



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