



Agency Cybersecurity

02/27/2026

Tyler Carbone

Managing Director
Agency
215 Park Avenue South
11th Floor
New York, NY 10003
tyler@getagency.com

To Whom It May Concern:

As of 07/25/2025 we at Agency have worked with Retell AI as their managed cybersecurity service provider. As part of that process, we have managed both technical and policy controls around cybersecurity and compliance, including the Health Insurance Portability and Accountability Act (HIPAA). As part of our assessment, we have reviewed their systems, procedures, and safeguards to ensure they meet the standards required by HIPAA.

Based on our evaluation on 02/27/2026 it is our professional opinion that Retell AI is compliant with HIPAA requirements. This includes, but is not limited to, the implementation of necessary administrative, physical, and technical safeguards to protect the confidentiality, integrity, and availability of protected health information (PHI).

Please feel free to contact us if you require any further information or clarification.

Sincerely,

Tyler Carbone
Managing Director
Agency Cybersecurity