

Connex enhancement: Improved data availability and stability

You asked for improvements, and we took action!

As of January 20, 2025, the following improvements will be effective for New Business and Inforce data in Connex:

- The most current data will be available daily at 7 a.m. CST Monday through Friday.
- We have made additional enhancements to improve the performance and stability of New Business and Inforce policy data loads and minimize disruptions.
- If there is a delay in data loading past 7 a.m. CST, an alert will be posted on the Connex Home Page.

This enhancement will be effective for our core life insurance products, including all New Business cases and a majority of Inforce policies.

We are making this enhancement based on feedback from our partner agencies and financial professionals. Our technology teams have collectively worked through multiple efforts to improve stability and performance to load data more quickly to Connex each day. We will continue efforts to improve stability and performance of New Business and Inforce policy data as we seek to provide you with quick and efficient services.

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