

To: All Broker Contacts  
All Company Contacts  
Lloyd's Managing Agents  
Market Repository Contacts  
Software Providers

market communication

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**RE: PERFORMANCE ISSUES UPLOADING AND DOWNLOADING DOCUMENTS USING THE  
IMR - RESOLVED**

Xchanging would like to advise customers that the DRI performance issues experienced, as communicated in Xchanging market communication 2015/117, dated 19 November 2015, have now been resolved.

A fix was deployed 3 January 2016 and service has remained stable since that time. Response times are back within the Service Levels.

Performance of the service continues to be monitored via our telemetry.

ANTHONY CROYDON  
HEAD OF SERVICE  
XCHANGING INSURANCE SECTOR