



September 22, 2020

Bishop Sharma Lewis  
Virginia Conference of the United Methodist Church  
10330 Staples Mill Road  
Glen Allen, Virginia

Dear Bishop Lewis,

This letter is a follow-up to the issues that occurred with voting during the Virginia Annual Conference session on September 19.

I sincerely apologize to you and all the participants in the Conference for this failure. We know it was a tremendous inconvenience for everyone. We appreciate your patience, and the patience of attendees, while we worked to resolve the issue.

We experienced an issue reliably opening and closing voting during the meeting. This was caused by a configuration problem on one of our sub-systems that manages voter communications. We were able to correct the problem, but not in time to proceed with the meeting. This was a frustrating outcome for everyone.

As you know, our company has delivered successful voting support for many UMC Conferences, including the two most recent Virginia Annual Conferences. We regret that we failed to meet that standard of performance on this meeting.

Sincerely,

A handwritten signature in black ink, appearing to read "Mark A. Fite", with a horizontal line underneath.

Mark A. Fite  
President