



March 4, 2021

Ms. Karen Their
Chief Deputy Tax Assessor/Collector
P.O. Box 8006
McKinney, TX 75070

Dear Karen,

It is that time of year for the budget planning cycle to begin for the 2021 tax year. To help you with your planning process, this letter relates the amount due for the Spindlemedia Maintenance Agreement. We have been working on major upgrades to the Tax Office Software. These include a new tax web site and cloud server option.

Your Maintenance Agreement fee for 2021 tax year will be \$126,937.00.

This is the year that the state legislature meets and there are several items that could affect the tax code and require changes. As you can expect we will comply with those changes and include them in a timely manner. This year, like last year, we have not been able to have our two scheduled users' conferences (North Houston and Lewisville). However, I am confident that we will be able to meet at both locations in 2022.

We will continue to strive to keep our product current to your needs and relevant to your work. Your business is appreciated, and we are anxious to serve you and your staff as needed.

Respectfully yours,

A handwritten signature in blue ink, appearing to read "SA Johnson", is written over a light blue horizontal line.

Steve Johnson
President