



SmartBill

1050 O'Neill Dr.
Hebron, Ohio 43025-9409

March 30, 2015

Dear Valued Customer,

We strive to meet or exceed deadlines on delivery requirements for our customers and want to take this opportunity to address an issue some of you may be experiencing.

As you know, we rely on the United States Postal Service for final delivery of your mail. Per a FACT SHEET we recently received from the USPS, **they are no longer delivering mail on a next day basis as they have in the past**, which may result in customers calling you stating they are getting their bills later than usual. Unfortunately, once we take your mail to the USPS, SmartBill has no control as to when the mail will be delivered to your customers.

Below is an excerpt from the FACT SHEET we received from USPS:

"In January 2015, the Postal Service will change its First-Class Mail service standards, which will affect roughly 14 billion pieces of the total volume (or 9%) and up to 16% of First-Class Mail. The affected volume represents primarily single-piece First-Class Mail. **The majority of this mail will be delivered in two days instead of one.**"

Today, total First-Class Mail is delivered in an average of 1.8 days. When the new service standard changes are implemented, First-Class Mail will be delivered in an average of 2.1 days."

For additional information, go to usps.com/ourfuturenetwork.

What this means is that even though we deliver your mail to the post office daily, it will not be processed/mailed by USPS until the next business day.

We appreciate your continued trust in us. Rest assured that we will continue to process and deliver your mail as timely as we always have.

Sincerely,

Robin W. Hess

President