

March 31, 2021

Dear Shareholders:

On Wednesday, May 19, 2021 at 10:00am, the company will hold its virtual annual shareholders meeting via GoToMeeting. Details of the GoToMeeting connection information are on the proxy card.

I encourage you to review the attached proxy card and cast your votes. The audited financial statements can be downloaded from our website at <http://www.agentinformationsoftware.com/investors.htm>. They are also available from Computershare at <http://www.investorvote.com/AIFS>.

We are beginning to see the light at the end of the COVID-19 tunnel. As you may recall, like most companies our staff transitioned to working from home. Although we see a light at the end of the tunnel, it is our plan to continue to operate virtually at least through the rest of 2021. During this time, we have expanded our staff with talent from outside the immediate area of the office; as a result, we may never go back to having a single office for everyone.

The year 2020 was both a challenge and a very exciting time for the company and staff. We started the year getting our new team up to speed on the products and customers. We focused on addressing the issues associated with moving from our private cloud to Amazon Web Services (AWS). The new development team focused on AWS issues, but also addressed literally dozens of customer requests and suggestions. As we begin 2021, the development team has really been able to move the product forward and we are looking forward to many new features and improvements to the product line. The customer service, product management, and development teams are all working on several major system enhancements and updates that will be rolled out in 2021. Looking ahead, we are even discussing adding functionality that will integrate AI into our systems. The coming 18 months are going to be truly exciting as the products see major changes.

During 2020, the company's customer service team redefined many of the processes that had been in place, so we could address our customers' issues during the pandemic. As noted above, the team focused on customer needs. They released a dozen various functions to allow library staff to navigate new changes in their processes (i.e., material curbside drop-off and pickup) to keep staff and patrons safe during the pandemic.

2020 saw the successful implementations of both a major new SHAREit™ customer and a mid-tier VERSO™ customer. Recurring revenue continues to grow at a steady rate with an increase of 3.8% in 2020 over 2019, while non-recurring revenue fell by 7.4% in 2020 due to a decrease in new implementations because of COVID restrictions/closures. As a result, overall sales were down by 3.6% in 2020 over 2019. EBITDA decreased to 22% of sales from the 2019 level of 25%.



Library
Address
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The company was able to weather what appears to be the worst of the pandemic. Over the next couple of years, we will watch the industry closely to monitor Covid's impact on library budgets; but we are also excited about the possibility that our SaaS solutions may fit well with any financial constraints.

If you have questions, please do not hesitate to call me directly at (909) 569-1520 or email me at prc@auto-graphics.com, or you may contact our Controller, Bryan Straight at (909) 569-1535 or rbs@auto-graphics.com.

Best regards,

A handwritten signature in black ink, appearing to read 'Paul R. Cope'.

Paul R. Cope
President