



MEMORANDUM

To : All Teams  
From : Information Technology Group  
Subject : Go Live of ITG Portal  
Date : November 7, 2023

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Sulit na araw!

We are excited to introduce our **ITG Portal** with ticketing, helpdesk & knowledge-based documentations that will revolutionize the way we handle and resolve support requests. This website is designed to streamline and simplify the process, making it easier for you to get the help you need when you need it.

Key Benefits of our ITG Portal:

- **Effortless Ticket Submission:** Submit support requests quickly and easily from any device.
- **Transparent Tracking:** Stay updated on the status of your requests in real-time.
- **Knowledge Base:** Access a rich repository of solutions to common issues.
- **ITG Updates:** Be up to date to ITG's latest announcements and reminders.
- **Efficient Communication:** Communicate directly with our support team within the platform thru tickets.

To get started, please follow these steps:

1. **Registration:** <https://itg.cvmfinance.com/registration/>
2. **Approval:** After submitting your registration, turn-around time of approval is within 12 - 48 Hrs.
3. **Navigate:** Once registration is already approved by the site admin within the given turn-around time, you may now login to <https://itg.cvmfinance.com> and use your created credentials.

Disclaimers:

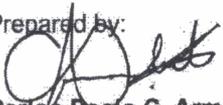
- ITG Portal will undergo continuous improvement and may be subject to changes until all potential features have been integrated.
- Our main channels in skype, email will still stay active in parallel with this platform.
- Policies will soon be out once all necessary improvements and processes are finalized as part of the development

This memo will take effect starting on November 13, 2023.

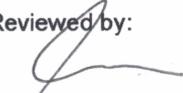
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Sulit na Salamat!

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