



IMPORTANT REMINDER

BULLETIN 42 10202025

Issued to: All Channels

Date: October 20, 2025

Subject: AWS Outage

Effective: Immediately

Amazon Web Services (AWS) is currently experiencing a global outage that is impacting thousands of service providers, including FCM TPO FUEL and Encompass. AWS teams are actively working to restore functionality, and we are closely monitoring their progress. Once service is restored on their end, we are prepared to resume normal operations and ensure full system stability.

We sincerely apologize for the disruption and will provide further updates as soon as new information becomes available.

Please contact your Account Executive should you have any questions.

We appreciate your business!