



RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

SHELLY EDGERTON
DIRECTOR

February 20, 2018

Dear Customer:

Each day we renew our commitment to delivering the Michigan business community an excellent customer service experience. The Corporations Division serves more than 800,000 customers doing business in Michigan and reviews more than 240,000 documents and 640,000 annual reports each year. We are both grateful and proud that you have chosen to do business in our great state.

For the last two years Corporations, Securities & Commercial Licensing (CSCL)/LARA worked diligently to bring the agency's aging Corporations database into the modern era by completely replacing the outdated server-based technology with a new web-based system that moved the Corporations Division into a true system of electronic filings. The database was unstable, utilized unsupported technology and the fax-based filing system had become a burden for customers and staff.

Thank you for your patience as we completely overhauled the decades-old technology and launched the new Corporations Online Filing System (COFS). The web-based system means easier filing, faster service and expedited fee payment processing. It eliminates time consuming paperwork, mailing and waiting and provides access to a state-of-the-art filing system to our business customers.

Again, thank you for the understanding you have extended during this transition and we look forward to continuing to serve Michigan's business customers.

Sincerely,

A handwritten signature in blue ink that reads "Julia Dale".

Julia Dale, Bureau Director
Corporations, Securities & Commercial Licensing