

# 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,<br>access code 8556331       | <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                                                                                                               | 866-834-0436                               | <a href="mailto:commissions@transamerica.com">commissions@transamerica.com</a>                     |
| Contract & Licensing                                                                                                      | 866-834-0436                               | <a href="mailto:t1p-crcontractadmin@transamerica.com">t1p-crcontractadmin@transamerica.com</a>     |
| <i>Transamerica FE Express Solution</i> <sup>SM</sup><br>(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<br>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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