

EXHIBIT E

In the five years that BioTrack has hosted Arkansas' Medical Marijuana Seed to Sale System, called ARStems, BioTrack has met or exceeded every contractual obligation with the State of Arkansas. The complaint document submitted to the ALC Medical Marijuana Oversight Subcommittee on November 14, 2022, is misleading, and in many instances inaccurate. The information below addresses each complaint to the best of BioTrack's ability, given the general nature of the allegations, many of which lack specific details.

Further, some of the scenarios described in the complaint are not related to ARStems at all. BioTrack has a full suite of products, including both a seed to sale traceability system intended for regulator and oversight use (i.e. ARStems) and a commercial seed to sale system (known as BioTrack Core) intended to help licensees manage their business and corresponding workflows. The products are separate and distinct. The State of Arkansas is currently contracted for our seed to sale traceability system and patient portal products. Meanwhile, some licensees contract directly with BioTrack for use of the BioTrack Core system. The complaint document erroneously conflates issues with the ARStems State system with products outside of the scope of the State contract with BioTrack.

Response to Complaint #1:

- *The complaint claims: "Corrupted Biotrack back up files led to the complete shutdown of the Delta Medical dispensary in West Memphis for an entire weekend (8/26-8/28) so that the inventory could be rebuilt manually"*

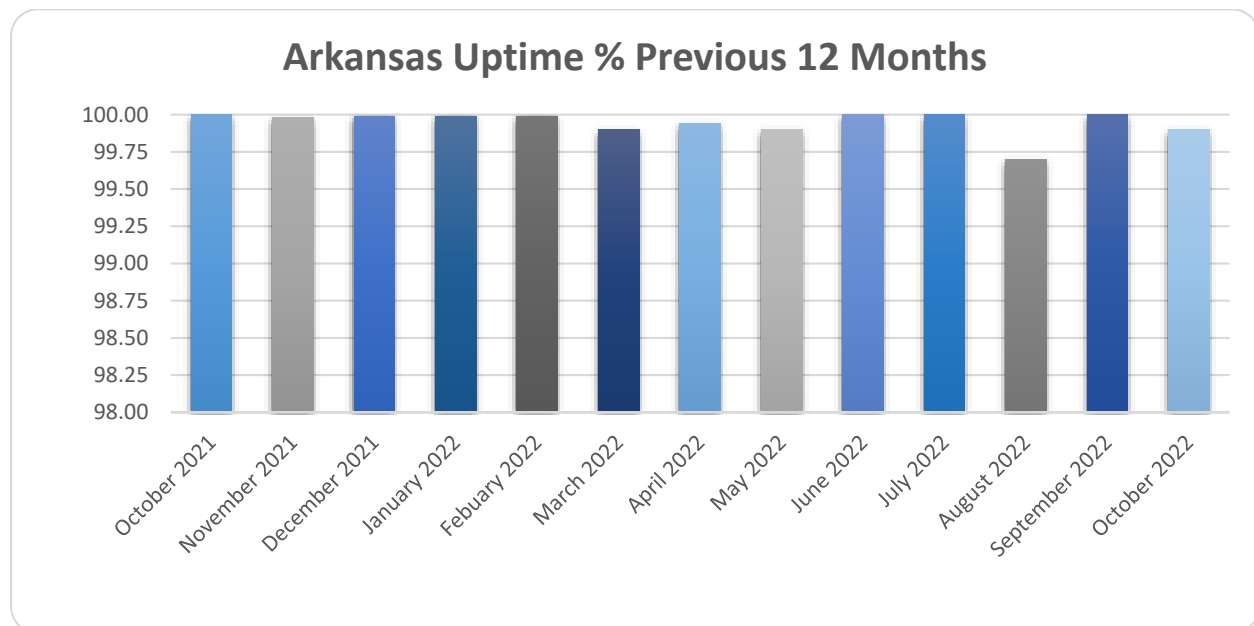
Delta Cannabis is a BioTrack Commercial Core customer. The issue that occurred with Delta Cannabis in August 2022 was not connected to or related to ARStems. BioTrack Commercial Core is installed onto the customer's own server at their own location. BioTrack does not provide hardware or other IT services. Every customer is responsible for their own hardware's physical and technical safety, which includes system backups and regular maintenance. Each customer's server is purchased and maintained by that customer – BioTrack has no ownership or maintenance of any other company's physical devices. The data hosted on their server is owned by them; that data gets pushed into ARStems through the API that every other third party commercial system also uses.

A power surge affected Delta Cannabis' physical server. This resulted in some data corruption of their own data (no data in ARStems was affected by this power surge). Our staff worked over the weekend to assist Delta Cannabis in several attempts to recover their data. Their backups were not successful in restoring the data, so in an effort to assist our customer, BioTrack spun up an instance of Amazon AWS and put the licensee on a hosted product versus an onsite product. This was done as an emergency outside contracted services to Delta Cannabis. They were able to sync their compliance data from ARStems down to BioTrack Core. The complaint's claims about inventory being rebuilt is misleading. They did have to reenter some data into the Core application, but not into the ARStems state system. They had to rebuild their users and permissions, labels, receipt template, loyalty programs, discount

programs, and any other specific customizations they had created in their local BioTrack Commercial Core system. **This situation is one example of how BioTrack continuously goes above and beyond our contractual obligations for all of our customers.**

- *The complaint claims: "Repeated instances of unexpected outages of all or part of the Biotrack system, forcing dispensaries to close"*

The ARStems system has had minimal downtime due to outages over the last year. The uptime report below was taken directly from our server monitoring system.



There are several reasons for downtime, including one occurrence where ARStems had an outage for one day due to the State's IT department changing a technical piece of their DNS. BioTrack also provides the State with a detailed Root Cause Analysis any time there is downtime.

- *The complaint claims: "Repeated problems with miscalculations on patient limits and assigning purchases in error so that patients are wrongly prevented from making purchases"*

This is inaccurate. There have not been issues with recent patient limits. Patients and licensees sometimes perceive this and enter a ticket. However, we have a patient purchases report that shows every single purchase historically and how their limit was effected. We typically send that report to the licensee or the patient when a complaint is received, solving the open question.

Response to Complaint #2:

- *The complaint claims: "Repeated problems of Biotrack changing the weight of products in inventory"*

This is a very generic complaint and lacks any specific details. Issues like these stem from third party software where actions may or may not have been completed in ARStems resulting in inventory discrepancies, however this is not related to ARStems.

- *The complaint claims: "Inventory amounts changing unexpectedly without any purchases or transfers being made"*

This is inaccurate. There has not been any inventory amount that has changed without an explanation. Licensees will routinely perceive this and enter a ticket. However, we have an action log report that shows every single purchase, transfer, adjustment, void, return, etc. that changes inventory. **There has never been an inventory amount that has changed with no appropriate and legitimate explanation.**

- *The complaint claims: "Biotrack sometimes doubles plant weights in harvest records, leading to errors in the inventory"*

This is inaccurate and contains no specifics like when this purportedly happened, to which licensee, and if they were using ARStems directly or a third party software to connect. **There have not been any reports of ARStems doubling plant weights.**

- *The complaint claims "Biotrack inventory "rounds down" fractional weight reports, leading to errors in inventory"*

This complaint is confusing and lacks details, including which report they claim is inaccurate. The system tracks every fraction of a gram. Third party integrators were submitting whole number adjustments that led to certain dispensaries being off in their inventory. **This is not an issue with ARStems, but rather the integrators submitting bad data.**

- *The complaint claims: “Repeated problems with completed sales not properly being updated to the system, so inventory is not removed from the licensee’s inventory”*

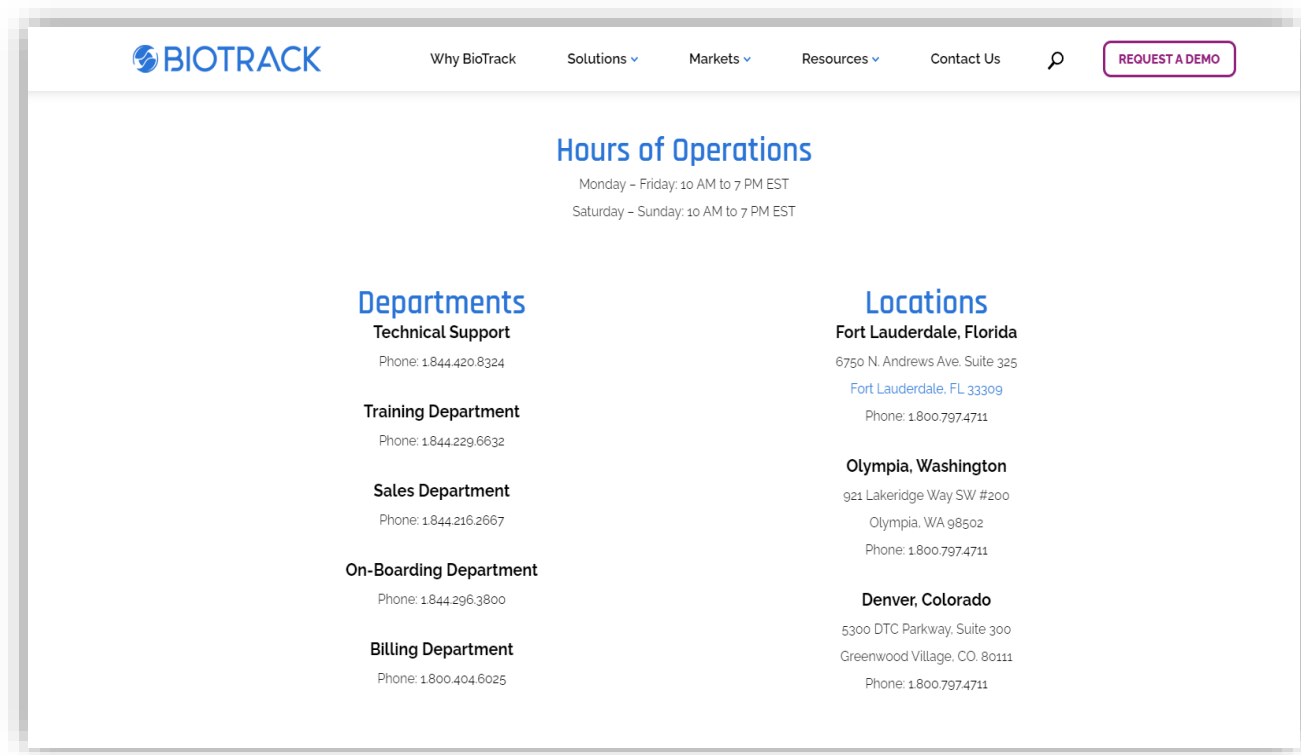
This complaint incorrectly attributes any issue BioTrack products may have had to the ARStems contract with the State of Arkansas. ARStems has not had any issues completing any sales. ARStems doesn’t “update the system” (as it is already the system of record). Certain locations have limited access to high speed internet and have connectivity issues during peak times, which may account for some of the referenced incidents.

Response to Complaint #3:

- *The complaint claims: “Only access to customer service is through email – no phone numbers are provided”*

BioTrack has provided customer service via phone, email, web form, etc. since the inception of the program. The support phone number is (844) 420-8324. This phone number has been active for more than 7 years. It is listed on our website, our email signatures, and in the training manuals provided to Arkansas licensees and state staff.

The screenshot below is a capture of BioTrack’s website (www.biotrack.com). All phone numbers are included. We also receive calls daily at all of our phone numbers.



There is also an Arkansas-specific support phone number. It is (800) 797-4711. That phone number is listed directly on the login page for ARStems. Below is a screenshot of that login page with the email address and the phone number circled in red for distinction (please note the ARStems website address circled in red as well).

- *The complaint claims: “No technical support or customer service is available after office hours or on weekends, even in complete shutdown circumstances.”*

The situation with Delta Cannabis that is described within Complaint #1 (above here) illustrates one example of how this is incorrect. BioTrack has staff members physically located within different time zones and stagger scheduled days, which allows us to offer **more** support hours than we are contractually obligated to provide.

We also complete all system maintenance and releases after office hours or on the weekends, including all state work that would require any downtime at all.

- *The complaint claims: “Inventory manifests incorrectly identified destination licensee addresses as located in Washington state”*

No address was identified as being in Washington State. There is a note at the bottom of the manifest that tells the user to stay within the boundaries of the state regardless of the directions typed into the

travel route. That note erroneously said Washington instead of Arkansas. This is a very old bug that has already been fixed and released.

Below is the screenshot of a current transport manifest. The correction that was already implemented long ago has been circled in red.

Address:	Greenwood, AR 71103	Plate:	002490000007566
Licensee Phone:	5010000000	Transporter Name:	Marc Davis
Transporter ID:		Transporter Date of Birth:	12/12/1968
		Transporter Signature:	
Stop #1 of 1 (3 Items)			
Destination Licensee Name:	GOOD DAY FARM ARKANSAS	Approx. Departure Date/Time:	11/14/2022 4:30 PM
Destination License #:	00123C	Approx. Arrival Date/Time:	11/14/2022 4:30 PM
Destination Licensee Address:	3300 North Hutchinson Street Pine Bluff, AR 71601		
Destination Licensee Phone:	5010000000		
* These directions are for planning purposes only. You may find that the suggested route takes you outside Arkansas you must plan your route so that you remain within Arkansas at all times.			
Travel Route:			
Drive east on East Kiehl Avenue/AR 176. Turn right onto Brookwood Road/AR 176Y. Turn right onto Warden Road. Bear left onto US 67 South/US 167 South. Keep left to take exit 153B onto US 167 South toward Little Rock. Keep left to take I 530 South/US 65 South/US 167 South. Keep left to stay on I 530 South/US 65 South. Take exit 34. Turn left onto US 270/Sheridan Road. Continue on Sheridan Road. Turn left onto Jefferson Parkway. Turn right onto Industrial Drive South. Turn left. Turn right. Your destination is on the left.			
Instructions: If the quantity received is less than the quantity shipped, check the box in the appropriate field below and indicate the actual quantity received.			

- The complaint claims: "Inability to run necessary custom reports"

This is inaccurate. BioTrack staff has successfully run custom reports through ARStems as recently as 12/1/2022. There may be several reasons that a particular custom report doesn't run. They are typically built by end-users that may have selected the incorrect column or entered an incorrect query. These issues can be fixed very quickly and easily through our support team and account managers. Unfortunately, this complaint lacks the specifics including the alleged report name that will not run.

- The complaint states: "Inability to transfer some types of products between licensees in Biotrack – this is a continuing problem"

Again, this statement is vague. There are many reasons that a licensee cannot transfer to another licensee. These business rules were created alongside the State of Arkansas staff to ensure proper functionality. Changing regulations may necessitate a change in these business flows or functionality. BioTrack has made several changes to these business transfer rules over the last five years at Arkansas' request.

BioTrack has sought to be an exceptional software vendor and program partner to the State of Arkansas and appreciates the opportunity to address the committee. BioTrack has weekly meetings with ABC and DOH to ensure there is a clear flow of information and any priority items are being addressed quickly at the direction of ABC. BioTrack offered a series of free trainings to all Arkansas licensees this year free of charge to improve licensee knowledge. We are planning additional trainings in 2023 as well to benefit the Arkansas cannabis industry at large.

We look forward to continuing to partner with the State of Arkansas and serving licensees and patients through the state.