



**MINISTRY OF FINANCE OF MONGOLIA**

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Support Center  
FreeBalance Inc.

Date 13. 04. 2015  
Ref. 11-1/2028

**Application for contracted service maintenance**

In reference to the technical remote assistance provided by the FreeBalance Support Center, we inform you of the existing error on the reconstruct system function of the GFMIS.

The Support Center requested the Ministry for the GFMIS exp file after two attempted remote connection maintenance works. However, the error still exists because system is imbalance.

It's impossible to provide exp file which is considered state secret. Thus, we would like to request an onsite worker/advisor who experienced with the case 18728 to resolve this existing error.

Please kindly advise us on the matter.

Sincerely,

KH.GANTSOGT  
STATE SECRETARY,  
MINISTRY OF FINANCE, MONGOLIA