



31st May 2022

To all parties concerned:

Late last week we were notified by multiple customers in Taiwan that resubmissions of previously submitted work were returning a notably higher similarity score after the 26th May compared to previously.

There are many reasons why this could be occurring, and it is imperative that we conduct a full analysis, which our product and engineering teams are now doing. As soon as we have concluded these investigations we will advise all affected users accordingly.

Meanwhile, the workaround to support your workflow has been posted at <https://www.igroup.com.tw/turnitin>原創性比對系統—近期使用問題說明公告/

We continue to work closely with iGroup Taiwan to support the Taiwan users on this matter.

Thank you for your understanding,



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