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May 20, 2024

SysAid Technologies Ltd.

To whom it may concern:

This letter will confirm that Kost Forer Gabbay & Kasierer (“KFGK”), a member of Ernst & Young Global, has performed a Service Organization Control (SOC) 2 for SysAid Technologies (the "Company") on its SysAid Platform in accordance with the Service Organization Control (SOC) 2 covering the criteria security, availability, confidentiality principles set forth in DC Section 200 2018 Description Criteria for a Description of a Service Organization’s System in a SOC 2 Report (Description Criteria) of the Guide Reporting on Controls at a Service Organization Relevant to Security, Availability, Processing Integrity, Confidentiality or Privacy, and in TSP Section 100 2017 Trust Services Principles and Criteria for Security, Availability, Processing Integrity, Confidentiality, and Privacy (2016).

The report covers the period from April 1, 2023, to March 31, 2024.

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Nothing contained herein constitutes an opinion with respect to the SysAid Technologies Service Organization Control (SOC) 2 examinations for the SysAid Platform.

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