

Audience: DSB COSP Users

Please be informed that our third-party provider has confirmed the successful completion of mitigation activities, and service recovery has been validated.

Following validation of the recovery, no service impact is being observed, and COSP remains fully accessible and operational for all DSB clients. The environment is operating as expected, and monitoring continues to indicate stable service performance.

If you continue to experience significant delays, intermittent errors, difficulties accessing services, or issues creating support cases, please contact our support team technical.support@anna-dsb.com for assistance.

Kind regards,
DSB Technical Support Team

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Please be advised that our third-party provider is showing signs of recovery, and many affected customers are no longer experiencing service impact. COSP remains fully accessible and operational for all DSB clients.

We continue to monitor the situation closely and will provide a further update once our third-party provider confirms full resolution of the incident.

If you continue to experience significant delays, intermittent errors, difficulties accessing services, or issues creating support cases, please contact our support team technical.support@anna-dsb.com for assistance.

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Please be informed that the service is now up and running; however, the third-party issue is still ongoing. Clients can now access COSP. We will continue to monitor the situation and provide further updates as soon as we receive any information from our third-party vendor.

Kind regards,
DSB Technical Support Team

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Our third party provider informed that the rollout is progressing region by region and they are seeing improvement, however, they don't have a confirmed time of completion.

Customers may continue to experience severe delays, intermittent errors, and inability to access some services and support case creation.

Kind regards,
DSB Technical Support Team



16 September 2026

INFORMATIONAL NOTIFICATION: UPI Client Onboarding & Support Platform (COSP) Service Unavailable

Audience: DSB COSP Users

Notification Details:

We are currently experiencing an issue affecting the UPI Client Onboarding & Support Platform (COSP) caused by an issue being experienced by the third party provider.

Please be advised that users may be able to login via COSP, however, are unable to request, amend or add user data during this time.

We are working with the provider to restore service and will send a completion notification sooner if service is restored.

Action Required:

This is an informational notice. No action is required.

Please contact the DSB Technical Support Team via email at technical.support@anna-dsb.com if you have any questions in relation to this notification.

Kind regards,
DSB Technical Support Team