

# Info Flash – Upgrade of our Document Handling System

**Date: 18/12/2020**

Dear client,

We would like to inform you that we will upgrade our Document Handling System on Saturday **16/01/2021**.

## Who is concerned?

All the users handling documents on the e-file.lu platform.

## Action required?

No action is required on your part as it is a purely technical upgrade on our side.

## Impacts:

An interruption in service of maximum 2 hour is foreseen on Saturday 16/01/2021.

This upgrade will improve the performance and stability of our transmission workflow. The result should be fully transparent for you as it concerns our infrastructure level.

## Additional Assistance required?

Should you face any problem uploading or downloading documents after this date, please do not hesitate to contact us.

For any contractual questions:

Email:

[BusinessRelationshipDevpt.ClientServiceMgt@fundsquare.net](mailto:BusinessRelationshipDevpt.ClientServiceMgt@fundsquare.net)

For any technical questions:

## Client Support & Operations Desk

Email:

[cso.desk@fundsquare.net](mailto:cso.desk@fundsquare.net)

Phone: +352 28370 211

With best regards,