



Attention Agents: **Extended System Maintenance – American Access**

Date/Time: Saturday, January 25th at 5PM CST until Sunday, January 26th at 7PM CST

Maintenance Description: On Saturday our IT Department will be performing maintenance on our systems. During this maintenance our systems will be moved to a new location and services will be offline for the duration of the move.

We are moving our equipment from our current location to a highly secure facility. Starting at 5pm CST on Saturday we will shut down all of our servers and prepare them for the move. We will have all our services back up and operational by 7pm CST on Sunday, January 26th.

The following systems will be down during the maintenance:

- The AAXIS website (a maintenance page will be put on the main webpage)
- The payments.aains.com & quote.aains.com websites
- The ShoreTel phone system and access to voicemail (our main phone numbers will be directed to a recording)

The following systems will be up during the maintenance:

- American Access emails
- Fax
- AA's user documents

User Impacted: American Access employees, Agents and Policyholders trying to make payments.

We apologize for any inconvenience. This necessary maintenance will ensure continued uninterrupted service to our agents and policyholders in the future. As always, American Access truly appreciates your patience and continued business support!