

iPipeline SLA Reporting 2024

| Services | Jan | Feb | Mar | Q1 | April | May | June | Q2 | July | Aug | Sep | Q3 | Oct | Nov | Dec | Q4 | YTD 2024 |
|---------------------------|---------|---------|---------|----------------|---------|---------|---------|----------------|-------|-------|-------|--------------|-------|-------|-------|--------------|----------------|
| 2024 North America | | | | | | | | | | | | | | | | | |
| AFFIRM | 99.93% | 100.00% | 100.00% | 99.98% | 100.00% | 100.00% | 100.00% | 100.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 99.99% |
| Agency Mgmt | 100.00% | 99.28% | 100.00% | 99.76% | 100.00% | 100.00% | 100.00% | 100.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 99.88% |
| Alphatrust - Embedded | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 99.62% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 99.81% |
| Alphatrust - SaaS | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 100.00% |
| CRM | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 100.00% |
| DocFast | 100.00% | 100.00% | 99.75% | 99.92% | 100.00% | 100.00% | 100.00% | 100.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 99.96% |
| Forms | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 100.00% |
| WELIS SaaS | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 100.00% |
| iPipeline Illustrations | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 100.00% |
| IFS | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 100.00% |
| iGO | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 100.00% |
| Resonant AWS | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 100.00% |
| LifePipe | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 100.00% |
| iSolve | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 100.00% |
| XRAE | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 100.00% |
| Bluesun Advisor | 99.79% | 99.99% | 100.00% | 99.89% | 100.00% | 100.00% | 100.00% | 100.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 99.96% |
| Acceptiv | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 100.00% |
| OmniLife | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 100.00% |
| WealthServ Insurance | 99.99% | 99.99% | 100.00% | 99.99% | 100.00% | 100.00% | 100.00% | 100.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 100.00% |
| WealthServ Investments | 99.99% | 99.99% | 99.99% | 99.99% | 100.00% | 100.00% | 100.00% | 100.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 100.00% |

| | | | | | | | | | | | | | | | | | |
|----------------------------|---------|---------|---------|----------------|---------|---------|---------|----------------|-------|-------|-------|--------------|-------|-------|-------|--------------|----------------|
| 2024 United Kingdom | | | | | | | | | | | | | | | | | |
| Solution Builder | 100.00% | 100.00% | 100.00% | 100.00% | 99.48% | 100.00% | 100.00% | 99.83% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 99.91% |
| PreQuo (Added Services) | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 100.00% |
| Assureweb | 100.00% | 100.00% | 100.00% | 100.00% | 99.48% | 100.00% | 100.00% | 99.83% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 99.91% |
| Alphatrust - Hosted | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 100.00% |

iPipeline SLA Reporting 2023

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

| 2023 United Kingdom | | | | | | | | | | | | | | | | | |
|-------------------------|---------|---------|---------|----------------|---------|---------|---------|----------------|---------|---------|---------|----------------|---------|---------|---------|----------------|----------------|
| Solution Builder | 100.00% | 100.00% | 99.55% | 99.85% | 99.80% | 100.00% | 99.90% | 99.90% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 99.94% |
| PreQuo (Added Services) | 100.00% | 100.00% | 99.61% | 99.87% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 99.97% |
| Assureweb | 100.00% | 100.00% | 99.61% | 99.87% | 99.69% | 100.00% | 100.00% | 99.90% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 99.94% |
| Alphatrust - Hosted | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| XRAE | 100.00% | 100.00% | N/A | 100.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 100.00% |

iPipeline SLA Reporting 2022

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

iPipeline SLA Reporting 2021

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

| | | | | | | | | | | | | | | | | | |
|------------------------|---------|---------|--------|---------------|---------|---------|---------|----------------|---------|---------|---------|----------------|---------|---------|---------|----------------|----------------|
| Quotes | 99.84% | 100.00% | 99.41% | 99.74% | 100.00% | 100.00% | 100.00% | 100.00% | 99.88% | 99.89% | 100.00% | 99.92% | 100.00% | 99.96% | 100.00% | 99.99% | 99.91% |
| XRAE | 100.00% | 100.00% | 99.41% | 99.80% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 99.95% |
| Bluesun Advisor | | | | | | | | | | 99.94% | 99.96% | 99.95% | 96.34% | 100.00% | 100.00% | 98.77% | 99.24% |
| CIBC (Canada) | | | | | | | | | | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| ClientVision | | | | | | | | | | 100.00% | 100.00% | 100.00% | 96.34% | 99.29% | 99.96% | 98.52% | 99.11% |
| OmniLife | | | | | | | | | | 100.00% | 100.00% | 100.00% | 99.99% | 99.77% | 100.00% | 99.92% | 99.95% |
| RepVision | | | | | | | | | | 100.00% | 100.00% | 100.00% | 96.34% | 99.29% | 99.96% | 98.52% | 99.11% |
| WealthServ Insurance | | | | | | | | | | 100.00% | 100.00% | 100.00% | 96.34% | 99.29% | 100.00% | 98.54% | 99.12% |
| WealthServ Investments | | | | | | | | | | 99.99% | 99.90% | 99.95% | 96.34% | 99.29% | 99.96% | 98.52% | 99.09% |

2021 United Kingdom

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

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% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 99.95% | 100.00% | 100.00% | 99.98% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| Agency Mgmt | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 99.95% | 100.00% | 100.00% | 99.98% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| Alphatrust - eSign | | | | | | | | | | | | | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| Alphatrust - Hosted (UK) | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 99.73% | 100.00% | 99.91% | 100.00% | 100.00% | 100.00% | 100.00% | 99.98% |
| Alphatrust - Pronto2 | | | | | | | | | | | | | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| Assureweb (UK) | 100.00% | 100.00% | 98.12% | 99.36% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 99.84% |
| CRM | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 99.89% | 99.96% | 99.95% | 100.00% | 100.00% | 99.98% | 100.00% | 100.00% | 99.96% | 99.99% | 99.98% |
| DocFast | 99.84% | 100.00% | 100.00% | 99.95% | 100.00% | 100.00% | 99.89% | 99.96% | 99.95% | 100.00% | 100.00% | 99.98% | 100.00% | 99.82% | 99.96% | 99.93% | 99.96% |
| Forms | 99.84% | 100.00% | 100.00% | 99.95% | 99.94% | 100.00% | 99.89% | 99.94% | 99.95% | 100.00% | 100.00% | 99.98% | 100.00% | 100.00% | 99.96% | 99.99% | 99.96% |
| iGO e-App* | 99.84% | 99.87% | 100.00% | 99.90% | 99.71% | 100.00% | 99.89% | 99.87% | 99.95% | 99.90% | 99.88% | 99.91% | 99.87% | 99.82% | 99.96% | 99.88% | 99.89% |
| iGO e-App (UK) | 100.00% | 100.00% | 98.12% | 99.36% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 99.84% |
| PreQuo Webservices (UK) | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| Resonant AWS | 99.88% | 100.00% | 100.00% | 99.96% | 99.85% | 100.00% | 100.00% | 99.95% | 99.95% | 100.00% | 100.00% | 99.98% | 100.00% | 100.00% | 99.96% | 99.99% | 99.97% |
| Retirement Builder (UK) | 100.00% | 100.00% | 98.12% | 99.36% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 99.84% |
| Solution Builder (UK) | 100.00% | 100.00% | 98.12% | 99.36% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 99.84% |
| Quotes | 99.81% | 100.00% | 100.00% | 99.94% | 99.94% | 100.00% | 99.89% | 99.94% | 99.95% | 100.00% | 100.00% | 99.98% | 100.00% | 100.00% | 99.96% | 99.99% | 99.96% |
| WebPipe | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 99.95% | 100.00% | 100.00% | 99.98% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| XRAE | 100.00% | 99.25% | 100.00% | 99.76% | 100.00% | 100.00% | 100.00% | 100.00% | 99.60% | 100.00% | 100.00% | 99.87% | 100.00% | 100.00% | 100.00% | 100.00% | 99.91% |
| XRAE (UK) | 100.00% | 100.00% | 98.12% | 99.36% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 99.84% |

*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.