

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

Date: 16 January 2017

Reference: 2017/002

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market communication

RE: SYSTEM AVAILABILITY SATURDAY 21 JANUARY – SUNDAY 22 JANUARY 2017

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

- Saturday 21 January 2017
Production, Training & Testing All Day No service available
- Sunday 22 January 2017
Production, Training & Testing All Day No service available

Summary of the Changes

- Consolidation and improvements to the IT infrastructure
- Essential 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 Centre, contact details as above.

ANTHONY CROYDON
HEAD OF SERVICE
XCHANGING INSURANCE SECTOR