

From: Zurina Zolkaffly <zurina@msctrustgate.com>
Sent: Wednesday, August 2, 2023 3:46 PM
Subject: Important Update: Cut Over Plan for Enhanced Performance

Dear Valued Customer and Partner,

We would like to announce an important milestone in our commitment to providing you with the best possible service. As part of our ongoing efforts to enhance reliability, performance, and security, we will execute a cutover plan from Disaster Recovery (DR) to our primary production environment.

During this process, our service will experience temporary downtime to facilitate the seamless transfer of services. We expect the transition to last approximately three (3) hours. The cutover is scheduled as below.

	Details
Start Date and Time	4 August 2023 (Friday) at 11:00:00 PM GMT +8
End Date and Time	5 August 2023 (Saturday) at 02:00:00 AM GMT +8
Plan Window	3 hours

Our team is committed to making this transition as smooth as possible for you. If you have any questions or require assistance at any point, please do not hesitate to reach out to our support team at tech-standby@msctrustgate.com or contact your respective account manager.

Thank you for your understanding and support as we work towards providing you with an even better service experience. We truly value your business and look forward to delivering improved services that exceed your expectations.

Best regards,

Zurina

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Operational Hour :-

Monday to Friday : 9.00am – 6.00pm

Break Time : 1.00pm - 2.00pm (Mon - Thur) & 12.15pm - 2.45pm (Fri)

Saturday, Sunday & Public Holiday : Closed



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