

**NEWS RELEASE**  
**For immediate distribution**

## Change in the Management of Technical Support Requests

Longueuil, March 12, 2025 – Attestra would like to announce an important change regarding the management of support requests for SimpliTRACE and the Québec premises identification portal. Starting March 19, support requests will need to be submitted via our request management portal, replacing the previous email submission process.

### **New Procedure**

To streamline the processing of requests and ensure optimal follow-up, users will need to submit their inquiries via the dedicated portal, accessible at the following address: [soutien-simplitrace.attestra.com](https://soutien-simplitrace.attestra.com). Starting on March 19, the email address [sac@attestra.com](mailto:sac@attestra.com) will no longer be active for processing technical support requests.

### **Why this change?**

This new approach is designed to improve the responsiveness and efficiency of our Customer Service and Technical Support teams by enabling centralized request management and ensuring prompt handling of each inquiry.

For any questions or additional information, our teams are available to assist you. Please feel free to contact us by phone through Customer Service during business hours at 1 866 270-4319.

We thank you for your cooperation and understanding.

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Source: Attestra

Information: [info@attestra.com](mailto:info@attestra.com)

