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VIA EMAIL

February 1, 2022

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

Attention: Matthew Proud CEO

As you know 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. A year ago the then Co-Chairs of Real Estate for FOLA wrote to you expressing concern over the sudden dramatic increase in the per transaction software charge imposed by Do Process. At that time the fee was increased by over 500% (\$25 per file to \$129 per file) and we were assured that the increase was a special event and would not be repeated for a period of 3 years.

We have once again been contacted by a very large number of our members expressing frustration and outrage at the recent announcement that you would be increasing transaction fees again (\$129 per file to \$249 per file) for Unity and Conveyancer effective February 1, 2022. Many lawyers, including one of the undersigned, were even prevented from opening new files during the last week of January in the ordinary course, in what appears to be an effort to create a situation equivalent to a retroactive increase. Aside from an unfair business practice, it also undermines the integrity of your organization.

As you are no doubt aware many lawyers are examining the option of commencing court action(s) to address this issue and many more are considering other ways of generating the required real estate documents without the significant and immediate cost increase associated with the Unity software.

We hope and trust that you will appreciate the impact your sudden announcement has on our members and more importantly on the public who are forced to pay these dramatically higher fees at a time when all of us our stressed and anxious. Please consider the concerns of those affected by this decision and perhaps consider a smaller phased increase in the short term which might allow for adjustment.

Yours truly,

Eldon Horner & Mark Giavedoni

Real Estate Co-Chairs

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