



2021-10-15

To: Valued Customer

From: The CFO desk of Data Resources Inc

Data Resources (DR) must respond to the current economic situation going on in the world. Supplies, logistics, and labor costs are the three major factors that affect the efficiency, reliability, and quality of how DR performs for its customers. DR has been operating for over 35 years. Throughout this time, DR strives for fairness, integrity, and value in the pricing offered to its customers.

It is unfortunate when the cost of doing business brings pressures beyond reasonable levels that force Data Resources to bring up the subject of price increases that will impact over a wider scope of our services. From time to time price increases have focused on a streamlined set of analyses, however, this time we are forced to look at a broader list of analyses for price adjustments.

Data Resources strives to make each of its customers feel as if they are the only customer we serve. This means that each customer will be individually reviewed as price adjustments are determined.

Over the past several years, Data Resources has vendors that have implemented "tag-on" fees to their service or products being supplied. Some of these fees are titled as Fuel Surcharge, Disposal Fees, or Environmental Impact Fees. Data Resources has resisted to implement "tag-on" fees to our customer's invoices as they can be viewed as a hidden way to "just" collect more money. Unfortunately should this practice become more overwhelming by our vendors, Data Resources may be forced to revisit the implementation of "tag-on" fees.

The price adjustment process is cumbersome and tedious (which is why we resist doing this as much as possible), however we will begin the process today. Adjustments may not occur in a single event. We will be evaluating the adjustments by customers and by analyses, so a price adjustment for one analysis may occur at one point in time and another analysis at yet another point in time.

If you have questions please feel free to call myself or Greg Mullinax at 803-561-0331.

Thank you for your support of Data Resources,

A handwritten signature in black ink, appearing to read "Bruce E. Watt".

Bruce E. Watt, Ph.D.
Data Resources Inc.
CFO