



On Saturday, August 17th, the Living Promise (Final Expense) iPipeline e-Application system will be temporarily unavailable as we perform routine maintenance.

The planned outage will last 11:00 p.m. (CST) Friday, August 16th through 11:00 p.m. (CST) Saturday, August 17th.

During this outage:

- You will not see Living Promise as an available product option when starting a new case
- Your producer dashboard will not display your Living Promise pending cases
- Any cases awaiting signatures (whether the HIPAA signature or final signature) will not be able to be signed. If someone attempts to click on a link that was sent via an email, it will display an error during this timeframe.

For consideration of additional time zones, the outage window will be:

- Eastern – 12:00 a.m. Saturday through 12:00 a.m. Sunday
- Mountain – 10:00 p.m. Friday through 10:00 p.m. Saturday
- West Coast – 9:00 p.m. Friday through 9:00 p.m. Saturday

We encourage you to take this outage window into consideration when arranging any appointments on Saturday, August 17th.

We apologize for any inconvenience and appreciate your patience during this time.

For producer use only. Not for use by the general public.

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