



March 6, 2018

Dear Design Flow Solutions Customer,

ABZ Inc. would like to thank you for being a valued customer of the Design Flow Solutions (DFS) software. We have thousands of customers that use DFS. Some of our customers have been using the existing DFS software for close to 15 years. We are now aggressively looking to improve and upgrade the DFS software.

In 2017, ABZ transitioned to new ownership that has been involved with growing our core businesses, working closely with our existing clients for litigation support, energy consulting and engineering services. We have also been working on a new product plan for the Design Flow Solutions software. The new owners are committed to maintaining and supporting the DFS software as part of our long-term vision. With these changes, we will be looking to release a new version of DFS, but to do this we are looking for input from our existing DFS customers.

ABZ is working on a short survey that will be sent out to our DFS customers. We will be asking for the types of improvements our customers would like to see with the user interface and the technical capabilities of DFS. ABZ will also be evaluating the licensing and cost structure for the new DFS release, including changes that need to be made to the existing maintenance and technical support agreements.

We would deeply appreciate you working with us as we move forward with our commitment to providing our customers with a quality software product and a robust maintenance and support service agreements that benefit our customers.

Thank you again for your support and we will be keeping our customers aware of the progress we are making on the new version of the Design Flow Solutions.

Sincerely,

A handwritten signature in black ink that reads 'Michael A. Zurlo'. The signature is written in a cursive style.

Michael A. Zurlo
Managing Director
The ABZ Inc.

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