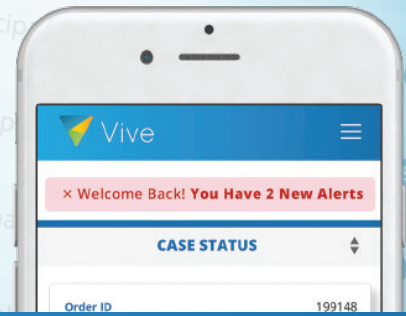


# A SIMPLER WAY TO TRACK the status of all your active cases.



## Case Status updated daily.

When you log in and click on My Cases, the first thing you'll see is Case Status which shows the progress of all of your Vive cases from all carriers in one place. No other platform consolidates so much information in such an easy-to-use interface. You'll avoid the risk of overlooking a key task or deadline that could delay or even prevent policy issue.



**Vive**  
Get on with Life

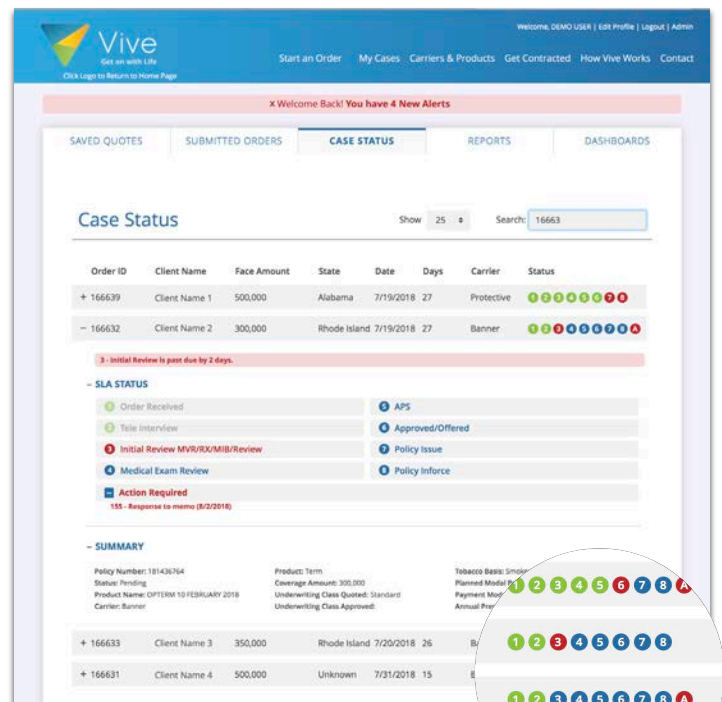
## Alerts help you focus on cases that need attention.

Vive has transformed the ability to review case status by providing a series of color-coded milestones of each case during the new business and underwriting process. In a second, you can tell if everything is proceeding smoothly. Vive will update you via text or email any time there is an alert on one of your cases.

## Vive has negotiated SLAs with each carrier.

All Vive carriers are held accountable by Service Level Agreements (SLAs). This means that the carriers have agreed to a certain number of days for achieving each milestone. If a case falls out of service level, you will be alerted in My Cases on GetVive.com. These negotiated service levels are listed below.

MILESTONES	MAX # OF DAYS
1 Order Received	0
2 Tele-Interview	8
3 Initial Review	12
4 Medical Exam Review	15
5 APS	2
6 Approved/Offered	2
7 Policy Issue	2
<b>Total</b> ✓au	<b>12</b>
<b>Total</b> xau	<b>39</b>
8 Policy Inforce <i>Delivery Requirements</i>	10



## Colors help you prioritize your active cases:

- Completed Step(s)
- Step is Over Service Level Timeframe
- Current and Pending Step(s)
- A Action Required - Info Needed by Carrier