

# iPipeline® Platinum Service

## FAQs |

**Q – Why have I been selected for Platinum Service membership?**

**A –** A select few carriers have this designation to identify and recognize the strategic alliance we have with them.

**Q – How many other carriers receive this Platinum Service?**

**A –** Less than 15% of our clients will receive this exclusive designation.

**Q – Do I need to use the other support toll-free number?**

**A –** No, this new toll-free number (888-437-3847) supersedes the other toll-free number and will give you the priority services.

**Q – Should this number be given out to agents in the field experiencing a problem with our product through iPipeline?**

**A –** This toll-free number is for the exclusive use of your home office staff. It should not be given out to the agents for resolution of cases related to your business.

**Q – What iPipeline products does this apply to?**

**A –** The Platinum service extends to all iPipeline products you have.

Your new phone number to contact iPipeline Support as a Platinum Service account member is (888) 437-3847. If you have any immediate questions, please feel free to call us. Once again, welcome to a new level of extraordinary service!