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**By Electronic Mail**

Eldon Horner & Mark Giavedoni  
Real Estate Co-Chairs  
Federation of Ontario Law Associations  
731 9th Street West,  
Owen Sound, ON N4K 3PS

Dear Eldon and Mark,

Thank you for sharing the views of your members, many of whom are also valued customers of Dye & Durham. We, too, have been in direct contact with law firms across the country to discuss our decision to launch a bundled product and our pricing strategy behind it, and I want to take a moment to share some of that context here.

We believe that Unity is by far the most advanced real estate conveyancing software in the world. In recent months, we've spent hundreds of millions of dollars to innovate, build and acquire new features, capabilities and integrations to make Unity even more useful, secure, reliable and efficient. This in turn made it necessary for us to change the subscription options and pricing we offer.

Our new bundles keep legal professionals at the core of every real estate transaction, enhance their practice and drive profitability and higher fees for them as well. We believe that our customers should pay a fair price for a premium product and stand behind the quality of our best-in-class solution – as do the thousands of lawyers across Canada who continue to use Unity today and who have embraced our new bundles.

We sincerely hope that your members will continue to see and use the many benefits of our software, and we are aware that there are other options available. We are disappointed to lose any of our valued customers, but for those who do want to leave us, we understand and will always welcome them back.

Thank you again for your letter. We are always open to discussing how your members can make the most of our products, and how technology plays a central role in advancing the legal profession. We'd be pleased to explore a joint webinar or other similar content for your members, or to speak with you directly about any other questions you may have.

Sincerely,

Dennis Barnhart,  
President,  
Dye & Durham Canada