



SSAE 16/SOC 1 REPORT

Carl Warren has received a clean service organization audit report for the past 9 years.

SSAE 16 Overview

Statement on Standards for Attestation Engagements (SSAE) No. 16, Reporting on Controls at a Service Organization, was finalized by the Auditing Standards Board of the American Institute of Certified Public Accountants (AICPA) in January 2010. SSAE 16 effectively replaces SAS 70 as the authoritative guidance for reporting on service organizations.

Many service organizations that previously had a SAS 70 service auditor's examination performed converted to the new standard in 2011 and now have a SSAE 16 report instead – also referred to as a Service Organization Controls (SOC)1 report.

The SOC 1 report that Carl Warren undergoes on a bi-annual basis is conducted by an outside independent auditor and provides information about the information technology general control activities and claims management processes of Carl Warren.

What are the benefits of having an SSAE 16 audit?

- It allows our Company to provide claims management services to both the public and private sectors. Today, the majority of organizations choose to use a SSAE 16 qualified provider as it is one of the ways to give both the organizations and investors assurance over controls related to processes performed by a third party rather than the organization in question.
- Both public and private companies are more likely to trust our organization with their data.
- We have a third-party reviewing controls and activities to ensure they are functioning appropriately and they can provide advice on how to improve upon them.
- Helps improve performance at Carl Warren.

The following claims management control activities are monitored:

- Client Setup
- Claims Processing (Receipt, Entry, Adjudication, Payment)
- Client Trust Account Management
- Client Output and Reporting
- Client Billing

The following information technology control activities are monitored:

- Application Implementation and Maintenance
- System Implementation and Maintenance
- Physical Security and Environmental Controls
- Logical Access
- Computer Operations

Carl Warren & Company is an employee-owned Third Party Administrator with 20+ locations nationwide. We specialize in liability and property claims management and subrogation.

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