



Our Operations Centre Is Moving!

Friday, November 12 – Sunday, November 14, 2010

As a result of our success, thanks to our many clients, our Operations Centre is expanding from our current 18,000 square-foot office to our new 45,000 square-foot, state of the art facility. This move is scheduled for the weekend of November 12, 2010, and some of the ClaimSecure services that you receive will be affected.

We want to assure you that our move plan has been structured in such a manner to ensure minimum inconvenience to you and your employees. Therefore, ClaimSecure will be scheduling some system downtime from Friday November 12th at 8:00 pm through to Monday November 15th at 7:00 am EST and the following services will be affected:

<u>Service</u>	<u>Downtime</u>	<u>Uptime</u>
Customer Response Centre	Friday November 12 th at 8:00 pm EST	Monday November 15 th at 7:00 am EST
On-Line Drug	Friday November 12 th at 9:00 pm EST	Saturday November 13 th at 1:00 pm EST
On-Line Dental	Friday November 12 th at 9:00 pm EST	Saturday November 13 th at 1:00 pm EST
eProfile™	Friday November 12 th at 9:00 pm EST	Monday November 15 th at 7:00 am EST
Web Applications	Friday November 12 th at 9:00 pm EST	Monday November 15 th at 7:00 am EST
Daily Files	Friday November 12 th at 9:00 pm EST	Monday November 15 th at 7:00 am EST
On-Line Reporting	Friday November 12 th at 9:00 pm EST	Monday November 15 th at 7:00 am EST

Please note: This is the maximum window of downtime required. All efforts will be made to minimize this time.

Monday, November 15 – Business as Usual

Thank you for your continued support.

October, 2010

