

June 8, 2023

Dear Valued Client,

We sincerely appreciate the opportunity to work with you and value our ongoing partnership. As part of our commitment to continuously enhance our services and ensure their sustainability, we have conducted a thorough evaluation of our business operations. Based on our findings, we have identified certain areas where improvements are necessary. We are reaching out to you to discuss these changes in a collaborative manner, ensuring that they are implemented smoothly while maintaining our strong client relationship.

Throughout the summer, we will be embarking on a series of initiatives aimed at optimizing our processes and enhancing our service delivery. Some of these changes may not have a direct impact on you, but we anticipate that the overall effect will be evident and beneficial to both parties. Additionally, there are specific adjustments that may directly influence our interaction, and we are committed to working closely with you to ensure a seamless transition.

Outlined below are the planned changes:

Invoice Frequency: Going forward, we will be transitioning to a monthly billing cycle. In the past, we have encountered situations where we provided services, compensated our team accordingly, and then invoiced you only at year-end or during major milestones. This practice has resulted in an accumulation of work-in-progress, which poses challenges in the current wage environment. To address this, you can expect to receive an invoice in the coming weeks for any services rendered since your last year-end or major activity. Subsequently, we will establish a transparent pricing plan based on the services you utilize, offering you improved cash flow management and eliminating large periodic invoices.

Introduction of Client Excellence Coordinators (CECs): To enhance our responsiveness and streamline communication, we will be introducing the role of Client Excellence Coordinator. These dedicated professionals will serve as a consistent point of contact within our engagement team, ensuring that your queries and concerns are addressed promptly and efficiently. By assigning specific individuals to each client, we aim to eliminate any confusion or ambiguity regarding whom to reach out to for administrative matters, resulting in improved overall service quality.

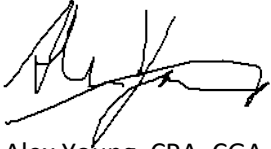
Workflow and Technology Modernization: This summer, our primary focus will be upgrading our internal client management software. The implementation of a new solution will enable us to modernize our workflows and introduce collaborative features, resulting in increased efficiency and improved document management. While most of these changes will occur behind the scenes, you can expect a new and more streamlined portal for document exchange, providing an enhanced user experience compared to our current software.

Refining our Client Base: As part of our commitment to delivering exceptional service, we have decided to concentrate our efforts on our existing client base. Consequently, we will be adopting stricter criteria when considering new client engagements. This strategic adjustment will enable us to maintain the high standards we have established while continuing to provide you with exceptional support. Rest assured, this change will not affect our commitment to your business; it is intended to ensure that we can dedicate the necessary resources to fulfill our service commitments effectively.

We genuinely value our relationship with you, and we are enthusiastic about the positive impact these changes will have on our collaboration. We encourage you to reach out to us if you have any questions or require further clarification as we embark on this exciting journey together.

Thank you for your continued trust and support.

Sincerely,



Alex Young, CPA, CGA



Brett Pavan, CPA, CGA



Candace Nancke, FCPA, FCGA