



Mary Taylor, CPA

Auditor of State

June 28, 2010

«Customer_Name»
«Contact_Person»
«Address_1»
«Address_2»
«City», «State» «Zip»

The Auditor of State's office has always been very conscious of the UAN User Fee and Hardware Surcharge that is charged for services and products to our UAN clients. We understand that in challenging economic times every necessary expense has a corresponding burden. We work diligently to ensure that we provide you value through a high quality product and timely service, and that you are billed accurately and fairly.

This past year we implemented a **UAN Hardware Surcharge Holiday**. The nearly 1,800 UAN clients have saved over \$800,000 during the 9 months that the fee has been waived. We are pleased to inform you that the UAN Hardware Surcharge Holiday is being extended. One reason we can continue this holiday is the extension of the service life of our current hardware to allow the next hardware replacement to occur after the rollout of the UAN rewrite. These anticipated and planned expenses are being shifted to lessen the impact to our clients of both a hardware release and a major software upgrade occurring in parallel. Later this Summer, we will provide UAN clients with information about the schedule of the upgrade and related training.

To align the shifting expenses that UAN is encountering and the cost of doing business today with the amount that is being charged to our clients, UAN is taking the additional step of implementing a **UAN User Fee Rate Holiday**. This UAN User Fee Rate Holiday will be for the billing period from April through December for which invoices will be sent in June, September and December. The additional savings to our UAN clients will be greater than \$2.4 million.

It should be noted that this UAN User Fee Rate Holiday will not impact any past due amounts so for the very small percent of clients that are past due please continue to work with us to address these issues.

As always, we value your partnership with the Auditor of State's office as a UAN client. Thank you for the important work you do to ensure that taxpayer dollars are spent with the appropriate level of accountability and transparency. If there are any questions concerning this topic please contact UAN Support at UAN_Support@auditor.state.oh.us or 1-800-833-8261 and they will be happy to address any question that you may have.

Sincerely,

A handwritten signature in cursive script that reads "Mary Taylor".

Mary Taylor, CPA
Auditor of State