

**Please direct all
communications to:**

P.O. Box 459
Grand Central Station
New York, NY 10163
Fax: (212) 870-3003

February 21, 2020

Dear A.A. Friends,

We are pleased to announce that the first phase of My Portal, the NetSuite user interface for our Fellowship, was deployed in January 2020, more or less on the current schedule.

It is still very much a work-in-progress, but our teams continue to be “on it” 24/7 and have made great strides toward its completion—and we have begun to receive your feedback, based on your experience in training and actual usage of the platform.

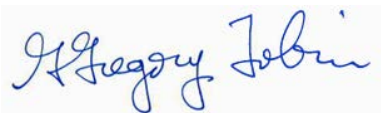
My Portal offers Area registrars direct access into the NetSuite data base, providing up-to-date information and reports on demand. Ultimately, registrars will be able to make various group and Fellowship data changes directly in NetSuite via My Portal, which will greatly enhance our ability to support the A.A. Fellowship with clean, accurate information.

In our December 19, 2019 communication, we stated that we are aiming for full deployment by March 2020; however, we must redefine our timeline for full completion. (Are you surprised? Seriously, we are not happy about this but continue to move forward and will keep you informed.)

We will announce more specific plans to roll out enhancements and the remaining My Portal capabilities soon, as we get closer to its full implementation.

Please hang in there with us and do not be reluctant to share your needs and user feedback! It is greatly beneficial to us and to all users when we hear directly from you. We are most grateful for your ongoing patience and cooperation as we continue to improve the Fellowship's access to information in support of our Twelfth Step work.

Yours sincerely, in service to our Fellowship,



Greg Tobin
General Manager