



EDEX Information Systems

Service Integrity and Security Overview

Updated July, 2021

Established in 1995, EDEX Information Systems is the largest provider of California workers' compensation court data, case tracking, electronic document filing, and legal document mailing services. Our services are used by government 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 achieve our goals, EDEX Information Systems maintains the following security and integrity protocols:

PHYSICAL SECURITY

Authorized Access: Our corporate offices and data centers are secure facilities. Only employees, and authorized contractors and guests, are permitted in data centers, server rooms, document printing areas, and mail assembly facilities. Each facility has perimeter and interior monitored alarm systems and video recording.

Disaster Procedures: Our corporate offices have suitable backup power available to run all necessary critical infrastructure in times of power outages. We have established standardized disaster and emergency procedures in place for all personnel.

EMPLOYEE SECURITY

Confidentiality and Training: Every EDEX Information Systems employee receives detailed training on information security and confidentiality. Employees are required to sign confidentiality agreements annually, and follow established corporate protocols when handling all company and customer data, including documents and mailings.

NETWORK AND DATA SECURITY

Network Firewalls: Our corporate offices and data centers use secure firewalls, intrusion detection systems, and custom security groups for data isolation and protection.

Internet Data Encryption: for HIPAA-compliance, we secure all Internet web server data and documents in-transit with 256-bit bank-grade SSL/TLS encryption, and on-disk encryption protocols to secure and protect documents at rest.

Anti-virus/Anti-malware: All computers are protected by industry-standard anti-virus and anti-malware software which is regularly updated.

System Monitoring: We perform routine monitoring of all computer and network systems to locate potential vulnerabilities and ensure service integrity.

MAIL PRODUCTION SECURITY:

In-House Production: All document printing and mail production is done on-site in our secure corporate facilities. No third-party vendors or outsourced production is used. Every document mailing is printed and handled exclusively by EDEX Information Systems employees until physically delivered to a U.S. Postal Service facility.

Barcode Tracking: All mailings we produce include embedded 2-D tracking barcodes which are computer-scanned at various phases of production and assembly. Missing or damaged documents are reprinted, and every document is tracked from production through final delivery to a U.S. Postal Service facility.

Mail Depositing: Every mailing we produce is transported directly to a U.S. Postal acceptance facility by our trained employees. For security and accountability, no third-party couriers are used. The secure postal acceptance areas are not open to the general public which ensures every mailing is properly accounted for, accepted, and tracked.

Certified Automation and Confirmation: EDEX Information Systems is USPS-certified for Automation and Confirmation services. Our mailing data is securely uploaded to the U.S. Postal Service with accurate postage and mail tracking data included.

Quality Control Auditing: We perform daily in-process mail audits to confirm printed document quality, page count verifications, and other random auditing as-required to ensure USPS compliance and mail security.

MAILING INTEGRITY:

Unlike most other third-party mailing services, EDEX Information Systems tracks every First Class Mail, Priority Mail, and Certified Mail envelope we produce while in-transit with the United States Postal Service. We provide current USPS delivery status to our customers with tools to manage their undelivered or returned mailings.

Third-Party Certification: As a third-party mail processor, we help our customers comply with court-required service and other mailing requirements. This is particularly important in legal matters subject to a statute of limitation, mandatory deadline, or required action dates. We produce a legal *Certificate of Mailing* document which may be submitted to any attorney or court as evidence to prove:

- The document printing and mailing was performed by *EDEX Information Systems*, a neutral third-party document printing and mailing service unrelated to both the sender and the recipients. Using a third-party provides a legal chain-of-custody which we will certify to any court.
- The exact title of each document that was delivered, as provided by the sender.
- The dates the documents were uploaded and the actual date and time the documents were delivered to the United States Postal Service acceptance facility.
- The names and delivery addresses of every person or entity served.
- The method of service for each recipient (*First-Class Mail, Priority Mail, Certified Mail, etc.*).

Certified Records for Courts: To help our customers prove the content and mailing dates of an order, we provide a complete certified copy of any mailing, with our in-house and U.S. Postal Service tracking and delivery data, to any court pursuant to a subpoena for records.

Proof of Service Document: Our free, legal *Proof of Service* document is available as an option with each order. Our mailing supervisor electronically signs and dates each Proof of Service on the exact date an order is assembled and delivered to the U.S. Postal Service. Our Proof of Service details the title of every document served, complete with all recipient addresses and delivery methods. *Our process is so unique we were awarded a U.S. Patent in 2013.*

In-Transit Tracking: We track all First-Class, Priority Mail, and Certified Mail documents we produce and mail. We know when every mailing has been delivered, and advise when a mailing is returned or lost by the U.S. Postal Service. Customers can view current USPS mail tracking status and comply with due diligence requirements by easily re-sending any mailing which was lost or undelivered by the U.S. Postal Service.