

# TownHall Software, Inc.

10065N Raven Road • Hayward, WI 54843  
1.800.528.9086 <http://www.townhallinc.com>

---

December 1, 2009

## Happy Holidays!

We start with a message of Thanksgiving. We are all so thankful to have you as customers. The year 2009 was full of growing pains and we are coming out stronger than ever!

## MARGE Updates & Changes

TownHall Software is GROWING! And we are so excited! This is a great time in the history of this company. We have primarily been working on staffing and performance changes. Here are just a few...

### MORE, MORE, MORE Customer Support!

We heard you! Most of you know, Dave was undergoing treatment last winter. He's doing great! However, it was during that time that we recognized some gaps in our support system. These have been resolved! We have been working on the following:

Hiring more support staff and clerks. We would like to welcome Meagan Quaderer to the TownHall Software family. Meagan has extensive customer service training and experience. You may be hearing her voice in taking phone calls and trouble-shooting. She has been training side-by-side with Dave and we are excited to have her on board! She has already noticed that clerks are a great group to work with!

New "800" phone system. We searched several vendors for our "800" line so that we can forward calls to additional support staff when they aren't being answered at the office. Occasionally, you will get an answering machine – and that is during a time when the office is open, but we are busy supporting another clerk.

"INFO" e-mail address. We have always had an e-mail address at "[info@townhallinc.com](mailto:info@townhallinc.com)" but now that e-mail is broadcast to the entire staff at TownHall Software. We will continue to meet and make sure we have read and responded to all incoming e-mails.

Corporate Board Changes. We welcome the addition of Lisa Loerzel (Legal Assistant), and Eric Hogg (President). They have worked with us since the end of 2008 which has led to the multitude of changes you are seeing now!

### Performance Changes

Windows has been working overtime to fix the bugs that interfered with many software packages (ours included) and they seem to have resolved most of them with the new release of Windows 7. Our software works with both Windows 7 and Vista. Good news for you! However – as always – check with us before purchasing a laptop or desktop unit for your municipality so we can ensure the best working environment for you!

## What can YOU do?

### Your current contact informaton.

FIRST, and foremost... if you e-mail us please **PUT THE NAME OF YOUR MUNICIPALITY IN THE SUBJECT LINE!** E-mails that do not have a municipality name are often deleted by our e-mail spam/junk server! We don't want to miss you! Also, many times a municipality will change clerks, internet providers, or e-mail carriers. Please provide the current clerk's name, address, e-mail and phone number(s).

***Please note: WE DO NOT USE YOUR -EMAIL ADDRESS FOR ANY OTHER PURPOSE AND WE DO NOT SHARE YOUR E-MAIL ADDRESS WITH ANY OTHER COMPANY.***

### Send us your Backup.

Make sure you send us a backup copy of your data! By providing us with your latest copy of your data, we are able to view your specific information when you call to resolve an issue. In addition, when a computer has crashed – we are able to provide you with the latest full-copy of MARGE as well as your latest data in one simple e-mail! You don't lose anything! If you do not send us backup – please send us your contact information quarterly so we can keep you in touch with latest updates.

**We are currently the only company offering mirror-image support  
and off-site backup as part of your software package!**

### Stay up-to-date.

Remember that our website (<http://www.townhallinc.com>) is a key resource to the latest updates and downloads available for each program. Please make our website a “favorite” and check back often! These software updates include critical information. Please install the enclosed CD, if you haven't already done so.

### Complete the Year End Instructions included with this letter.

For the end-of-year process, PLEASE e-mail us a “T-copy” before you begin the instruction sheet **WITH THE NAME OF YOUR MUNICIPALITY IN THE SUBJECT LINE** – and an additional T-copy (backup) after you have completed the closing process successfully. E-mail your T-Copy to [info@townhallinc.com](mailto:info@townhallinc.com).

Sales are a key part of our industry – and most of our sales are from referrals. Please spread the word of the software that is built around YOU and your job! We appreciate any good word you can pass on to your colleagues!

If you have any concerns, questions or problems – please let us know! We appreciate all of you – your hard work, input and your expertise. These year-end changes are a result of YOU telling us what you need!

TownHall Software is a unique company. We have software that evolves because we value your input so that we can make a better products for all of our clerks and so it includes the tools you need to get your job done efficiently. Keep up the great work!

**Thank you again for all your help, support and patronage! We'll help you have a great 2010!**

Sincerely,

Dave, Deb, Carrie, Sue & Meagan  
TownHall Software, Inc.