



SCHOOLMESSENGER®



To our Canadian customers and friends:

Since 1999, it has been our privilege to help school boards, districts, and independent schools send important communications. For many years, we've prided ourselves on offering reliable communications products and have built a reputation based on trust and performance.

Unfortunately, some recent issues with our SchoolMessenger SafeArrival and SchoolMessenger App products in Canada have caused us to fall short of our own high performance standards. We'd like to take this opportunity to apologize to our school administrator customers and the parents, staff members, trustees, and other stakeholders that they serve.

Our technical teams have been working diligently to identify and correct the origin of recent disruptions. Significant progress has been made, although there is still work to be done and there is the potential for system slowness or service interruptions.

As part of the platform risk mitigation strategy, you may see changes to the way we process confirmation messages over the next few weeks; these enhancements are designed to improve overall system performance and return services to the quality level you deserve.

We greatly appreciate your understanding and patience as we work to provide you with the best possible experience. Thank you for your support.

**Regards,
Customer Engagement team
West (SchoolMessenger solutions)**