



TRINAMIC, INC. AND SUBSIDIARIES

SERVICE ORGANIZATION CONTROL 3 REPORT

REPORT ON THE TRINAMIC DOCUMENT DELIVERY AND STATEMENT RENDERING SYSTEM

RELEVANT TO SECURITY AND AVAILABILITY

FOR THE PERIOD AUGUST 1, 2015 TO JULY 31, 2016

Report of Independent Service Auditors

To Management of Trinamic, Inc. and Subsidiaries:

We have examined management's assertion that Trinamic, Inc., during the period August 1, 2015 through July 31, 2016, maintained effective controls to provide reasonable assurance that:

- the Trinamic, Inc. Document Delivery and Statement Rendering System was protected against unauthorized access (both physical and logical), and
- the Trinamic, Inc. Document Delivery and Statement Rendering System was available for operation and use, as committed and agreed

based on the Trust Services Principles and Criteria established by the American Institute of Certified Public Accountants ("AICPA") and the Chartered Professional Accountants Canada ("CPA Canada") for Security and Availability. This assertion is the responsibility of Trinamic, Inc.'s management. Our responsibility is to express an opinion based on our examination.

Trinamic, Inc. utilizes Diamond Marketing Solutions "DMS" for certain mail order fulfillment services. Our examination did not extend to the controls of DMS.

Our examination was conducted in accordance with attestation standards established by the AICPA and, accordingly, included (1) obtaining an understanding of Trinamic, Inc. relevant security and availability controls, (2) testing and evaluating the operating effectiveness of the controls and (3) performing such other procedures as we considered necessary in the circumstances. We believe that our examination provides a reasonable basis for our opinion.

Because of inherent limitations in controls, error or fraud may occur and not be detected. Furthermore, the projection of any conclusions based on our findings to future periods is subject to the risk that the validity of such conclusions may be altered because of changes made to the system or controls, the failure to make needed changes to the system or controls, or a deterioration in the degree of effectiveness of the controls.

In our opinion, Trinamic, Inc.'s management's assertion referred to above is fairly stated, in all material respects, based on the criteria for the AICPA/CPA Canada Trust Services Principles of Security and Availability.

The AICPA Service Organization Control Logo on Trinamic, Inc.'s website constitutes a symbolic representation of the contents of this report and it is not intended, nor should it be construed, to update this report or provide any additional assurance.



October 10th, 2016

Report by Management on the System and Controls Over the Document Delivery and Statement Rendering System Based on the AICPA/CPA Canada Trust Services Principles and Criteria for Security and Availability

The management of Trinamic, Inc. (“Trinamic”) maintained effective controls over the security and availability of Trinamic’s Document Delivery and Statement Rendering System to provide reasonable assurance that the system was protected against unauthorized access (both physical and logical), and was available for operation and use as committed or agreed, during the period August 1, 2015 through July 31, 2016, based on the Trust Services Principles and Criteria established by the AICPA/CPA Canada.

The AICPA/CPA Canada Trust Services Principles and Criteria contain the following definition of security of the system:

- Security – The system was protected against unauthorized access (both physical and logical)
- Availability – The system was available for operation and use, as committed and agreed

The AICPA/CPA Canada Trust Services Principles and Criteria may be obtained from the [AICPA's website](#). Our attached system description identifies the aspects of the system covered by our assertion.

Trinamic, Inc.

October 10th, 2016

Trinamic, Inc. Background

Trinamic, Inc. ("Trinamic") was incorporated in 2003 in Arkansas. Document Output Center LLC ("DOC") is a wholly owned subsidiary of Trinamic, Inc. HiTech Properties is a separate LLC, and operates as a real estate development and management company that owns and maintains Trinamic's buildings and property at their headquarters in Jonesboro, AR. This description addresses only the systems and controls in place to achieve the Security and Availability trust service principles related to Trinamic and DOC.

AutoMail, LLC Background

AutoMail, LLC ("AutoMail"), formerly known as SynTel, LLC, a subsidiary of Trinamic, Inc., designs and develops software solutions that assist more than 1,400 organizations optimize their mailrooms; saving on labor, equipment, supplies and postage expenditures. The Company also provides automation tools for the design, printing, packaging and delivery of customer communications to increase customer productivity and reduce expenses. AutoMail was incorporated in 1999 in Arkansas. AutoMail's offices are located in Jonesboro, Arkansas.

Document Output Center, LLC Background

DOC, formerly known as SynTel Premier Solutions, creates printed and electronic communication for companies across the United States. DOC enables companies to reduce mailroom equipment, reallocate labor, produce a redesigned document, and reduce postage expenses. DOC was incorporated on March 10, 2014 in Arkansas and has operating centers in Jonesboro, Arkansas (headquarters) and Fenton, Missouri.

Infrastructure

The Trinamic, Inc. infrastructure includes the facilities, network, and hardware as well as some operational software (e.g., host operating system, virtualization software, etc.) that support the provisioning and use of these resources. The Trinamic, Inc. infrastructure is designed and managed in accordance with security compliance standards and Trinamic, Inc. best practices.

People

Trinamic, Inc. organizational structure provides a framework for planning, executing and controlling business operations. Executive and senior leadership play important roles in establishing the Company's tone and core values. The organizational structure assigns roles and responsibilities to provide for adequate staffing, security, efficiency of operations, and segregation of duties. Management has also established authority and appropriate lines of reporting for key personnel.

Data

Trinamic, Inc. customers retain control and ownership of their own data. Customers are responsible for the development, content, operation, maintenance, and use of their content. Trinamic, Inc. systems are designed to prevent customers from accessing physical hosts or instances not assigned to them by filtering through the virtualization software.

Availability

Trinamic, Inc. is architected in a manner to maintain availability of its services through defined programs, processes, and procedures. Trinamic, Inc. identifies, responds to, and recovers from a major event or incident within the environment. Trinamic, Inc. incorporates elements of business continuity and disaster recovery plans while expanding to consider critical elements of proactive risk mitigation strategies.

Contingency plans and incident response playbooks are maintained to reflect emerging continuity risks and lessons learned. Plans are tested and updated through the course of business and the Business Continuity Plan and Disaster Recovery Plan is annually reviewed and approved by senior leadership.

Trinamic, Inc. has identified critical system components required to maintain the availability of the system and recover services in the event of an outage. These components are replicated across multiple availability zones. Authoritative backups are maintained and monitored to ensure successful replication. Service usage is continuously monitored, protecting infrastructure needs and supporting availability commitments and requirements.