

To : As per Circulation List
From : Siek Kar Teck
Date : 29 November 2019
Subject : Scheduled Downtime for FPX and JomPAY
Product/Services : RENTAS eSPICK FAST FPX
 IBG Direct Debit JomPAY RPP
 MyDebit SAN SST Certification Services
 Others

Dear Participants,

We wish to inform you that FPX and JomPAY will be conducting system maintenance activity. To facilitate this activity, there will be a scheduled downtime for FPX and JomPAY services as follows:

Services	Date	Time	Duration	Activity
FPX and JomPAY	05 December 2019	12:00am to 01:00am	1 hour	Switchover to DR
	05 December 2019	04:00am to 05:00am	1 hour	Switchback to Primary

In view of the downtime for the above exercise, kindly inform all your customers, merchants and relevant staff in order to mitigate customer's inconvenience.

Please have the downtime message posted at all your acceptance channels, contact centers and merchant's portal.

Thank you for your support.

Yours sincerely,



Siek Kar Teck
Director
Retail Payments Division