

Dr Neng Yu
American Red Cross, HLA Lab
180 Rustcraft Road
Dedham, MA 02160

January 20, 2016

Neng,

The letter is official notice that I will be cancelling my software support agreement with the American Red Cross, effective June 30, 2016. Although our current contract allows for cancellation with 60-day notice for any reason, I will give the reasons, because it is only with reluctance that I am taking this step.

ARC management has not made a commitment for continuing support in these areas:

- Hardware support from HP
- Network, desktop, antivirus, and system database support from Gil DeSantis

Without support in place for the items above, I cannot commit to support of my software.

After June 30, the ARC will retain the rights to use the software as-is. There is no 'time-out' in the software and I will not block you from using it. You will not have the right make any additional copies of the software. And, you must make clear to your customers, to the extent required by any contract you have with them, that the software is no longer supported.

I hope that this is end of only one contract, and not the entire relationship between us. I will in fact be in touch about a new contract, but not as part of this letter.

I thank you personally and thank the others in the HLA lab with whom I have worked for many years.

Sincerely,

Arthur C. Nevins
A.C. Nevins Database Consulting