



Memorandum

To **All Users of Insurance Information Services**
From **Bob Brockie**
Date **Tuesday August 11, 2009**
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 6:30pm DST Friday August 28, 2009 to 7:00am DST Monday August 31, 2009.

During this time, requests made through CGI services will be held and will be processed once services are restored at IBC. Overnight requests made Friday August 28, Saturday August 29 and Sunday August 30 will be picked up by CGI on Monday August 31.

The Friday 7pm batch will run earlier at 5pm 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 31 at 7pm and 10pm with reports available for pickup on Tuesday morning, September 1.

CGI thanks you for your continued support.

Sincerely,

Bob Brockie
Director, CGI Insurance Information Services