



Memorandum

To **All Users of Insurance Information Services**
From **Bob Brockie**
Date **Tuesday February 16, 2010**
Subject **CGI Infrastructure Change**

Valued Clients,

As you know, CGI evolves our infrastructure on an ongoing basis to be able to continue to provide the reliable and consistent service(s) you have come to expect.

Our next step in this evolution will be taking place on Sunday February 28, 2010. On this date the following services will be migrated to a new environment:

1. Commercial Tracking System (CTS) – Commercial Claims History
 - a. Website access
 - b. Host to Host access
2. Habitational Insurance Tracking System (HITS) – Residential Claims History
 - a. Global API (GAPI) access
 - b. Host to Host Access

There are no functional application changes as a result of this migration; this is strictly a move of the above applications to another area of CGI's infrastructure. The purpose of the move is to take advantage of enhanced monitoring and clustering capabilities to reduce downtime in the event of hardware failures.

CGI has conducted testing of the affected applications within the new environment and we do not anticipate any affect to client processing or work flow as a result of this change. Final tests are being concluded and we expect to move forward with our implementation as planned. We do want to communicate the change for your awareness and we will inform you if implementation plans change for any reason.

There may be intermittent outages on Sunday February 28/10 (between 5am and 10 am) while we implement this change. If you would like to confirm you connectivity to the new environment during our implementation on Sunday February 28, 2010 (between 9am and 10am) please contact Sonia Jolly at sonia.jolly@cgi.com no later than Tuesday February 23, 2010 to coordinate your connectivity test.

As always, if you have any questions or wish to discuss this further, please don't hesitate to contact me at 905-771-5359

CGI thanks you for your continued support.

Sincerely,

Bob Brockie
Director, CGI Insurance Information Services