

Service Organization's Letterhead

April 12, 2019

A-LIGN ASSURANCE
400 North Ashley Drive, Suite 1325
Tampa, FL 33602

In connection with your engagement to report on DocuPhase's (service organization) description of its BPaaS (Business Process Automation) Services system entitled "DocuPhase's Description of Its BPaaS (Business Process Automation) Services system " throughout the period October 1, 2018 to March 31, 2019 (description) based on the criteria for a description of a service organization's system in DC section 200, *2018 Description Criteria for a Description of a Service Organization's System in a SOC 2® Report (AICPA, Description Criteria)*, and the suitability of the design and operating effectiveness of controls stated in the description throughout the period October 1, 2018 to March 31, 2019 to provide reasonable assurance that DocuPhase's service commitments and system requirements were achieved based on the trust services criteria relevant to *Security* (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)*, we recognize that obtaining representations from us concerning the information contained in this letter is a significant procedure in enabling you to form an opinion about whether the description presents the system that was designed and implemented throughout the period October 1, 2018 to March 31, 2019 in accordance with the description criteria and whether the controls stated in the description were suitably designed and operating effectively throughout the period October 1, 2018 to March 31, 2019 to provide reasonable assurance that DocuPhase's service commitments and system requirements were achieved based on the applicable trust services criteria.


We confirm, to the best of our knowledge and belief, as of April 12, 2019, the following representations made to you during your examination:

1. We reaffirm our assertion attached to the description.
2. We have evaluated the presentation of the description in accordance with the description criteria and the suitability of the design and operating effectiveness of the controls stated therein to provide reasonable assurance that the service organization's service commitments and system requirements were achieved based on the applicable trust services criteria, and all relevant matters have been considered and reflected in our evaluation and in our assertion.
3. We have disclosed to you any of the following of which we are aware:
 - a. Misstatements (including omissions) in the description.
 - b. Instances in which controls were not suitably designed and implemented.
 - c. Instances in which controls did not operate effectively or as described.
 - d. Any communications from regulatory agencies, user entities, or others affecting the presentation of the description or the suitability of the design or operating effectiveness of the controls stated therein, including communications received between the end of the period addressed in our description and the date of your report.
 - e. All other known matters contradicting the presentation of the description or the suitability of the design or operating effectiveness of the controls stated therein or contradicting our assertion.
4. We acknowledge responsibility for our assertion and for:
 - a. the presentation of the description in accordance with the description criteria and the suitability of the design and operating effectiveness of the controls stated therein to provide reasonable assurance that the service organization's service commitments and system requirements were achieved based on the applicable trust services criteria.
 - b. selecting the trust services category or categories to be included within the scope of the examination and determining that they are appropriate for our purposes.
 - c. stating the applicable trust services criteria and related controls in the description.

Service Organization's Letterhead

5. We have disclosed to you any known events subsequent to the period covered by the description up to the date of this letter that would have a material effect on the presentation of the description or on the suitability of the design or operating effectiveness of the controls stated therein or on our assertion.
6. We have disclosed to you any changes in the controls that are likely to be relevant to report users occurring through the date of this letter.
7. We have provided you with all information and access that is relevant to your examination and to our assertion.
8. We believe the effects of uncorrected misstatements, if any, are immaterial, individually and in the aggregate, to the presentation of the description in accordance with the description criteria or to the suitability of the design or operating effectiveness of the controls stated therein to provide reasonable assurance that the service organization's service commitments and system requirements were achieved based on the applicable trust services criteria.
9. We have responded fully to all inquiries made to us by you during the examination.
10. We have disclosed to you any of the following of which we are aware:
 - a. Actual, suspected, or alleged fraud or noncompliance with laws or regulations affecting the presentation of the description or the suitability of the design or operating effectiveness of the controls stated therein.
 - b. Instances of noncompliance with laws and regulations or uncorrected misstatements attributable to the service organization that may affect one or more user entities.
 - c. All identified system incidents that resulted in a significant impairment of the service organization's achievement of its service commitments and system requirements during the period October 1, 2018 to March 31, 2019.

We understand that your examination was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants. The examination was designed for the purpose of expressing an opinion about whether, in all material respects, the description is presented in accordance with the description criteria and whether the controls stated therein were suitably designed and operated effectively to provide reasonable assurance that the service organization's service commitments and system requirements were achieved based on the applicable trust services criteria. We also understand that the opinion was based on your examination and that the procedures performed in the examination were limited to those that you considered necessary.



Nicholas D'Amico
Senior Network Administrator
DocuPhase