

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

Date: 14 September 2016

Reference: 2016/086

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market communication

RE: SYSTEM AVAILABILITY SUNDAY 18 SEPTEMBER 2016

Xchanging would like to inform customers that, due to scheduled maintenance, all services will be unavailable as follows:

- Sunday 18 September 2016
Production, Training & Testing All Day No service available

Summary of the Changes

- Consolidation and improvements to the IT infrastructure
- Mainframe maintenance
- Patching and upgrade of enterprise infrastructure systems

Customers are reminded that they can view the status of Xchanging systems and services via the link on the Insurance Portal login screen - [Status of Xchanging services](#).

Should you have any questions regarding this communication, please contact the Xchanging Service Desk, contact details as above.

ANTHONY CROYDON
HEAD OF SERVICE
XCHANGING INSURANCE SECTOR