



2020-2021  
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**VIA EMAIL**

January 18, 2021

Do Process  
123 Front Street West, Suite 700  
Toronto, Ontario M5J 2M2

**Attention: Grant Goldrich, President**

The Federation of Ontario Law Associations (FOLA), is an organization that represents the associations and members of the 46 local law associations across Ontario. Together with our associate member, The Toronto Lawyers Association, we represent approximately 12,000 lawyers, most of whom are in private practice in firms across the province. These lawyers are on the front lines of the justice system, and a significant proportion are full-time or part-time solicitors. The practice of real estate is a critical component for many of these solicitors who assist the public in what is, for most, one of the most significant transactions of their lives.

We have recently been contacted by a very large number of our members expressing frustration and outrage at the announcement of January 11, 2021 that you would be increasing transaction fees for Unity and Conveyancer effective January 18, 2021. While we understand and agree that DoProcess is an independent business entitled to charge such fees as it sees fit for its products, the extraordinary increase of over 500% and the very short notice of the change leaves many in a difficult position.

On behalf of our members, we are asking that you reconsider this drastic measure and if nothing else provide for the increase in a phased manner with an acceptable time for your customers to plan for the increase. We would expect that such an accommodation to the members of the profession would lead to a positive impact on customer loyalty going forward.

We hope and trust that you will reflect on the concerns expressed and here and no doubt by many of your customers in determining whether such a sudden and dramatic increase is appropriate.

Yours truly,

Merredith A. MacLennan  
FOLA Real Estate Co-Chair

Eldon Horner  
FOLA Real Estate Co-Chair

cc: John Richardson, President, Dye & Durham Canada