



Memorandum

To **All Users of Insurance Information Services**
From **CGI Insurance Information Services**
Date **Tuesday August 6, 2010**
Subject **Planned Outage at IBC affecting Ontario MVRs**

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 13 from 5:00PM EST to Monday August 16 at 6:00AM 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 13 after 4pm, Saturday August 14 and Sunday August 15 will be picked up by CGI on Monday August 16. Reports will be available for pickup on Tuesday morning August 17.

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 16 at 7pm and 10pm with reports available for pickup on Tuesday morning, August 17.

CGI thanks you for your continued support.

Sincerely,

CGI Insurance Information Services