



Memorandum

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To **All Users of Insurance Information Services**  
From **CGI Insurance Information Services**  
Date **Tuesday August 23, 2010**  
Subject **Planned Outage at IBC affecting Ontario MVRs**

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Valued Clients,

Be advised that as a result of planned maintenance at the Insurance Bureau of Canada (IBC), Ontario Motor Vehicle Records (MVR) will be unavailable from Friday August 27<sup>th</sup> from 8:00PM EST to Saturday August 28<sup>th</sup> at 5:00PM EST.

During this time, requests made through CGI services will be held and will be processed once services are restored at IBC. Overnight requests made on Friday August 27 after 4pm, Saturday August 28, and Sunday August 29 will be picked up by CGI on Monday August 30. Reports will be available for pickup on Tuesday morning August 31.

The Friday 7pm overnight batch will run earlier at 4pm and reports will be available for pickup soon afterwards.

The Friday 10pm batch and the Saturday batch will be stopped, but will resume on Monday August 30 at 7pm and 10pm, respectively, with reports available for pickup on Tuesday morning, August 31.

CGI thanks you for your continued support.

Sincerely,

CGI Insurance Information Services