Trinamic, Inc. and Subsidiaries

System and Organization Controls (SOC) Report

SOC 3

FOR

Trinamic's Document Delivery and Statement Rendering System

REPORT OF INDEPENDENT SERVICE AUDITORS

ON THE SUITABILITY OF THE DESIGN AND

OPERATING EFFECTIVENESS OF CONTROLS

AUGUST 1, 2017 TO JULY 31, 2018

TRINAMIC

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Section I: Assertion of Trinamic's Management

We are responsible for designing, implementing, operating, and maintaining effective controls within Trinamic's Description of Its Document Delivery and Statement Rendering System throughout the period August 1, 2017, to July 31, 2018, to provide reasonable assurance that Trinamic's service commitments and system requirements relevant to security and availability were achieved. Our description of the boundaries of the system is presented in Section II and identifies the aspects of the system covered by our assertion.

We have performed an evaluation of the effectiveness of the controls within the system throughout the period August 1, 2017, to July 31, 2018, to provide reasonable assurance that Trinamic's service commitments and system requirements were achieved based on the trust services criteria relevant to security and availability (applicable trust services criteria) set forth in TSP section 100, *2017 Trust Services Criteria for Security, Availability, Processing Integrity, Confidentiality, and Privacy* (AICPA, *Trust Services Criteria*). Trinamic's objectives for the system in applying the applicable trust services criteria are embodied in its service commitments and system requirements relevant to the applicable trust services criteria. The principal service commitments and system requirements related to the applicable trust services criteria are presented in Section III.

There are inherent limitations in any system of internal control, including the possibility of human error and the circumvention of controls. Because of these inherent limitations, a service organization may achieve reasonable, but not absolute, assurance that its service commitments and system requirements are achieved.

We assert that the controls within the system were effective throughout the period August 1, 2017, to July 31, 2018, to provide reasonable assurance that Trinamic's service commitments and system requirements were achieved based on the applicable trust services criteria.

Section II: Trinamic's Description of its Document Delivery and Statement Rendering System Throughout the Period August 1, 2017 to July 31, 2018

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.

Section III: Principal Service Commitments and System Requirements

Trinamic designs its processes and procedures related to the Document Delivery and Statement Rendering System to meet its objectives for its services. Those objectives are based on the service commitments that Trinamic makes to user entities, the laws and regulations that govern the provision of the services and the financial, operational, compliance requirements that Trinamic has established for the services.

Security and availability commitments to user entities are documented and communicated in Service Level Agreements and other customer agreements, as well as in the descriptions of the service offerings provided online. Security and availability commitments are standardized and include, but are not limited to, the following:

- Security principles within the fundamental designs of the services that are designed to permit system users to access the information they need based on their role in the system while restricting them from accessing information not needed for their role
- Use of encryption technologies to protect customer data both at rest and in transit
- Backup and replication technologies to provide for minimal downtime

Trinamic establishes operational requirements that support the achievement of security and availability commitments, relevant laws and regulations, and other system requirements. Such requirements are communicated in Trinamic's system policies and procedures, system design documentation, and contracts with customers. Information security polices define an organization-wide approach to how systems and data are protected. These include policies around how the service is designed and developed, how the system is operated, how the internal business systems and networks are managed, and how employees are hired and trained.

In addition to these policies, standard operating procedures have been documented on how to carry out specific manual and automated processes required in the operation and development of the services.

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Section IV: Service Auditor's Opinion

To Management of Trinamic, Inc. and Subsidiaries

Scope

We have examined Trinamic's accompanying assertion titled "Trinamic's Description of Its Document Delivery and Statement Rendering System" ("assertion") that the controls were effective throughout the period August 1, 2017, to July 31, 2018, to provide reasonable assurance that Trinamic's service commitments and system requirements were achieved based on the trust services criteria relevant to security and availability ("applicable trust services criteria") set forth in TSP section 100, *2017 Trust Services Criteria for Security, Availability, Processing Integrity, Confidentiality, and Privacy* (AICPA, *Trust Services Criteria*).

Service Organization's Responsibilities

Trinamic is responsible for its service commitments and system requirements and for designing, implementing, and operating effective controls within the system to provide reasonable assurance that Trinamic's service commitments and system requirements were achieved. Trinamic has also provided the accompanying assertion about the effectiveness of controls within the system. When preparing its assertion, Trinamic is responsible for selecting, and identifying in its assertion, the applicable trust service criteria and for having a reasonable basis for its assertion by performing an assessment of the effectiveness of the controls within the system.

Service Auditor's Responsibilities

Our responsibility is to express an opinion, based on our examination, on whether management's assertion that controls within the system were effective throughout the period to provide reasonable assurance that the service organization's service commitments and system requirements were achieved based on the applicable trust services criteria. Our examination was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants. Those standards require that we plan and perform our examination to obtain reasonable assurance about whether management's assertion is fairly stated, in all material respects. We believe that the evidence we obtained is sufficient and appropriate to provide a reasonable basis for our opinion.

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Our examination included:

- Obtaining an understanding of the system and the service organization's service commitments and system requirements
- Assessing the risks that controls were not effective to achieve Trinamic's service commitments and system requirements based on the applicable trust services criteria
- Performing procedures to obtain evidence about whether controls within the system were effective to achieve Trinamic's service commitments and system requirements based the applicable trust services criteria

Our examination also included performing such other procedures as we considered necessary in the circumstances.

Inherent Limitations

There are inherent limitations in the effectiveness of any system of internal control, including the possibility of human error and the circumvention of controls. Because of their nature, controls may not always operate effectively to provide reasonable assurance that the service organization's service commitments and system requirements were achieved based on the applicable trust services criteria. Also, the projection to the future of any conclusions about the effectiveness of controls is subject to the risk that controls may become inadequate because of changes in conditions or that the degree of compliance with the policies or procedures may deteriorate.

Opinion

In our opinion, management's assertion that the controls within Trinamic's Description of Its Document Delivery and Statement Rendering System were effective throughout the period August 1, 2017, to July 31, 2018, to provide reasonable assurance that Trinamic's service commitments and system requirements were achieved based on the applicable trust services criteria is fairly stated, in all material respects.

HORNE LLP

HORNE LLP
Ridgeland, Mississippi
September 14, 2018