



# IMPORTANT NOTICE

## **Subject: ONWise Disruption This Morning**

*November 23, 2020*

Wise F&I is currently experiencing a temporary service outage related to ONWise, including all eRating, eContracting, and cancellation services, through ONWise and other menus. Teams are working relentlessly to restore service and expect to have all systems available by 12pm Central. We will keep you informed of any updates to this restoration timeframe.

We know that you may have questions or concerns; so, please feel free to contact Wise F&I Client Services at 800-849-9559 or [clientservices@wisefandi.com](mailto:clientservices@wisefandi.com) for additional information.

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Notice: 029

## **Subject: ONWise Service Disruption Today**

*November 23, 2020*

Wise F&I is currently experiencing a temporary service outage related to ONWise, including all eRating, eContracting, and cancellation services, through ONWise and other menus. Teams at StoneEagle F&I are working relentlessly to restore service and are now looking at 3:00pm Central for services to come online. We will keep you informed of any updates to this restoration timeframe.

We know that you may have questions or concerns; so, please feel free to contact Wise F&I Client Services at 800-849-9559 or [clientservices@wisefandi.com](mailto:clientservices@wisefandi.com) for additional information.

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Notice: 029 v2

**Wise F&I LLC**

900 S. Highway Dr., Suite 100, Fenton MO 63026 | Phone: 800-849-9559 | [www.WiseFandI.com](http://www.WiseFandI.com)



## Subject: Status of ONWise & Integration Services

*November 24, 2020*

As of this morning, ONWise is up and available for use. Additionally, Wise F&I's internal contract administration platform is also up and in use. Wise F&I is now processing claims, cancellations and able to perform other typical contract related administrative functions.

However, Wise F&I continues to experience a temporary service outage related to DMS/Menu integration webservices that are utilized for eRating and eContracting purposes. Teams at StoneEagle F&I are working relentlessly to restore these services and are now looking at 12:00 PM Central for the integration webservices to come online. We will keep you informed of any updates to this restoration timeframe.

We know that you may have questions or concerns; so, please feel free to contact Wise F&I Client Services at 800-849-9559 or [clientservices@wisefandi.com](mailto:clientservices@wisefandi.com) for additional information.

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