



Memorandum

To **All Users of Insurance Information Services**
From **Bob Brockie**
Date **Wednesday November 11, 2009**
Subject **Insurance Information Services (IIS) Planned Outage Sun. Nov15/09**

This is to inform you that CGI will be having a planned outage on Sunday November 15, 2009 for important maintenance activities. As a result of this outage all RapidWeb and SMART Services will be unavailable from 10:00pm Saturday, November 14 to approximately 3:00 pm Sunday, November 15, 2009.

CGI thanks you for your continued support.

Sincerely,

Bob Brockie
Director, CGI Insurance Information Services