

From: Zurina Zolkaffly <zurina@msctrustgate.com>
Sent: Wednesday, September 6, 2023 11:34 AM
Subject: Important Update: Data Center Transition

Dear Valued Customer and Partner,

We would like to inform you of an upcoming transition from our Disaster Recovery (DR) site to our Data Centre (DC). This transition is a part of our ongoing efforts to enhance the reliability and performance of our services. 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	7 September 2023 (Thursday) at 11:00:00 PM GMT +8
End Date and Time	8 September 2023 (Friday) 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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