



032724-MP

Memorandum

To: MLOs
From: PPFC Management
Date: March 27, 2024
Re: LO Assistants Technology Fee

In the last year, our company has experienced significant growth, and with this growth comes increased resources. As part of our commitment to maintaining high standards of service and support to our MLOs, we had provided resources like ARIVE, as well as Slack, email, etc. at no cost for LO assistants to facilitate seamless communication and collaboration.

However, as our teams continue to expand, so do the associated costs. After careful assessment and consideration, we have determined that in order to sustainably manage these expenses, it is necessary to introduce a monthly Technology Fee of \$75 for LO Assistants, effective April 1st, 2024. This fee will cover ARIVE, email, and Slack. We will be following up with the LO Team Lead and sending a separate CC auth for LOA tech fee via DocuSign for completion.

We recognize that this is a change from our previous practice, and we want to assure you that this decision was not made lightly. Our aim is to strike a balance between providing valuable resources to support your team and managing our financial responsibilities effectively.

Please feel free to reach out if you have any questions regarding the implementation of this fee. Your cooperation and understanding are greatly appreciated.

Respectfully,

Kathy Lee Quach
Head of Operations