From: madison@getstreamline.com,

To: colbrandtc@aol.com,

Subject: Please Review: Your Streamline Subscription Will Increase July 2023

Date: Tue, Jun 6, 2023 8:49 am

Attachments:

## Greetings Conrad,

We hope this email finds you well. We're reaching out to let you know that starting July 1, 2023, you will see an increase in the cost of your Streamline subscription; your monthly cost will increase from \$100 to \$126.

We attempted to send this notice to you earlier this year, but was notified that this email ultimately bounded back. We're attempting to notify you of this again, but recognize that this increase might be short notice for your budgeting. We will happily work with you if this is the case - please respond to this email if you have any concerns!

In our 7-year history, Streamline has never had a price increase, so we understand this may come as a bit of a surprise to you. Like any business, we feel the rising costs for labor and overhead and made the tough decision to raise rates to ensure we can continue to provide the support and product experience you've come to expect from us.

We have invested heavily in improving our platform's compliance, performance, security, and features to meet your evolving needs, and this price adjustment will help us sustain these efforts.

We understand that this increase may impact your budget, and we want to make sure that you have all the information you need to make an informed decision. We are also committed to pricing predictability, following COLA or other standards for pricing adjustments in the future.

If you have any questions or concerns about the price increase, please don't hesitate to reach out to us. We'll be happy to discuss your specific situation and explore any alternatives that may be available to you.

We appreciate your business and your trust in Streamline. We look forward to working with you, helping you stay compliant, and illuminating the essential work you do for your community.

Best Regards,

## **Madison Wallace**

Account Manager Book a meeting with me <u>here!</u> Direct phone: 805-979-8998



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