



May 29, 2025

To whom it may concern,

Darwin CX, LLC published a System and Organization Controls 1 (SOC 1) Type 2 report, with the report published covering the period of February 1, 2024 to January 31, 2025. The examination for this report was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants (AICPA).

Darwin CX, LLC continues to maintain the system and the control environment as described in the most recent SOC 1 report. Our control environment in relation to the controls defined has not materially changed since that report, and our control environment continues to be operated and monitored as documented. We are not aware of any material deficiencies in the control objectives stated in that report as of May 29, 2025.

Darwin CX, LLC also publishes a System and Organization Controls 2 (SOC 2) Type 2 report, with the last report published covering the period of February 1, 2024 to January 31, 2025. The examination for this report was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants (AICPA).

Darwin CX, LLC continues to maintain the system and the control environment as described in the most recent SOC 2 report. Our control environment in relation to the controls defined has not materially changed since that last report, and our control environment continues to be operated and monitored as documented. We are not aware of any deficiencies in the criteria supporting the Security, Availability, Confidentiality, and Privacy stated in the report as of May 29, 2025.

In addition, Darwin CX, LLC published a System and Organization Controls 3 (SOC 3) report, with the last report published covering the period of February 1, 2024 to January 31, 2025. The examination for this report was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants (AICPA).

Darwin CX, LLC continues to maintain the system and the control environment as described in the most recent SOC 3 report. Our control environment in relation to the controls defined has not materially changed since that last report, and our control environment continues to be operated and monitored as documented. We are not aware of any deficiencies in the criteria supporting the Security, Availability, Confidentiality, and Privacy stated in the report as of May 29, 2025.

Should you have any questions or require additional information regarding our SOC1 Type 2, SOC2 Type 2, and/or SOC3 compliance, please feel free to contact your client success representative.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer McGill".

Jennifer McGill
Director, Platform Enablement & Security