

Kirby I.T. System Interruptions May 2020 - Update

To our valued customers,

As has been seen in recent times, there has been increased fraudulent activities targeting companies in our region. We regret to advise that the Kirby system interruption experienced on the 30th of April, 2020 was the result of a third party intrusion into the Kirby network.

This has had an immediate impact on our store operations and we subsequently disconnected and suspended our business systems and the connection to the affected environment.

Our ability to transact in store has had minimal interruption this week and all stores are now back online to assist you with your everyday and project requirements with normal order processing now resumed.

Our Smart Access platform will remain suspended whilst we restore all services ensuring that system security is paramount before we relaunch this online for customers.

We pass on our sincere apologies for this disruption and any inconvenience you may have experienced, and we will provide further updates as appropriate.

Regards,



Brett Hedge
Sales & Marketing Manager