



******* High Priority *******

Service Alert Notification

Subject: First Coast Advantage WebPortal Down for Two (2) Hours

Date: September 14, 2009

First Coast Advantage (FCA) is scheduled to have some maintenance work on the FCA website server Monday, September 14, 2009 at 5:30 PM. However, the FCA website will be down during this process. This maintenance work should only take a couple hours to complete and should be operational by 8:00 PM.

FCA apologizes for any inconvenience you may have. Please contact FCA Provider Services at 1-866-270-2468 if you should have any questions.

Thank you for your continued support!