



Document Mailing Responsibilities and Guarantees

EDEX Information Systems, Inc.

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Overview

Established in 1995, EDEX Information Systems is the largest provider of California workers' compensation adjudicated court data, case tracking, electronic document filing, and legal document mailing services. Our services are used by government and private entities, as well as tens of thousands of professionals in the legal, medical, insurance, and claims administration fields nationwide.

Since 1995, we have tracked over \$50 billion dollars in receivables for our customers and mailed more than 25 million document pages. Our service integrity, attention to detail, and unique patented processes, continue to set us apart from every other provider of similar services.

We take data and document security seriously, and we constantly work to keep electronic data and documents protected from unauthorized disclosure. We manage our customer's sensitive data and documents in the same manner we protect our own corporate data assets.

To review specific information regarding our corporate policies and compliance please download our *Service Integrity and Security* document located on our web site at:

<https://edexis.com/documents/EDEXIS-Integrity-Document.pdf>.

Christopher Floyd, CEO

EDEX Information Systems, Inc.

DOCUMENT MAILING RESPONSIBILITIES AND GUARANTEES

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Background

EDEX Information Systems (“EDEXIS”) provides document print and mailing services to its customers. EDEXIS prepares mailing orders submitted by its customers and transports the mailings, with proper postage fully prepaid, to a United States Post Office (“USPS”) acceptance facility. The USPS is then fully responsible for the tracking and delivery of such mailings to their final destinations.

Specific Responsibilities:

1(a) Duty of EDEXIS: EDEXIS shall print the documents provided in customer orders, then fold, stuff, and seal such mailings and transport them to a USPS acceptance facility (normally a United States Post Office) in the appropriate time frame for the mailing class defined in each order. Upon depositing mailings with the USPS, the EDEXIS employee delivering the mailings shall cause an electronic record to be entered into the EDEXIS computer system indicating the mailings have been successfully transported to and accepted by the USPS facility. EDEXIS may elect to provide courtesy mail tracing status updates for mailings when such updates are provided by the USPS. **Tracking USPS Certified Mail and Priority Mail orders is the responsibility of the USPS.**

1(b) Duty of USPS: Upon acceptance of EDEXIS mailings at a USPS facility, the USPS shall transport the mailings to their final destinations and deliver them to the proper recipients according to current USPS procedures, business rules, and mail delivery guidelines. **The USPS is responsible for providing official tracking information for all Certified Mail and Priority Mail orders.**

Document Mailing Guarantees:

If EDEXIS fails to perform its duties defined in 1(a), above:

If EDEXIS fails to perform its duties, we will refund the EDEXIS service fee portion charged (not the US postage amount) for the specific order affected. Such refund request must be submitted to EDEXIS by the account owner within thirty (30) calendar days of the original order date. EDEXIS will promptly investigate any such refund request and notify the user of the result of its investigation. Any refund of an EDEXIS service fee shall be directly applied to the customer’s account as an EDEXIS credit for future mailings. or optionally issue a refund check, at EDEXIS sole discretion.

If the USPS fails to perform its duties defined in 1(b), above:

Mail delivery delays and failures are the responsibility of the USPS. If a **USPS Priority Mail or Certified Mail** order has not been delivered by the Postal Service after 30 calendar days from the date of mailing, as indicated by USPS tracing data, as a courtesy EDEXIS may request a refund of the postage paid to the USPS for the mailing. The USPS will investigate such requests and, if their investigation determines the mailing was not delivered, they may issue a refund of the USPS postage paid for that mailing. Any USPS refund EDEXIS receives for such order shall be directly applied to the customer’s account as an EDEXIS credit for future mailings. or optionally issue a refund check, at EDEXIS sole discretion.