

FROM: Chris Rawson
LOCATION: Lloyd's Information Technology Group
Room 604
EXTENSION: 5106
DATE: 31 July 2003
REFERENCE: Y3106
SUBJECT: LLOYD'S INSURANCE NETWORK (LIN)
SOFTWARE UPGRADE
SUBJECT AREA(S): Mandatory software upgrade to the LIN network
ATTACHMENTS: NONE
ACTION POINTS: **Advise all business and technical staff of
interruption to LIN service**
DEADLINE:

What's happening? In order to maintain the operational integrity of the LIN, Lloyd's ITG will be performing a mandatory software upgrade to the core network.

The software upgrade will take place from 08:00hrs on Saturday 23 August 2003 and will complete by 18:00hrs on Sunday 24 August 2003.

Market customers are invited to test connectivity to services on Sunday 24 August, between the hours of 13:00hrs and 16:00hrs. It is strongly recommended that all business critical operations that rely on the LIN are verified during this period.

How it affects you: Connectivity to all services delivered to Market and Corporation connected customers, including back office and box environments, will be affected.

Action required: Would all Market customers kindly register their requirements to test by Friday, 15 August 2003.

Who to contact: For further information or advice please contact the

ITG Customer Support Centre

Tel: 020 7327 5333

E-mail: 'ITG Customer Support Centre' from the

Global Address List or itgcustomersupport@lloyds.com