

TRANSAMERICA LIFE INSURANCE COMPANY

Guide to Doing Business

Here is a quick summary of the processes and procedures to help make selling the variety of Transamerica Life Insurance products quick and easy.

Agent Contracting

Whether you sell Final Expense, Term Life or Universal Life, you have the ease of using the same agent number (the agent number will begin with 94xxxxxxx). NOTE: If this is the first time you've submitted an application, there is a one-day validation requirement for licensing. If something is needed from the agent/agency, this could extend the validation timeframe.

Agent Net Info (ANI) Website

www.agentnetinfo.com

You can access marketing materials, information on state availability, pending status and requirements, as well as downloading any necessary forms. Product Guides, Producer Underwriting Guides, and consumer brochures can be ordered through on-line Supply Fulfillment.

ANI is updated numerous times per day with requirements. Applications that are emailed or faxed are viewable on ANI in 24-72 hours. If a requirement is faxed before 3:00 CT, please give us 24-48 hours to process.

For Example:

Day 1: Agent faxes in HIPAA form (before 3pm CT)

Day 2: Form is worked and requirement matched

Day 2: Agent can see requirement matched in ANI

TransWare® Illustration Software

Illustrations for Transamerica Life Insurance products are available through the TransWare illustration software, which can be downloaded from the Software section of Agent Net Info (ANI). All UL products require a complete signed illustration at the time of submission. If the policy is issued other than as applied for, a revised illustration will need to

be signed and returned as a pending requirement. **IMPORTANT:** A revised illustration needs to state "Revised" on it.

New Business

New business application forms are available on ANI under the Forms section and can be ordered on line through Supply Fulfillment. The Transamerica New Business Cover Sheet must be submitted with each application. The cover sheet lists the new business forms and materials that should be submitted with the application.

Applications and supporting documents may be submitted in one of three ways:

1. By Email: Scan the documents and send by email using the email documents link on the ANI (www.agentnetinfo.com) website.
2. By Fax: 1-866-297-3607.
3. By Express or Regular Mail:
Transamerica Life Insurance Company
4333 Edgewood RD NE
Cedar Rapids, IA 52499

For questions and support, contact the Agent Contact Center at (877) 735-5433, option 1.

New Business Application Submitted:

- Application is received, policy number is established, and documents are Indexed to appropriate processing group.
- Processing Team enters application on administrative system.
- After initial review by New Business and Underwriting, email communication will be sent with outstanding requirements.

Estimated App Handling time varies based on product and requirements.

Please note: this timeline is based on our standard Service Level Agreements (SLAs). At times of high volumes these SLAs will be monitored and every attempt will be made to stay within SLA. The below timeline may vary with higher than normal volumes:

Initial Underwriting Review:

- Preliminary underwriting
- 2 business days
- Requirements updated

At this point the case will be with Underwriting. The timeline will depend on what information is required and how quickly it is received.

NB Prerequisite Continues:

- Action Team compiles all additional requirements needed
- 1 business day

Additional Life Cycle Requirements:

- Case-specific discretionary evidence requirements will appear.
- **Personal History Interviews (PHI):** Vendor average turnaround time is four days. PHI is reviewed within two business days upon receipt. Advise applicant to be prepared for the PHI call.
- **Attending Physician Statements (APS):** Average turnaround time is 2-3 weeks. Ordering an APS can add several weeks to the underwriting process depending on how quickly the medical facility responds. Reviewed within two business days upon receipt.
- **Exams:** Field ordered and exams are reviewed within two business days upon receipt.
- **Labs:** Filed ordered and reviewed within two business days upon receipt.

After Approval, Policy is Reviewed for Issue and Mailed

- Policy is issued one business day from UW approval
- If there are no delivery requirements, the initial premium is paid if on bank deductions, policy places, commission is processed, and the agent is paid.

- Mailing occurs the next business day after issue.
- If IUL or Final Expense policy, will be mailed by regular mail.
- If Trendsetter® Super Series, Express Term or TransACE® 2013, the policy will be mailed overnight by FedEx.

Agent Delivers Policy to Client

- Client signs any outstanding delivery requirements needed to place the policy Inforce and returns signed documents to Transamerica.

Agent Uploads or Faxes Delivery Requirements to Transamerica

- Policy will be placed within 24-48 hrs from receiving delivery requirements.
- Commission is processed and agent is paid.

If you are concerned that your requirements were not received, call the Agent Contact Center for assistance at: (877) 735-5433, option 1 for assistance.

Additional Factors Impacting When the Agent is Paid:

1. **Trendsetter Super Series, Express Term and TransACE 2013** – amendments and delivery requirements can add processing days between approval and the agent being paid because the amendment must be signed, returned, and reviewed before the initial premium is applied or drafted via PAC. Complete apps and forms help expedite processing.
2. **Accumulation UL, Freedom Index Universal Life IISM, Freedom Global IUL IISM, and Acci-Protector** – Initial premium paid via PAC is drafted when the application is received.

Underwriting Guidelines

Underwriting requirements and guidelines for Transamerica products and riders may differ somewhat depending on the product as well as if there are health-related riders like Long Term Care or Disability Income. Please note some of the products have different non-medical limitations. For specific underwriting guidelines, please refer to the Transamerica Underwriting Guide located on the ANI (www.agentnetinfo.com) website.

Checking Pending Status and Inforce Policies

Helpful Hints:

- Check ANI for updates on pending requirements. An initial email is sent with pending requirements; however it's possible for the UW to add more.
- Health-type riders have additional forms, supplements, and possibly licensing requirements.
- PHIs – if a personal history interview is required, vendor will make five attempts over a three-day period to complete the PHI. If vendor is unable to complete the interview, the agent must get the client to call. New Business holds the case for a maximum of 30 days or the case is closed.
- Prepare applicant for PHI call. Provide the best time /numbers and any special language needs.
- To expedite obtaining the APS, provide complete information about the doctor or medical facility with a street address and town.
- PAC forms on Trendsetter Super Series, Express Term and TransACE 2013 require two signatures. Please review the form carefully.
- Accumulation UL, Freedom Index Universal Life II, & Freedom Global IUL II, Acci-Protector, and Jet Simplified Issue Whole Life – after policies place inforce, they will stay in the New Business section of ANI for 30 days.

- After Trendsetter Super Series, Express Term and TransACE 2013 policies place inforce, the policy record falls off ANI. Contact our office if you're concerned about the status of a policy you thought was pending.
- Inforce information is not available on ANI for Trendsetter Super Series, Express Term, and TransACE 2013 at this time. Contact the Agent Contact Center for inforce policy information.

Who to Contact Based on Product:



(Click above for more information)