



14 February 2020

To: Users of The Broker's Workstation and The Underwriter's Workstation

Dear Valued Client:

Re: Scheduled Maintenance Outage for CSSI FTP Service

Please be advised that CSSI has scheduled a system outage that will start late Saturday night (February 15) and may proceed into Sunday (February 16). **CSSI FTP Service will be unavailable during this time.**

If your system is set to update automatically or if you attempt to run the TBW/TUW Update Utility manually while CSSI FTP Service is unavailable, **the Update Utility will not be able to connect to the Update Site to download any updates during this time. Also, you will not be able to upload any TBW/TUW desktops while the FTP Service is unavailable.** During this time, please simply proceed to use TBW/TUW as usual and then run the Update Utility again, as appropriate, after the FTP Service has been restored.

We will inform you when CSSI FTP Service is available again.

Please contact our Client Services Team at clientservices@cssionline.com (email) or 1-888-291-3588 (toll-free telephone) for assistance or with any questions you may have.

Thank you for using **The Broker's Workstation** and **The Underwriter's Workstation**.

Yours sincerely,

Custom Software Solutions Inc.



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