

# Service Update

21 July 2025

*Your eKYC solutions*

*Migration of your service environment*



## **/ About**

To improve system performance, streamline support, and align accounts with the correct regional infrastructure, we are migrating customers previously set up in the Singapore environment to our Philippines environment. This change will ensure smoother operations, better compliance, and unlock upcoming product enhancements specific to the Filipino market.

## **/ Action required**

This migration involves a new account setup and access key. You'll also need to update your current integration settings. Please contact our team in order to guide you through the changes. To maintain optimal performance and access to future updates, we recommend migrating by **31 October 2025**.

## **/ Frequently asked Questions**

### ***Is this migration legally required?***

Yes, for compliance reasons, customers must align with the correct regional entity. If you choose not to migrate, you will be required to sign an addendum with our Singapore entity to continue services.

### ***Will the migration affect my current services?***

There will be no disruption to your existing services before or during the migration. However, we will need your cooperation to ensure a smooth transition.

### ***Will I need to make changes to my integration or experience downtime?***

Yes, you will need to update your access key, liveness SDK Key (for those who use the service), and other credentials as part of the migration. We will provide guidance and support to help you make the necessary updates with minimal disruption.

### ***Will I retain access to my historical data?***

Absolutely. Your data will remain accessible. You may either:

- Download your data directly via [in.advance.ai](https://in.advance.ai) before the migration, or
- Submit a request by creating a ticket at [help@advance.ai](mailto:help@advance.ai), and we'll assist you in exporting the data.

### ***What should I do now?***

Please let us know your availability for a short session to walk through the migration plan and address any questions. We look forward to supporting you through this process.



**Interested in our product?**

For more information, contact us:

[www.advance.ai](https://www.advance.ai) [sales@advance.ai](mailto:sales@advance.ai)

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