We're delivering discreet, customized comfort. It's completely in the canal, tailored for the individual and small enough to disappear into the ear. Next, rechargeability. This is something previously hard to offer at this size.

Until now. No more fiddly battery changes for your veterans. It's simple, convenient, lasts a full day and empowers more wearers, especially those with dexterity or vision challenges. And most critically, it brings five times the speech enhancement in noise with the power of binaural 1 mic directionality 2.0. So, yes, you can have it all.

A discrete form factor, full rechargeability and the speech clarity people depend on.

This is a super small, nearly invisible CIC design. We custom make this to the highest standards and this allows us to provide your veteran with a personalized discreet fit. And best of all, we do not have to compromise on battery runtime. Again, it gets that full day or directionality. Because these are equipped with our binaural 1 mic directionality.

And the NCO Charge and Go CIC IX is available in three different power levels, which means you can fit up to that severe hearing loss with this device.

It's also robust. Like all of our lithium ion hearing aids. These have an IP68 rating, means it provides protection against water and dust.

And there are customizable options for the appearance of the hearing aid. In most cases, the faceplate will match the shell unless it is ordered differently. And something that is unique to you all at the VA is you can have that transparent red and blue shell colors, making those products easier for your veterans to differentiate between the right and the left design, right and the left side.

And the different faceplate options range from black to the mocha and the beige or that dark brown.

And as always, we do recommend going with that darker face plate regardless of the patient's complexion, because it does tend to blend in better with that natural shadow that occurs in the canal.

And these are wireless, so you do not need to grab those programming cables. You can program these wirelessly using our Connects air.

And also because they're wireless, they do have the ability to work with the Signia app and that mini pocket remote. So when those patients need to make those volume changes or switch programs, they can do that in the convenience of the palm of their hand.

An NCO Charge and Go CIC IX isn't just small, it's smart, it's capable, and it performs where others can't. It gives wearers confidence in how they look and control in how they hear. If you want to deliver a discreet rechargeable solution for your clients, the Incio Charge and Go CIC is the only solution available to fit those needs. With up to five times the speech enhancement in noise, which is uniquely available. Insignia 1 microphone devices and the world's only rechargeable custom CIC device.

You get all that in the Incio Charge and Go cic. It's what discrete hearings should be. Not just invisible, but invisibly powerful.

Next, I'm very excited to announce that the Silk Charge and Go IX is now on contract. We are on our fourth generation of the Silk and we are so excited that this product is now available for your veterans.

The Silk Charge and Go IX is the benchmark in instant discrete enhancement. Like I said, we are on our fourth generation of this style and have proven that this ready to wear CIC checks all the boxes. It is fit instantly with either our earwear, 3.0 domes and sleeves or a custom mold. It is also the only ready to wear rechargeable CIC that has binaural one mic directionality and it has the battery power to last all day. We do all this without compromising on size or performance.

The soft textured surface of the face plate avoids reflections and adds unmasked, unmatched discretion. It's going to blend in more with that shadow in the canal and the Silk cic. The Silk Charge and Go IX changes your thoughts on what a hearing aid should look like without compromising on what you expect from a hearing aid.

The Silk Charge and Go IX has seamless hearing with discretion. This innovative completely in the Canal hearing aid pairs exceptional sound quality with unmatched discretion. Silk Charge and Go IX will have the convenience and reliability to offer up to 28 hours on a single charge and a 30 minute fast charge provides up to an additional 7 hours. It is fully equipped with processing for outstanding performance in all situations. This is the only instant Fit CIC to offer binaural 1 mic directionality to focus on a speaker in noisy listening environments.

It also has speech stabilization, which provides additional comfort and clarity in noisy environments. It has an extended dynamic range that will improve the quality of music, and it does all this without compromising on size or performance.

And this is also wireless, which means that your patient has convenient control of volume or program changes. Using the Signia app or that mini pocket remote, patients can fine tune their hearing aids to their unique needs for personalized control anytime, anywhere.

The Silk Charge and Go Cicix is designed for effortless all day wear. It has a tapered shell and the soft click sleeve 3.0 creates a snug, secure fit that virtually disappears in the ear. A front facing vent keeps air flowing naturally, minimizing that plugged ear feeling while maintaining stable, clear acoustics throughout the day. And all these details work together to deliver comfort so natural that wearers can simply forget they're wearing the hearing aids and just enjoy the brilliant hearing. In fact, nine out of ten real wearers say they're satisfied with the comfort of their Silk Charge and Go ix.

And you can see on the diagram here that the Silk, which is outlined in red, has that more tapered end and it doesn't insert as deeply, meaning over time it has that much more comfortable fit and feel. So your patients can enjoy these hearing aids all day long.

The CROs Silk Charge and Go IX is compatible with the Silk and also with all of our custom hearing aids on contract.

The battery life for the CROs is also not compromised. The wear will experience up to 28 hours of runtime on a single charge, so again, they can use that all day long without worrying about it running out of power.

And with the unique Benefits of binaural 1 mic directionality 2.0, your hearing aid wearers are going to be able to have that superior speech, understanding and noise. And I know you've heard me mention binaural 1 mic directionality several times already and you might be wondering what that is. I'll get into that now.

Our Ear to ear wireless 4.0 is what allows our CICs to share data between the two hearing aids. This enables each hearing aid to use the information from both hearing aids to create that binaural beamformer.

In most hearing aids, directionality is achieved with two microphones. These are spatially separated so the device can compare what Each microphone hears. This comparison helps the hearing aid work out where a sound is coming from, allowing it to focus on speech from in front and reduce background noise from behind or the sides.

But when a hearing aid has only one microphone to save space and make the device as small as possible, like in most IICs or CICs.

Sorry, I went a little too fast there. It lacks that spatial separation and as a result, traditional single mic devices cannot deliver directionality. And that's why until now, there's been a trade off. You could have discreetness or you could have directionality, but not both.

And thanks to Signia's ultra fast wide bandwidth Binaural Communication Ear to ear wireless 4.0, we have developed a unique signal processing technology that combines data from the microphone on each hearing aid for analysis. We can compare the timing and intensity differences in the sound arriving to the microphone on each hearing aid to create a directional beam which augments target speech from the front while reducing competing sound.

With binaural 1 mic directionality 2.0, both hearing aids work together as a team, wirelessly sharing information to determine where speech and important sounds are coming from. This cooperation allows the hearing aids to focus on voices in front of the wearer while reducing distracting background noise even in noisy environments. The result? Wearers get all the benefits of advanced directionality for clear conversations without sacrificing the tiny, comfortable and discreet fit they want. When patients choose a CIC, they're not just picking a small device, they're choosing to stay discreet.

They want to feel confident in conversation without drawing attention to their hearing loss. Binaural 1 mic directionality 2.0 helps them do just that. By enhancing speech understanding in noise. It keeps them engaged and in control, even in social settings. And when they can hear conversations without drawing attention by mishearing or needing to ask for repetition, they feel more at ease, more confident and more themselves.

With InSio, Charge and Go. CIC discretion comes not only from the size, but from the powerful intelligence inside. Only Signia can offer this invisibly powerful discrete enhancement and deliver what CIC wearers truly want. It's perfect for those seeking a near invisible solution that doesn't compromise on hearing performance.

And here is another way of looking at binaural onemic directionality. Normally, single mic devices rely on directionality. From the Pinna effect, you can see the directionality provided with traditional onemic

devices in the lighter peach colored area on the picture on the screen. With our binaural 1 mic directionality, Signia single Mic products like the CIC and Silk can provide narrower directionality which you can see in that darker peach colored area. And we can do this because our hearing aids have that ear to ear wireless 4.0.

This binaural sharing of information creates a virtual four mic array. For example, whatever the right hearing aids microphone picks up is then wirelessly shared with the left hearing aid, creating virtually two microphones on that left side. Similarly, whatever the left hearing aids microphone picks up is wirelessly shared with the right hearing aid, creating virtually two mics on that left side. This is where the virtual four mic array comes from. And it provides the wearer with five times the speech enhancement in noise.

And of course we have validated that five times the speech enhancement in noise claim. And we validated Binaural Onemic Directionally 2.0 by conducting a rigorous technical comparison against every major CIC competitor on the market. You can see the competitors in the black and gray lines on the graph and the Signia in the red. And we used a Kemar mannequin in a controlled test environment with speech presented from the front and noise from behind. And we replicated a standard directional performance setup and the results were striking.

While all four competitors followed the natural unaided ear response and offered no measurable directional benefit, Signia's binaural 1 mic directionality 2.0 delivered clear and consistent directional advantage across all frequencies. And here on that graph you can really see the difference and the directional benefit that Insio charge and go CIC IX and the Silk IX can give compared to the standard one mic omnidirectional response. This isn't just a technical win, it translates into real life impact.

And in addition to the speech enhancement provided with our binaural 1 mic directionality, all IX single mic devices are also equipped with speech stabilizer, further improving the sound quality and comfort in

noisy environments. And we're able to provide clear conversation and dynamic environments due to the faster processing of that ear to ear wireless binaural integration enabling reduced latency and greater dynamic range. And fun fact, this will also improve sound quality with the CROs IX delivering even more transparency and clarity, especially in those challenging environments. This also preserves the natural speech envelope in any situation, including those very noisy situations, which preserves the acoustic cues that are important for speech.

And now I'm excited to announce the final addition to the May 2026 contract update, the Active Pro IX. It's everything you would get in a RIC in a new modern hearing aid design.

The ActivePro IX is an earbud, but it comes with premium grade hearing enhancement. These Earbuds look and function just like any high end consumer audio device. They provide a secure and comfortable fit instantly. With a wireless charging case, your clients can conveniently charge them on the go. They also offer various connectivity options to suit different needs.

Plus, your veteran can also enjoy hands free calling and with call control they can easily tap the device to answer phone calls. ActivePro IX is crafted to reduce the stigma often linked to hearing aids by presenting them as familiar everyday earbuds.

An Active Pro IX is ready for a full day even with streaming, the veteran will enjoy up to 29 hours of runtime or up to 34 hours without streaming. Like all of our rechargeable hearing aids, the first 30 minutes of charging is a fast charging cycle providing up to eight hours of runtime. No need to worry if they forget to charge overnight. The charger is also designed to be used on the go. It holds up to three full charges and it can easily be charged with either a USB C cable or a Qi wireless charging pad.

And you did hear me correctly, these are fully Bluetooth enabled. Wears will have the possibility to stream directly to iOS devices via the MFI or Made for iPhone protocol and to Android devices via the

ASHA standard that Android streaming to hearing aids and to Bluetooth LE. The low energy Bluetooth audio enabled Androids offering a wealth of connectivity options.

Hands free call control further adds to the convenience and modernity of the Active Pros. Calls can be answered or ended by tapping the hearing aid and because the wearer's voice is picked up by the hearing aid microphone, the phone does not need to be nearby. Veterans with iPhone or Android LE audio compatible phones can all enjoy this feature.

An Active Pro is available in six colors, three traditional skin tones and three modern high tech colors. The Active Pro IX can be customized using our earwear 3.0 domes and sleeves or with a custom ear mold. And if you choose the custom ear mold route, they are available in software and can be ordered in red, blue or clear.

And the Active IX also has a compatible CROs. It's built for that all day use with 35 hours of runtime. And like all of our CROs devices, the CROs Active IX utilizes our unique skewed directionality. Take a look at the picture on the top right. This shows the directionality provided by traditional CROs devices.

When the hearing aid detects the wearer is in a challenging environment and it switches to a directional mode, the CROs transmitter turns off, meaning the hearing aid wearer is only receiving information from that better hearing side. What signia products do, on the other hand, is skew the directionality toward the cross side, which you're able to see in that lower right picture. In our CROs products, when the hearing aid goes into that directional mode in those challenging environments, some information from the CROs is preserved and this adds some lateral directionality to the front rear directionality, enhancing the performance in noise.

And despite its high tech look, the Active Pro was designed with accessibility in mind. The modern fit, like a Bluetooth earbud, is easy to grasp and rechargeable batteries remove the challenge of handling

small batteries. And we also included new design elements to differentiate the left from the right. There is an easy tactile button, a small raised bump on the left hearing aid, and this will allow those with visual limitations to more easily distinguish the right from the left. Additionally, the right and left labels are visually prominent.

And there is also a design element on the Active Pro that helps ensure that the alignment of the sleeve matches the curve of the hearing aid itself. So on the hearing aid there is a little diagram that looks like a little bump. You can see that on the left side of the screen and that bump is going to match up with the little flap on the sleeves and you can see that little flap on the the right pictures there. So as long as the flap and that diagram are lined up, they're going to have that proper alignment which results in that secure and comfortable fit.

And because the Active Pro IX is Bluetooth enabled, you can program these wirelessly using the NOAA link wireless.

And it has that full iPhone and Android connectivity again with that MFI for your iPhone users and that ashra and Bluetooth LE Audio for your Android users.

An ActivePro IX is compatible with our entire portfolio of accessories. The TV sound is new as of November, and the TV sound is compatible with all of our streaming capable devices. Users will enjoy a robust TV sound directly in their ears. And as a reminder, there is no upward limit of the number of hearing aids that can be paired to a TV sound. So husbands and wives, roommates, people who live together, they can all share the streaming sound from one TV sound.

It's also compatible with the streamline mic. And this is three devices in one, a partner mic, a remote control, and a Bluetooth intermediary device which allows streaming from a device like a flip phone and the mini pocket remote. This is our basic remote and it provides the ability to change programs and and

adjust the volume. And it's also compatible with the Signia app. The Signia app allows for many functions, which includes but is not limited to volume and program changes, tinnitus therapy, signal adjustment and setting the directional microphone modes.

From a general consumer perspective, the Active Pro IX appears and functions like a premium earbud with advanced hearing enhancement. However, from an audiological viewpoint, you can also see it as the world's only instant fit rechargeable in the ear. Premium Hearing aid. It is just an innovative, unique and exciting design that will appeal to someone who wants a hearing aid with a wow factor. And as a fully featured premium prescription grade hearing aid, the Active Pro IX can only be fitted by you, the audiologist.

This ensures that it comes with the essential care and counseling that only you can provide, which is so important to any wearer's journey.

And as ActivePro IX harnesses the full power of the IX platform, this is of course means that it contains our groundbreaking real time conversation enhancement technology which enables more people to unleash the power of conversation. And this is the mission we believe in the power of hearing enhancement to improve lives and not just listen, but contribute to life's wonderful moments. But just how are we doing this?

The revolutionary speech processing used in our IX technology uses real time conversation enhancement. And it merges the two traditional methods of processing speech and noise. One traditional method focuses on immersing the wearer in their environment, bringing awareness to speech and the environment equally. That second traditional method focuses on narrow directional beams bringing the speech signal front and center by upping that signal to noise ratio. And we merge these two approaches and take it a couple steps further.

First, by using two processors, one processor focuses on target speech and the other processor focuses on environmental noise. And second, we divide the forward hemisphere into three separate focus streams, enabling the hearing aid to capture speech from multiple sources, just like what happens in group conversations. Real time conversation enhancement allows the hearing aid wearer to be aware of their environment while simultaneously getting that signal to noise ratio bump for speech. The best part is this speech boost happens even if the wearer isn't facing the talker or if multiple people are talking at the same time.

So how does it work? Real Time Conversation Enhancement uses a revolutionary three stage process. It analyzes the environment, it augments target speech and it adapts to the shifting dynamics of the environment. This results in a live auditory space utilizing split processing to separately process the background sound, which keeps you immersed in your surroundings but not distracted by them. And it also smoothly enhances multiple conversation partners.

And this occurs seamlessly and very quickly because we sample 192,000 data points per second and adapt 1,000 times per second.

And in laboratory studies, Integrated Experience has proven to be an industry breakthrough. It shows a remarkable 3.2 dB SNR improvement compared to top tier products from the competition. And did you know that just a 3dB increase in sound pressure level means a doubling of the loudness intensity? In simple terms, every 3 DB boost makes sound twice as loud to our ears. So when we say that the Signia IX platform delivers a remarkable 3.2 dB improvement in signal to noise ratio, that's a big deal.

This means clear group conversations in noisy environments.

And while looking at the graph on the screen, you can see that all competitor devices tend to settle within about 1 decibels of each other in terms of signal to noise ratio. And this happens mainly because

they rely on different versions of the processing that traditional processing of both speech and noise on a single channel. And I mentioned these two single channel approaches a few minutes ago. One immerses the wearer in their environment by processing speech and noise more equally. And the other uses a narrow directionality mode to provide speech with that SNR bump.

Signia IX stands out. Because of our split processing, we independently reduce noise without distorting speech. And being able to separate speech from environmental sounds ensures clarity. Additionally, Signia IX adapts in real time to multiple talkers, a capability enhanced by real time conversation enhancement technology, which allows multiple streams to focus and adapt dynamically to the conversation in real time. And this means that even while in a group conversation, the wearer can hear an understanding speech when it's coming from multiple talkers.

It can even adapt when people enter a conversation. Like what happens when a server approaches the hearing aid wearer's table at a restaurant and asks him for a dessert order. And it's this technology that powers our superior results.

And while a technical signal to noise ratio improvement provided by hearing aids is often linked to better speech understanding, real world performance can be influenced by various factors. And we know that no two patients are alike and that patients with two identical audiograms will have different needs and wants. These individual differences in hearing loss, auditory processing capabilities and attention mean that the same signal to noise ratio change can impact listeners differently. Therefore, to accurately assess speech understanding and performance, hearing aids must be tested directly with human participants and realistic conditions. And we investigated this by commissioning the University of Horzentrum and to conduct an external human performance study comparing Signia IX with the best performing competitor from our technical study, which was a device launched in late 2024 that features an AI Co processor.

So take a look at the Diagram on the screen. This is probably a methodology you've seen before, right? This is commonly used in human performance studies where noise comes from behind and a single speaker is positioned in front. This setup effectively demonstrates directionality by narrowing the beam to cut out surrounding noise and pumps up the signal to noise ratio, which grabs attention. It's a common approach for flagship claims, and while it's not wrong, it's not indicative of real life or good sound quality.

And that's why we took a different approach. These two speakers were actually playing distracting speech and we added a wall of sound to simulate a more real life environment, like a busy restaurant or cafe. In this lab based experiment, we created an environment where sound doesn't just come from behind and speech isn't always directly in front, but real conversations are dynamic and move naturally, which is why we included a second speaker. We even went one step further to challenge the devices more rigorously. Instead of running two distinct experiments, one with the speaker in front, stopping for 30 seconds and then restarting with a speaker to the side, we had the speakers alternate in real time, mimicking what happens in real world conversations.

This continuous switching tested whether the devices could adapt on the fly. And we developed these advanced methodologies to truly test the capabilities of our real time conversation enhancement technology to make sure they perform as expected. And what we found is that Signia IX can track and enhance multiple talkers simultaneously, even as they move or if you're not facing them, which is unlike all other available devices. And if we can genuinely deliver what we promise, this adaptive performance should translate into tangible signal to noise ratio improvements and more natural conversational experience.

And in this study, 28 individuals with hearing loss participated and the results demonstrated a significant improvement in speech understanding with Signia ix. On the graph here, you can see that

the mean speech reception threshold that SRT50 with Signia IX was 1.5 dB better, which is shown by being lower on the graph compared to this competitor. This reduction in SRT50 corresponds to a 24% increase in speech understanding, a substantial and highly significant improvement. And I want to point out that this study served as an external validation of a study we previously did internally. And happily, the results were remarkably consistent.

This current study showed a 1.5 dB SNR improvement, closely aligning with the 1.4 dB improvement we observed in our internal lab. The corresponding increases in speech understanding were 24% in the external study and 22% in the internal study, further confirming the reliability of the findings. And despite differences in test room acoustics and loudspeaker configurations. The present study essentially replicates the previous findings, reinforcing the robustness of the perceptual benefit provided by real time conversation enhancement. And what does this mean?

Put simply, this demonstrates that real time conversation enhancement with split processing and its ability to independently reduce the impact of surrounding noise while tracking and enhancing multiple talkers in real time is superior to single stream DNN solutions, those deep neural network solutions, meaning those products that only use one processor to simultaneously process speech and noise. It excels in addressing one of the most challenging scenarios for hearing aids, dynamic group conversations and noise. With real time conversation enhancement, your veterans don't have to worry about facing the speaker or struggling to keep up. They can simply follow the conversation and actively participate with ease.

And this benefit was observed when compared to a recently released device equipped with that AI Co processor. And we found that an impressive 86% of participants 24 out of that 28 performed better with Signia IX than with Brand A1, demonstrating that this isn't just a benefit for the few skewing the data, it is consistent time after time after time. The data showed SRT50 improvements of up to 5.6 dB, with

most participants experiencing a benefit greater than 1 dB. In contrast, the four participants who performed better with Brand A1 achieved only marginal gains with a maximum improvement of 1.2 dB and the others below 1 dB. These findings highlight the tangible advantage of Signia IX's advanced processing technology, which offers wear superior performance in complex noisy environments where traditional devices, often with signal stream processing fall short and split processing with real time conversation enhancement is available on the products you see here and all of these are available on contract.

And here on the screen you can see our entire integrated experience product platform. We believe that form factors should not be a barrier. We want these end user benefits to be available to as many people as possible and we want to reach all of them. Our technology is designed to enhance real world conversations, particularly in challenging environments like noisy group settings. By focusing on and amplifying the voices that matter most, users can engage more confidently and naturally, even in the busiest situations.

This means not just by hearing better, but being able to fully participate in the moments that make life meaningful. Whether it's sharing that laugh at a family gathering, contributing to a lively discussion with friends, or being present for life's important milestones. We aim to make these experiences effortless, allowing users to connect and contribute fully no matter how dynamic or noisy the environment may be. Our approach to real world conversations goes beyond just measuring signal to noise ratios. We've gathered data in depth on the dynamics of conversation, whether in one on one settings or within groups, to better understand how people interact in noisy environments.

And our research is designed to be as ecologically valid as possible, meaning it reflects real life situations. We not only consider how well the hearing aid wearer can listen, but also their ability to actively contribute to conversations, fostering more natural and meaningful interactions. And by

leveraging exclusive technologies, we've created unique benefits for end users, enabling them to fully engage in conversations and enjoy richer, more dynamic social experiences. We focus on designing innovative form factors to make hearing aids more accessible to a broader range of users. By rethinking traditional designs, we aim to create devices that are not only discreet and comfortable, but also more appealing and easier to use.

This approach removes barriers to adoption, empowering individuals who may have hesitated to use hearing aids or if they simply felt there wasn't a hearing aid out there that met their needs. With these thoughtful designs, we are making better hearing available to more people, ensuring they can fully engage with the world around them. And this is why we're happy to offer one complete portfolio that works for every veteran and has zero compromise.

So you want a rechargeable BTE hearing aid? We have them. Our motion BTEs are fully rechargeable and can fit up to a profound hearing loss. You want aids that come in different form factors and offer different Bluetooth capabilities? We have that too.

We have the Pure Charge and Go BCTIX that connects to devices using classic Bluetooth. We also have the Pure Charge and Go Tix that uses MFI and Bluetooth LE to stream. And we have the Styletto IX for those individuals that want a hearing aid with a sleek modern look.

And you want customs that use Zinc Air batteries? Well, we have those too. For those veterans who want a basic traditional custom hearing aid, the Incio Canal Half Shell Full Shell and the Incio IIC and CIC all use zincair batteries.

But what about a hearing aid that performs the best in noise even when multiple talkers are present? Signia has that too. All Dual Mic products on platform are equipped with Real Time Conversation Enhancement which provides superior speech, understanding and noise. The best part is Signia

doesn't limit you on form factor.

What if you want to cross that's available in multiple form factors? Well, we offer CROs devices in the Pure BCT ix, Pure Charge and Go T ix, Styletto Silk Charge and Go IX and the Active Pro ix. All of these have excellent battery life powering your veteran throughout their day.

And you want a custom device that also provides directionality even if the hearing aid is very small. Signia also has a solution. Our IIC, CIC and SILC are equipped with our binaural 1 mic directionality and the Insio Canal Half Shell, full shell and ActivePro are both equipped with dual microphones.

And what about an option for your veteran that needs a solution for those skiff environments? Well, I'm happy to say that all Signia products on contract are SCIF compliant. This means you can easily choose any style of Signia hearing aids and be confident it will meet the security needs for your veterans.

And as you can see, Signia offers a complete comprehensive portfolio that meets all veterans needs. We truly have something for everyone. Stylish and modern hearing aids. For those with aesthetics in mind, something easy to use that works for all degrees of hearing loss. For those looking for something simple and also wish to return to basics and products that work with both classic and low energy Bluetooth.

For patients wishing to connect directly to their phones, we have it all. So what are you waiting for? It's time for your patients to experience the Signia difference and together we can enable more people to unleash the power of conversation.

Thank you for joining us today and for taking the time to learn more about the Signia May 2026 contract update and the expansions to the IX platform. If you are interested in learning more about our products

and software, we encourage you to search our courses on audiology online and as always, you can reach out to us for assistance on our dedicated government Service line at 1-800-955-4327 and here on the screen you can see references for today's course. Thank you again for taking the time to meet with me today.