

iPipeline SLA Reporting 2024

Services	Jan	Feb	Mar	Q1	April	May	June	Q2	July	Aug	Sep	Q3	Oct	Nov	Dec	Q4	YTD 2024
<b>2024 North America</b>																	
AFFIRM	99.93%	100.00%	100.00%	<b>99.98%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	<b>99.98%</b>
Agency Mgmt	100.00%	99.28%	100.00%	<b>99.76%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	<b>99.76%</b>
Alphatrust - Embedded	100.00%	100.00%	100.00%	<b>100.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	<b>100.00%</b>
Alphatrust - SaaS	100.00%	100.00%	100.00%	<b>100.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	<b>100.00%</b>
CRM	100.00%	100.00%	100.00%	<b>100.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	<b>100.00%</b>
DocFast	100.00%	100.00%	99.75%	<b>99.92%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	<b>99.92%</b>
Forms	100.00%	100.00%	100.00%	<b>100.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	<b>100.00%</b>
WELIS SaaS	100.00%	100.00%	100.00%	<b>100.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	<b>100.00%</b>
iPipeline Illustrations	100.00%	100.00%	100.00%	<b>100.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	<b>100.00%</b>
IFS	100.00%	100.00%	100.00%	<b>100.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	<b>100.00%</b>
iGO	100.00%	100.00%	100.00%	<b>100.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	<b>100.00%</b>
Resonant AWS	100.00%	100.00%	100.00%	<b>100.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	<b>100.00%</b>
LifePipe	100.00%	100.00%	100.00%	<b>100.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	<b>100.00%</b>
iSolve	100.00%	100.00%	100.00%	<b>100.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	<b>100.00%</b>
XRAE	100.00%	100.00%	100.00%	<b>100.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	<b>100.00%</b>
Bluesun Advisor	99.79%	99.99%	100.00%	<b>99.89%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	<b>99.89%</b>
Acceptiv	100.00%	100.00%	100.00%	<b>100.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	<b>100.00%</b>
OmniLife	100.00%	100.00%	100.00%	<b>100.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	<b>100.00%</b>
WealthServ Insurance	99.99%	99.99%	100.00%	<b>99.99%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	<b>99.99%</b>
WealthServ Investments	99.99%	99.99%	99.99%	<b>99.99%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	<b>99.99%</b>
<b>2024 United Kingdom</b>																	
Solution Builder	100.00%	100.00%	100.00%	<b>100.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	<b>100.00%</b>
PreQuo (Added Services)	100.00%	100.00%	100.00%	<b>100.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	<b>100.00%</b>
Assureweb	100.00%	100.00%	100.00%	<b>100.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	<b>100.00%</b>
Alphatrust - Hosted	100.00%	100.00%	100.00%	<b>100.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	0.00%	0.00%	0.00%	<b>0.00%</b>	<b>100.00%</b>

iPipeline SLA Reporting 2023

Services	Jan	Feb	Mar	Q1	April	May	June	Q2	July	Aug	Sep	Q3	Oct	Nov	Dec	Q4	YTD 2023
<b>2023 North America</b>																	
AFFIRM	100.00%	100.00%	100.00%	<b>100.00%</b>	99.88%	100.00%	100.00%	<b>99.96%</b>	100.00%	100.00%	99.99%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>99.99%</b>
Agency Mgmt	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	99.99%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>100.00%</b>
Alphatrust - iGO	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	99.99%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>100.00%</b>
Alphatrust - eSign AWS	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	99.99%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>100.00%</b>
Alphatrust - Pronto2 AWS	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	99.99%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>100.00%</b>
CRM	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	99.99%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>100.00%</b>
Client Collaboration	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	98.69%	100.00%	99.99%	<b>99.56%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>99.89%</b>
DocFast	100.00%	99.73%	100.00%	<b>99.91%</b>	99.91%	100.00%	100.00%	<b>99.97%</b>	100.00%	100.00%	99.99%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>99.97%</b>
Forms	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	99.99%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>100.00%</b>
IFS	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	99.95%	<b>99.98%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>100.00%</b>
iGO e-App	100.00%	99.79%	100.00%	<b>99.93%</b>	99.93%	100.00%	99.52%	<b>99.82%</b>	100.00%	100.00%	99.99%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>99.94%</b>
Resonant AWS	100.00%	99.51%	100.00%	<b>99.84%</b>	99.84%	100.00%	100.00%	<b>99.95%</b>	100.00%	100.00%	99.99%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>99.94%</b>
Quotes	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	99.99%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>100.00%</b>
XRAE	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	99.99%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>100.00%</b>
Bluesun Advisor	99.98%	99.95%	99.99%	<b>99.97%</b>	99.95%	100.00%	99.98%	<b>99.98%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	99.90%	99.98%	99.97%	<b>99.95%</b>	<b>99.98%</b>
Acceptiv	100.00%	100.00%	99.99%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>100.00%</b>
ClientVision	100.00%	99.95%	100.00%	<b>99.98%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	99.99%	99.96%	<b>99.98%</b>	<b>99.99%</b>
OmniLife	100.00%	99.98%	100.00%	<b>99.99%</b>	99.98%	100.00%	99.99%	<b>99.99%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>100.00%</b>
RepVision	99.97%	99.95%	99.99%	<b>99.97%</b>	99.68%	99.99%	99.99%	<b>99.89%</b>	99.99%	99.99%	99.99%	<b>99.99%</b>	99.99%	99.95%	99.88%	<b>99.94%</b>	<b>99.95%</b>
WealthServ Insurance	99.98%	99.96%	100.00%	<b>99.98%</b>	99.94%	99.97%	99.98%	<b>99.96%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	99.99%	99.97%	99.96%	<b>99.97%</b>	<b>99.98%</b>
WealthServ Investments	100.00%	99.97%	100.00%	<b>99.99%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	99.99%	99.96%	<b>99.98%</b>	<b>99.99%</b>
<b>2023 United Kingdom</b>																	

Solution Builder	100.00%	100.00%	99.55%	<b>99.85%</b>	99.80%	100.00%	99.90%	<b>99.90%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>99.94%</b>
PreQuo (Added Services)	100.00%	100.00%	99.61%	<b>99.87%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>99.97%</b>
Assureweb	100.00%	100.00%	99.61%	<b>99.87%</b>	99.69%	100.00%	100.00%	<b>99.90%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>99.94%</b>
Alphatrust - Hosted	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>100.00%</b>
XRAE	100.00%	100.00%	N/A	<b>100.00%</b>	N/A	N/A	N/A	<b>N/A</b>	N/A	N/A	N/A	<b>N/A</b>	N/A	N/A	N/A	<b>N/A</b>	<b>100.00%</b>

**iPipeline SLA Reporting 2022**

Services	Jan	Feb	Mar	Q1	April	May	June	Q2	July	Aug	Sep	Q3	Oct	Nov	Dec	Q4	YTD 2022
<b>2022 North America</b>																	
AFFIRM	100.00%	99.61%	96.94%	<b>98.82%</b>	99.76%	100.00%	100.00%	<b>99.92%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>99.69%</b>
Agency Mgmt	100.00%	99.61%	100.00%	<b>99.88%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>99.97%</b>
Alphatrust - iGO	100.00%	99.61%	100.00%	<b>99.88%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>99.97%</b>
Alphatrust - eSign AWS	100.00%	99.61%	100.00%	<b>99.88%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>99.97%</b>
Alphatrust - Pronto2 AWS	100.00%	99.61%	100.00%	<b>99.88%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	99.92%	100.00%	<b>99.97%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>99.96%</b>
CRM	100.00%	99.61%	100.00%	<b>99.88%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	99.33%	100.00%	100.00%	<b>99.77%</b>	<b>99.91%</b>
Client Collaboration	100.00%	99.61%	100.00%	<b>99.88%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	99.33%	100.00%	100.00%	<b>99.77%</b>	<b>99.91%</b>
DocFast	100.00%	99.61%	100.00%	<b>99.88%</b>	99.52%	100.00%	100.00%	<b>99.84%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	99.33%	100.00%	100.00%	<b>99.77%</b>	<b>99.87%</b>
Forms	100.00%	99.61%	100.00%	<b>99.88%</b>	99.52%	100.00%	100.00%	<b>99.84%</b>	100.00%	99.83%	100.00%	<b>99.94%</b>	99.33%	100.00%	100.00%	<b>99.77%</b>	<b>99.86%</b>
IFS										100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>100.00%</b>
iGO e-App	99.48%	99.38%	100.00%	<b>99.63%</b>	99.52%	100.00%	100.00%	<b>99.84%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	99.33%	100.00%	100.00%	<b>99.77%</b>	<b>99.81%</b>
Resonant AWS	100.00%	99.61%	100.00%	<b>99.88%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	99.33%	100.00%	100.00%	<b>99.77%</b>	<b>99.91%</b>
Quotes	100.00%	99.61%	100.00%	<b>99.88%</b>	99.76%	100.00%	100.00%	<b>99.92%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	99.33%	100.00%	99.87%	<b>99.73%</b>	<b>99.88%</b>
XRAE	100.00%	99.61%	100.00%	<b>99.88%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	99.33%	100.00%	100.00%	<b>99.77%</b>	<b>99.91%</b>
Bluesun Advisor	99.96%	99.92%	100.00%	<b>99.96%</b>	99.67%	99.99%	100.00%	<b>99.89%</b>	99.99%	100.00%	99.97%	<b>99.99%</b>	99.99%	99.97%	99.93%	<b>99.96%</b>	<b>99.95%</b>
Acceptiv	100.00%	100.00%	98.30%	<b>99.41%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>99.86%</b>
ClientVision	100.00%	99.93%	100.00%	<b>99.98%</b>	99.98%	100.00%	100.00%	<b>99.99%</b>	99.99%	100.00%	100.00%	<b>100.00%</b>	99.99%	99.98%	99.93%	<b>99.97%</b>	<b>99.98%</b>
OmniLife	99.98%	99.99%	100.00%	<b>99.99%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>100.00%</b>
RepVision	100.00%	99.93%	100.00%	<b>99.98%</b>	99.96%	100.00%	100.00%	<b>99.99%</b>	99.99%	100.00%	99.99%	<b>99.99%</b>	99.99%	99.96%	99.96%	<b>99.97%</b>	<b>99.98%</b>
WealthServ Insurance	99.96%	99.91%	100.00%	<b>99.96%</b>	99.95%	100.00%	100.00%	<b>99.98%</b>	99.99%	100.00%	99.99%	<b>99.99%</b>	99.99%	99.98%	99.98%	<b>99.98%</b>	<b>99.98%</b>
WealthServ Investments	100.00%	100.00%	100.00%	<b>100.00%</b>	99.98%	100.00%	99.96%	<b>99.98%</b>	99.98%	100.00%	100.00%	<b>99.99%</b>	100.00%	99.98%	99.98%	<b>99.99%</b>	<b>99.99%</b>
<b>2022 United Kingdom</b>																	
Alphatrust - Hosted	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	99.88%	99.97%	<b>99.95%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>99.99%</b>
Assureweb	99.36%	100.00%	100.00%	<b>99.78%</b>	99.85%	100.00%	99.83%	<b>99.89%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>99.92%</b>
PreQuo (Added Services)	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>100.00%</b>
Solution Builder	99.36%	100.00%	100.00%	<b>99.78%</b>	99.60%	100.00%	99.83%	<b>99.81%</b>	99.88%	100.00%	100.00%	<b>99.96%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>99.89%</b>
XRAE	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>100.00%</b>

**iPipeline SLA Reporting 2021**

Services	Jan	Feb	Mar	Q1	April	May	June	Q2	July	Aug	Sep	Q3	Oct	Nov	Dec	Q4	YTD 2021
<b>2021 North America</b>																	
AFFIRM	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>100.00%</b>
Agency Mgmt	99.23%	100.00%	100.00%	<b>99.73%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>99.93%</b>
Alphatrust - iGO	100.00%	100.00%	99.41%	<b>99.80%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>99.95%</b>
Alphatrust - eSign AWS	99.89%	100.00%	100.00%	<b>99.96%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>99.99%</b>
Alphatrust - Pronto2 AWS	99.89%	100.00%	100.00%	<b>99.96%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>99.99%</b>
CRM	99.84%	100.00%	100.00%	<b>99.94%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>99.99%</b>
DocFast	99.84%	100.00%	99.41%	<b>99.74%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	99.70%	100.00%	<b>99.90%</b>	100.00%	99.96%	100.00%	<b>99.99%</b>	<b>99.91%</b>
Forms	99.84%	100.00%	99.41%	<b>99.74%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	99.75%	<b>99.92%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>99.92%</b>
iGO e-App	99.84%	100.00%	99.41%	<b>99.74%</b>	99.99%	100.00%	100.00%	<b>100.00%</b>	100.00%	99.70%	99.66%	<b>99.79%</b>	100.00%	99.96%	100.00%	<b>99.99%</b>	<b>99.88%</b>
Resonant AWS	99.84%	100.00%	100.00%	<b>99.94%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>99.99%</b>
Quotes	99.84%	100.00%	99.41%	<b>99.74%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	99.88%	99.89%	100.00%	<b>99.92%</b>	100.00%	99.96%	100.00%	<b>99.99%</b>	<b>99.91%</b>

XRAE	100.00%	100.00%	99.41%	<b>99.80%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>99.95%</b>
Bluesun Advisor									99.94%	99.96%	<b>99.95%</b>	96.34%	100.00%	100.00%		<b>98.77%</b>	<b>99.24%</b>
CIBC (Canada)									100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%		<b>100.00%</b>	<b>100.00%</b>
ClientVision									100.00%	100.00%	<b>100.00%</b>	96.34%	99.29%	99.96%		<b>98.52%</b>	<b>99.11%</b>
OmniLife									100.00%	100.00%	<b>100.00%</b>	99.99%	99.77%	100.00%		<b>99.92%</b>	<b>99.95%</b>
RepVision									100.00%	100.00%	<b>100.00%</b>	96.34%	99.29%	99.96%		<b>98.52%</b>	<b>99.11%</b>
WealthServ Insurance									100.00%	100.00%	<b>100.00%</b>	96.34%	99.29%	100.00%		<b>98.54%</b>	<b>99.12%</b>
WealthServ Investments									99.99%	99.90%	<b>99.95%</b>	96.34%	99.29%	99.96%		<b>98.52%</b>	<b>99.09%</b>

#### 2021 United Kingdom

Alphatrust - Hosted	100.00%	99.98%	100.00%	<b>99.99%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>150.82%</b>	<b>100.00%</b>
Assureweb	100.00%	99.98%	100.00%	<b>99.99%</b>	100.00%	99.86%	100.00%	<b>99.95%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>150.82%</b>	<b>99.99%</b>
PreQuo (Added Services)	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>150.82%</b>	<b>100.00%</b>
Solution Builder	100.00%	99.96%	100.00%	<b>99.99%</b>	100.00%	99.86%	100.00%	<b>99.95%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>150.82%</b>	<b>99.99%</b>
XRAE	100.00%	99.98%	100.00%	<b>99.99%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>150.82%</b>	<b>100.00%</b>

#### iPipeline SLA Reporting 2020

Services	Jan	Feb	Mar	Q1	April	May	June	Q2	July	Aug	Sep	Q3	Oct	Nov	Dec	Q4	YTD 2020
AFFIRM	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	99.95%	100.00%	100.00%	<b>99.98%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>100.00%</b>
Agency Mgmt	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	99.95%	100.00%	100.00%	<b>99.98%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>100.00%</b>
Alphatrust - eSign													100.00%	100.00%	100.00%	<b>100.00%</b>	<b>100.00%</b>
Alphatrust - Hosted (UK)	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	99.73%	100.00%	<b>99.91%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>99.98%</b>
Alphatrust - Pronto2													100.00%	100.00%	100.00%	<b>100.00%</b>	<b>100.00%</b>
Assureweb (UK)	100.00%	100.00%	98.12%	<b>99.36%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>99.84%</b>
CRM	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	99.89%	<b>99.96%</b>	99.95%	100.00%	100.00%	<b>99.98%</b>	100.00%	100.00%	99.96%	<b>99.99%</b>	<b>99.98%</b>
DocFast	99.84%	100.00%	100.00%	<b>99.95%</b>	100.00%	100.00%	99.89%	<b>99.96%</b>	99.95%	100.00%	100.00%	<b>99.98%</b>	100.00%	99.82%	99.96%	<b>99.93%</b>	<b>99.96%</b>
Forms	99.84%	100.00%	100.00%	<b>99.95%</b>	99.94%	100.00%	99.89%	<b>99.94%</b>	99.95%	100.00%	100.00%	<b>99.98%</b>	100.00%	100.00%	99.96%	<b>99.99%</b>	<b>99.96%</b>
iGO e-App*	99.84%	99.87%	100.00%	<b>99.90%</b>	99.71%	100.00%	99.89%	<b>99.87%</b>	99.95%	99.90%	99.88%	<b>99.91%</b>	99.87%	99.82%	99.96%	<b>99.88%</b>	<b>99.89%</b>
iGO e-App (UK)	100.00%	100.00%	98.12%	<b>99.36%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>99.84%</b>
PreQuo Webservices (UK)	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>100.00%</b>
Resonant AWS	99.88%	100.00%	100.00%	<b>99.96%</b>	99.85%	100.00%	100.00%	<b>99.95%</b>	99.95%	100.00%	100.00%	<b>99.98%</b>	100.00%	100.00%	99.96%	<b>99.99%</b>	<b>99.97%</b>
Retirement Builder (UK)	100.00%	100.00%	98.12%	<b>99.36%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>99.84%</b>
Solution Builder (UK)	100.00%	100.00%	98.12%	<b>99.36%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>99.84%</b>
Quotes	99.81%	100.00%	100.00%	<b>99.94%</b>	99.94%	100.00%	99.89%	<b>99.94%</b>	99.95%	100.00%	100.00%	<b>99.98%</b>	100.00%	100.00%	99.96%	<b>99.99%</b>	<b>99.96%</b>
WebPipe	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	99.95%	100.00%	100.00%	<b>99.98%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>100.00%</b>
XRAE	100.00%	99.25%	100.00%	<b>99.76%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	99.60%	100.00%	100.00%	<b>99.87%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>99.91%</b>
XRAE (UK)	100.00%	100.00%	98.12%	<b>99.36%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	<b>99.84%</b>

\*The SLA uptime noted above represents the main overall system. In February 2020, the SLA ranges for iGO customers may vary depending on the specific customer or data environment.