

Good morning Mr. Benson,

Thank you again for your presentation and follow-up letter to the Fraudulent Business Filings Working Group. In response, we have a few questions from one of our board members:

1. What would be the general cost of such a service from RELX/LexisNexis?

LexisNexis is committed to working with customers to identify customized solutions that work for a particular application. LexisNexis' approach to a comprehensive fraud and authentication strategy begins by incorporating a multi-layered approach to stepped-up authentication. The solutions offered within the LexisNexis® Dynamic Decision Platform (DDP) are innovative tools that allow customers to connect with LexisNexis as a single point of integration/single call to conduct identity verification, fraud analytics and stepped-up authentication in one transaction. The platform allows agencies to customize their application process by adopting a multi-layered approach that reduces friction and improves the customer experience. The DDP allows multiple workflows with customized agency rules, to ensure that the right type of identity verification/authentication process is delivered to the right person, at the right time. Although my presentation focused on a specific workflow sequence that, based on my current knowledge, I believe would work for the Secretary of State's business registration process, we would anticipate close collaboration with the office to identify a final set of solutions that would work best. With that in mind, the general cost of such services would range between \$190,000 and \$250,000 based on a projected 120,000 transactions. Some combinations of solutions require a one-time implementation fee; if your office chose to utilize these specific solutions, the one-time implementation investment would be approximately \$30,000.

It is my understanding that the Colorado Secretary of State currently utilizes Tyler Technologies/NIC for the front end of the business registry. It is worth noting that LexisNexis and Tyler Technologies/NIC enjoy a long-standing relationship, and Tyler Technologies/NIC has experience working with and integrating LexisNexis solutions.

2. Is it on a per transaction basis? If so, what would the cost be if there were 120k transactions per year?

LexisNexis would work with the Secretary of State's Office on identifying a pricing structure that works best for the Office. If the Office chose to pursue cost a on a per transaction basis, and depending on the solutions implemented, the cost would range from \$1.60 to \$2.29 per transaction based on a minimum of 120,000 transactions per year.

3. If there are authentication issues as an individual is attempting to incorporate their business, would LexisNexis be able to provide real-time phone support to assist people that are having technology issues?

Yes, LexisNexis has call center capabilities that could be built into the cost of such a solution. The approximate added cost of providing real-time phone support is \$250,000. This is an approximate number, as we need to discuss requirements for things such as multi-lingual support, SLAs, location requirements, etc.