



Description of Services

Insurance Tools

1. **iGO Forms** – electronic, intelligent, fillable form solution (sold by lines of business);
2. **iSolve** – wrapper for carrier illustration system for distributor/carrier
3. **AnnuityPipe** – fixed /EIA annuity rate engine (includes related product information) and annuity PDF forms engine;
4. **LifePipe** - term life quote engine, underwriting and product information, and life PDF forms engine;
5. **LTCPipe** - LTC quote engine and LTC PDF forms engine;
6. **FormsPipe** – PDF forms engine (Life, Annuity, LTC/DI, Health/Dental sold separately);
7. **LTCPipe Advisor** – LTC insurance product information database;
8. **Forms Repository** – carrier state specific forms engine for carrier website;
9. **Document Library** – document (multiple file types) engine for website;
10. **Real-Time Status** - on-line case status through real-time agency management system queries (available for IIT, Smart Office, Commerce Agency);
11. **eStatus** – on-line case status made available through agency uploads;
12. **iQuote** - consumer term life quote engine;
13. **MyAgency** – agent portal for forms, term quotes, life product information;
14. **Content Partner** – ability to distribute content through iPipeline’s platform (sold by line of business);

eMail, Security & Hosting Services

1. **PipePass** – website & tool security module;
2. **eMail – Hosted Microsoft Exchange Messaging Services;**
 - a. **Platinum** – All included in Gold plus Microsoft Outlook 2003 licenses, 50MB default mailbox storage, enhanced calendar, available Blackberry upgrade;
 - b. **Gold** – All included in silver plus 25MB default mailbox storage, 100MB default public folders storage, group calendar;
 - c. **Silver** – Branded email address, 10MB default storage, virus scanning, enhanced spam protection, secure password login, SSL encryption, contact management, corporate address book, personal calendar;
 - d. **Blackberry** – wireless blackberry service (for use with Platinum only);
3. **Website Hosting;**
4. **DNS Hosting;**
5. **Storage** – select products may include ability to store your data. In all cases (other than distribution products) additional storage is sold separately. Basic storage, if any, shall be noted on your Order Form;

Professional Services

1. **Website Design Services;**
 - a. **ProStart Website Design** – up to 20 hours of professional website design and/or graphics design by personnel experienced in doing insurance websites to get you started. Unused hours expire 60 days from date of the order;
 - b. **Not So Extreme Make-Over** – up to 5 hours of professional website design to freshen up your website. Unused hours expire 60 days from the date of the order;
 - c. **Website Retainer** – up to 1 hour a month of website changes (minimum of 30 minutes per separate change request, no rollover);
2. **Implementation Services;**
3. **Training Services.**