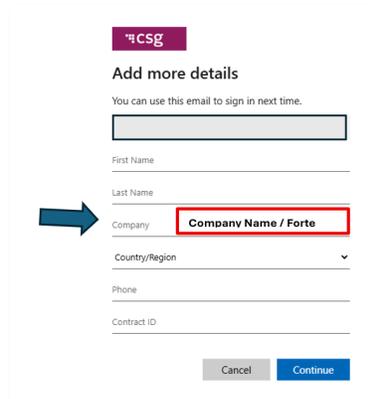


Follow these instructions to access CSG's Trust Center where you'll find up-to-date certifications, policies, and other important security documents.

1. Navigate to MyCSG at <https://www.csgi.com/mycsghcustomer-support/>

New users: Register for an account.

***Forte Merchants:** please enter your "Company Name / Forte" in the [Company Name] field when you reach the screen shown below.



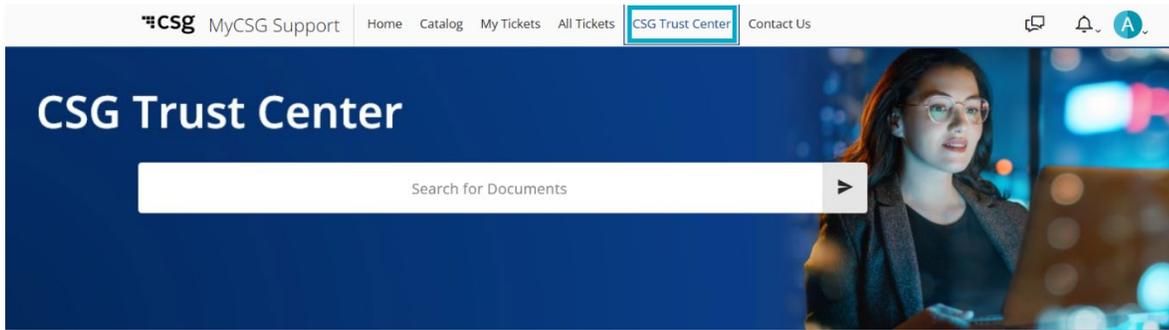
The image shows a registration form titled "Add more details" with the CSG logo at the top. Below the title, it says "You can use this email to sign in next time." followed by an email input field. Below that are fields for "First Name", "Last Name", "Company", "Country/Region", "Phone", and "Contract ID". A blue arrow points to the "Company" field, which contains the text "Company Name / Forte" and is highlighted with a red box. At the bottom of the form are "Cancel" and "Continue" buttons.

Returning users: Log in using your existing credentials.



2. Welcome to the MyCSG Support Portal. Remember to have this site bookmarked for easy access.

- Select **CSG Trust Center**

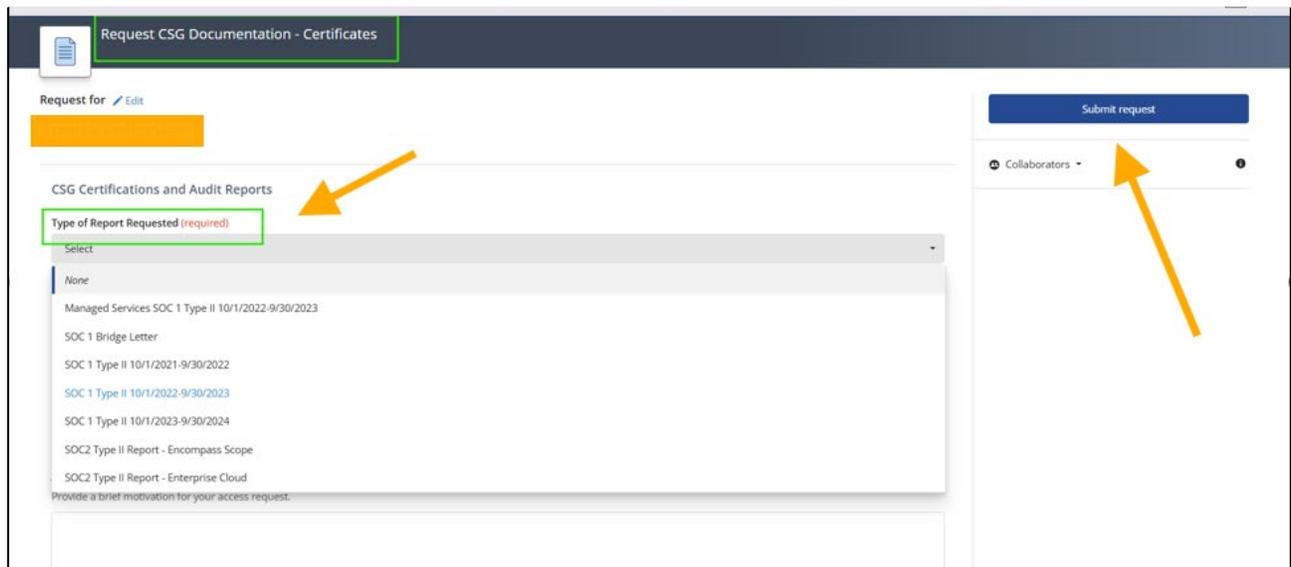


3. Locate the row of icons at the bottom of the page to view the available documents for download.



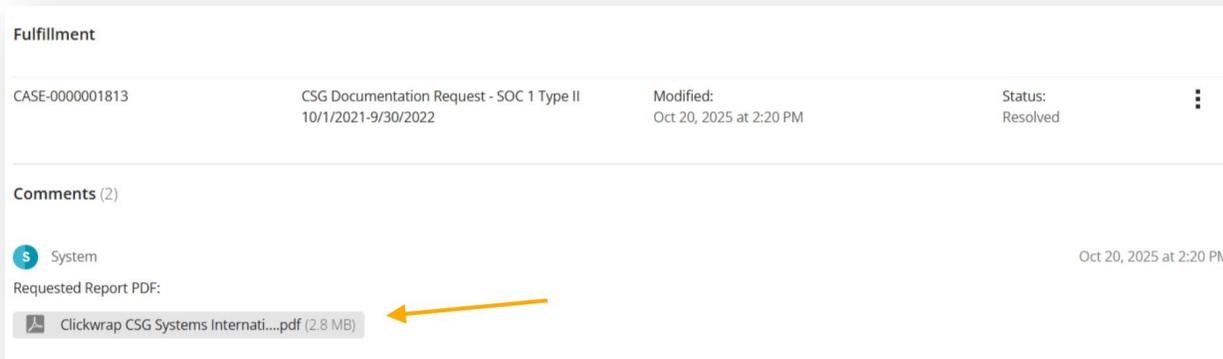
4. Select an icon, then pick from the drop-down menu the item you would like to download.

- **For example**, if you would like to download a Certificate, a drop-down list will appear. Select a certificate, provide a short reason for the request, then click “submit request”.



5. You will receive a notification once your request is complete. Select the “details” link to find the requested report PDF available in the comments section.

- Select the document, download, read the terms and conditions, and/or view instructions on how to open this artifact.



Fulfillment

CASE-0000001813 CSG Documentation Request - SOC 1 Type II Modified: Oct 20, 2025 at 2:20 PM Status: Resolved

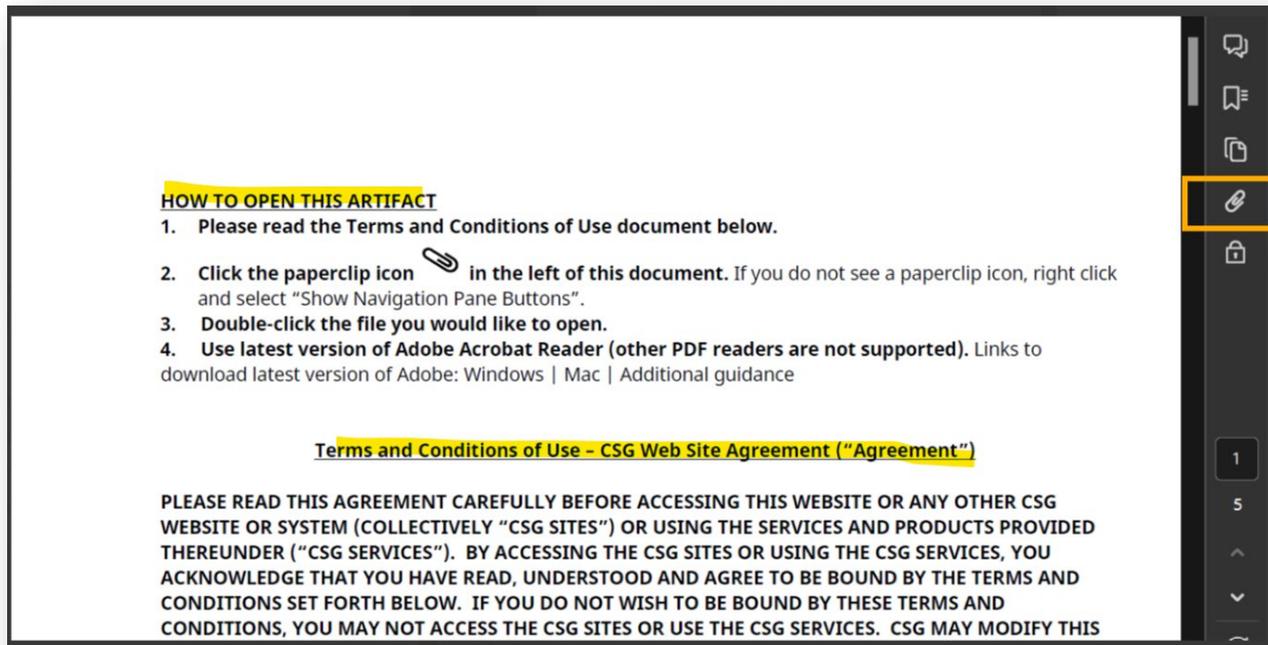
Comments (2)

System Oct 20, 2025 at 2:20 PM

Requested Report PDF:

Clickwrap CSG Systems Internati...pdf (2.8 MB)

Note: attachments are only accessible via Adobe and not when viewing the PDF via a browser.



HOW TO OPEN THIS ARTIFACT

1. Please read the Terms and Conditions of Use document below.
2. Click the paperclip icon in the left of this document. If you do not see a paperclip icon, right click and select “Show Navigation Pane Buttons”.
3. Double-click the file you would like to open.
4. Use latest version of Adobe Acrobat Reader (other PDF readers are not supported). Links to download latest version of Adobe: Windows | Mac | Additional guidance

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Note: If you have not yet received a notification, return to the MyCSG Support Portal and locate your recent request under the “**My Tickets**” tab. Open the ticket “details” and scroll to the **Comments section** to review the latest updates.

Questions? Contact csgsecuritygrc@csgi.com.