

# Marketing organizations

# Contact sheet

## Master life contacts

Web Portals		
ANI: <a href="http://agentnetinfo.com">agentnetinfo.com</a>		
Life Access: <a href="http://secure.transamerica.com">secure.transamerica.com</a>		
Important Contacts		
Case Management*	800-451-7586, access code 7555003	<a href="mailto:mocasemanagement@transamerica.com">mocasemanagement@transamerica.com</a>
In Force (excluding <i>Transamerica FE Express Solution</i> <sup>SM</sup> )	800-852-4678	<a href="mailto:tii.customerservice@transamerica.com">tii.customerservice@transamerica.com</a>
Sales Desk/Product Support	866-545-9058	<a href="mailto:lifesales@transamerica.com">lifesales@transamerica.com</a>
Website Technical Support (including iGO)	866-301-2473	
iPipeline Technical Support	800-641-6557	<a href="mailto:igosupport@ipipeline.com">igosupport@ipipeline.com</a>
Commissions	800-256-7971 Option 2	<a href="mailto:commissions@transamerica.com">commissions@transamerica.com</a>
Contract & Licensing	800-256-7971 Option 1	<a href="mailto:tlp-crcontractadmin@transamerica.com">tlp-crcontractadmin@transamerica.com</a>
<i>Transamerica FE Express Solution</i> <sup>SM</sup> (both pre and post-issue)	800-453-1448	
Authorized Paramed Companies**		
APPS-Portamedic	866-814-4280	<a href="http://appslive.com">appslive.com</a>
Client Lab Results	<a href="http://transamerica.accessmyhealth.com">transamerica.accessmyhealth.com</a>	
Important Fax Numbers		
In Force Customer Service	866-622-5051	
Contract & Licensing/Commissions	888-837-2820	
Mailing Address		
Billing, Mail Premium, & Overnight Requirements	6400 C Street SW Cedar Rapids, IA 52499	
Important Email Addresses		
International Underwriting Quick Quotes	<a href="mailto:international@transamerica.com">international@transamerica.com</a>	
All In Force Inquiries (excluding <i>Transamerica FE Express Solution</i> <sup>SM</sup> )	<a href="mailto:tii.customerservice@transamerica.com">tii.customerservice@transamerica.com</a>	
Claims	<a href="mailto:bkgclaimsstatus@transamerica.com">bkgclaimsstatus@transamerica.com</a>	
Claims for Policies Starting with "60"-"65"	<a href="mailto:lifeproclaims@transamerica.com">lifeproclaims@transamerica.com</a>	
Underwriting Support – Requesting copies of labs and exams to send to client, getting information to an UW working a case	<a href="mailto:professionalrelations@transamerica.com">professionalrelations@transamerica.com</a>	
Division Phone Numbers		
Annuities (General Customer Service)	800-797-2643	
Mutual Funds	888-233-4339	
Employee Benefits	866-411-4159	
Retirement	800-211-8491	

\* In an effort to minimize the number of contacts at Transamerica we are simplifying the process and contacts, your case management team will now be the point of contact for all pre-issue items, replacing the new business teams. Exception for FE Express products: call 800-453-1448.

\*\* Transamerica orders all vitals and labs for Trendsetter, FFIUL II, FCIUL II, and Lifetime applications in all states except California and New York.

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