

iPipeline SLA Reporting 2026

Services	Jan	Feb	Mar	Q1	April	May	June	Q2	July	Aug	Sep	Q3	Oct	Nov	Dec	Q4	YTD 2026
2026 North America																	
AFFIRM	100.00%	100.00%	100.00%	100.00%	100.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%
Agency Mgmt	100.00%	100.00%	100.00%	100.00%	100.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%
Alphatrust - Embedded	100.00%	100.00%	100.00%	100.00%	99.83%	0.00%	0.00%	99.83%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	99.92%
Alphatrust - SaaS	100.00%	100.00%	100.00%	100.00%	100.00%	0.00%	0.00%	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%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%
DocFast	100.00%	99.93%	100.00%	99.98%	99.83%	0.00%	0.00%	99.83%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	99.90%
Forms	100.00%	100.00%	100.00%	100.00%	100.00%	0.00%	0.00%	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%	0.00%	0.00%	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%	0.00%	0.00%	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%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%
iGO	100.00%	99.93%	100.00%	99.98%	100.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	99.99%
Resonant AWS	100.00%	99.93%	100.00%	99.98%	100.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	99.99%
LifePipe	98.07%	100.00%	100.00%	99.36%	100.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	99.68%
iSolve	100.00%	100.00%	100.00%	100.00%	100.00%	0.00%	0.00%	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%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%
Bluesun Advisor	100.00%	100.00%	100.00%	100.00%	100.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%
Acceptiv	100.00%	100.00%	100.00%	100.00%	100.00%	0.00%	0.00%	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%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%
WealthServ Insurance	100.00%	99.56%	100.00%	99.85%	100.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	99.93%
WealthServ Investments	99.85%	99.56%	100.00%	99.80%	100.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	99.90%
2026 United Kingdom																	
Solution Builder	100.00%	99.15%	100.00%	99.72%	100.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	99.86%
PreQuo (Added Services)	100.00%	99.93%	100.00%	99.98%	100.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	99.99%
Assureweb	100.00%	99.93%	100.00%	99.98%	100.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	99.99%
Alphatrust - Hosted	100.00%	100.00%	100.00%	100.00%	100.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%

iPipeline SLA Reporting 2025

Services	Jan	Feb	Mar	Q1	April	May	June	Q2	July	Aug	Sep	Q3	Oct	Nov	Dec	Q4	YTD 2025
2025 North America																	
AFFIRM	100.00%	100.00%	99.76%	99.92%	100.00%	100.00%	100.00%	100.00%	100.00%	99.92%	100.00%	99.97%	100.00%	100.00%	99.49%	99.83%	99.93%
Agency Mgmt	100.00%	100.00%	99.76%	99.92%	100.00%	100.00%	100.00%	100.00%	100.00%	99.92%	100.00%	99.97%	99.91%	100.00%	99.49%	99.80%	99.92%
Alphatrust - Embedded	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 - SaaS	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%
CRM	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%
DocFast	100.00%	100.00%	99.76%	99.92%	100.00%	100.00%	100.00%	100.00%	100.00%	99.92%	99.73%	99.88%	99.38%	100.00%	99.49%	99.62%	99.86%
Forms	99.83%	100.00%	99.76%	99.86%	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%
WELIS SaaS	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.73%	99.91%	100.00%	100.00%	100.00%	100.00%	99.98%
iPipeline Illustrations	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%
IFS	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.73%	99.91%	99.38%	99.83%	100.00%	99.74%	99.91%
iGO	100.00%	100.00%	99.76%	99.92%	100.00%	100.00%	100.00%	100.00%	100.00%	99.92%	99.73%	99.88%	99.38%	100.00%	100.00%	99.79%	99.90%
Resonant AWS	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.92%	99.73%	99.88%	99.38%	100.00%	100.00%	99.79%	99.92%
LifePipe	99.85%	100.00%	100.00%	99.95%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.36%	99.79%	100.00%	100.00%	100.00%	100.00%	99.93%
iSolve	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%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.73%	99.91%	100.00%	100.00%	100.00%	100.00%	99.98%
Bluesun Advisor	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%
Acceptiv	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%
OmniLife	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%
WealthServ Insurance	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%	99.77%	100.00%	99.92%	99.98%
WealthServ Investments	100.00%	99.88%	100.00%	99.96%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.83%	99.77%	100.00%	99.87%	99.96%

2025 United Kingdom																	
Solution Builder	98.84%	99.24%	99.86%	99.31%	100.00%	99.98%	99.94%	99.97%	100.00%	100.00%	100.00%	100.00%	99.87%	99.13%	100.00%	99.67%	99.74%
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%
Assureweb	98.84%	99.24%	100.00%	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%
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%

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%	98.88%	100.00%	100.00%	99.63%	100.00%	100.00%	100.00%	100.00%	99.90%
Agency Mgmt	100.00%	99.28%	100.00%	99.76%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.94%
Alphatrust - Embedded	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	98.86%	99.62%	99.23%	100.00%	100.00%	99.74%	100.00%	100.00%	100.00%	100.00%	99.84%
Alphatrust - SaaS	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.23%	100.00%	99.69%	99.64%	100.00%	100.00%	100.00%	100.00%	99.91%
CRM	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%
DocFast	100.00%	100.00%	99.75%	99.92%	100.00%	100.00%	100.00%	100.00%	99.23%	98.51%	92.00%	96.58%	100.00%	100.00%	100.00%	100.00%	99.12%
Forms	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.10%	100.00%	100.00%	99.70%	100.00%	100.00%	100.00%	100.00%	99.93%
WELIS SaaS	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.23%	100.00%	100.00%	99.74%	100.00%	100.00%	100.00%	100.00%	99.94%
iPipeline Illustrations	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.10%	100.00%	100.00%	99.70%	100.00%	100.00%	100.00%	100.00%	99.93%
IFS	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	98.88%	100.00%	100.00%	99.63%	100.00%	100.00%	100.00%	100.00%	99.91%
iGO	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.23%	98.51%	94.67%	97.47%	100.00%	100.00%	99.45%	99.82%	99.32%
Resonant AWS	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%
LifePipe	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.10%	100.00%	99.91%	99.67%	100.00%	100.00%	100.00%	100.00%	99.92%
iSolve	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.23%	100.00%	100.00%	99.74%	100.00%	100.00%	100.00%	100.00%	99.94%
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%
Bluesun Advisor	99.79%	99.99%	100.00%	99.89%	100.00%	100.00%	100.00%	100.00%	98.79%	100.00%	100.00%	99.60%	100.00%	100.00%	100.00%	100.00%	99.87%
Acceptiv	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.19%	100.00%	100.00%	99.73%	100.00%	100.00%	100.00%	100.00%	99.93%
OmniLife	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.19%	100.00%	100.00%	99.73%	100.00%	100.00%	100.00%	100.00%	99.93%
WealthServ Insurance	99.99%	99.99%	100.00%	99.99%	100.00%	100.00%	100.00%	100.00%	99.37%	100.00%	100.00%	99.79%	100.00%	100.00%	99.85%	99.95%	99.93%
WealthServ Investments	99.99%	99.99%	99.99%	99.99%	100.00%	100.00%	100.00%	100.00%	98.79%	100.00%	100.00%	99.60%	99.84%	100.00%	100.00%	99.95%	99.88%

2024 United Kingdom																	
Solution Builder	100.00%	100.00%	100.00%	100.00%	99.48%	100.00%	100.00%	99.83%	100.00%	100.00%	99.87%	99.96%	99.87%	99.88%	99.98%	99.91%	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%	99.88%	100.00%	99.96%	99.99%
Assureweb	100.00%	100.00%	100.00%	100.00%	99.48%	100.00%	100.00%	99.83%	99.77%	100.00%	100.00%	99.92%	100.00%	99.88%	100.00%	99.96%	99.93%
Alphatrust - Hosted	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.90%	100.00%	100.00%	99.97%	100.00%	100.00%	100.00%	100.00%	99.99%

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%	99.96%	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.