

Account Number: «accountnumber»

Serial Number: «serialnumber»

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### **Important news about your Sage 50 Intelligent Reporting SageCover Support**

Dear «salutation»

With one month of your SageCover membership left, we would like to remind you that we applied our software lifecycle policy to Sage 50 Intelligent Reporting in Sept 2008.

#### **Why are we doing this?**

We wrote to you in Sept 2008 to inform you of some compatibility issues between Sage 50 Intelligent Reporting and other software. After careful consideration we have decided not to develop the software further and have taken the difficult decision to withdraw the software from sale.

#### **Where does this mean to you?**

It doesn't mean that your software will stop working you can still continue to use it. But we will be withdrawing support in a phased approach. You can renew your SageCover support until 30<sup>th</sup> September 2009 and we will be withdrawing all support on 30<sup>th</sup> September 2010. We would like to remind you that Sage 50 Intelligent Reporting is not compatible with Sage 50 Accounts 2009.

#### **Spread the cost and pay interest-free**

So if you want the peace of mind of our telephone and email support the price for renewing your SageCover support is £«pricevat». Many of our customers prefer to pay by interest-free Direct Debit, which you can arrange to pay annually or monthly. And it's really simple to arrange – just complete the Sage Payment Plan enclosed and return it in the envelope provided.

If you prefer to pay by cheque, credit card or bank transfer, you do not need to do anything today as your renewal invoice will follow shortly.

#### **Will you be letting me know about new software?**

We see the withdrawal of this product as a positive move. It will allow us to focus our attention on developing core reporting functionality across the full range of Sage 50 applications. We'll keep you informed of this development.

If you've got any questions that we haven't already answered or if you'd like any advice, please call our SageCover team on **0845 111 66 66** or email us [sagecover.renew@sage.com](mailto:sagecover.renew@sage.com)

In the meantime, thank you for your custom and we hope that we can continue to support you for another year. And of course, I do hope that we can be of assistance in the future.

We're here to support your business.

Yours sincerely

*K Thompson*

Kevin Thompson  
Head of Customer Services