



Memorandum

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To **All Users of Insurance Information Services**  
From **Bob Brockie**  
Date **Wednesday October 14, 2009**  
Subject **Insurance Information Services (IIS) Planned Outage Sun. Oct.18/09**

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This is to inform you that CGI will be having a planned outage on Sunday October 18, 2009 for important maintenance activities. As a result of this outage all RapidWeb and SMART Services will be unavailable from 11:00pm Saturday, October 17 to approximately 3:00 pm Sunday, October 18, 2009.

CGI thanks you for your continued support.

Sincerely,

Bob Brockie  
Director, CGI Insurance Information Services