TRANSAMERICA LIFE ILLUSTRATOR TOOL

FOR WFG IUL PRODUCTS AGENT FAQ

Our new, enhanced illustration tool, Transamerica Life Illustrator, is available to run illustrations for our IUL products.

TABLE OF CONTENTS:

Q1. How can WFG agents access the Transamerica Life Illustrator tool?
A. Agents can go to MyWFG.com and select Transamerica as the preferred carrier. If they <u>have not</u> created an account on MyWFG.com, they must do so to access the illustration tool. Once logged in, agents have <u>two options</u> to get to the Transamerica Life Illustrator tool:
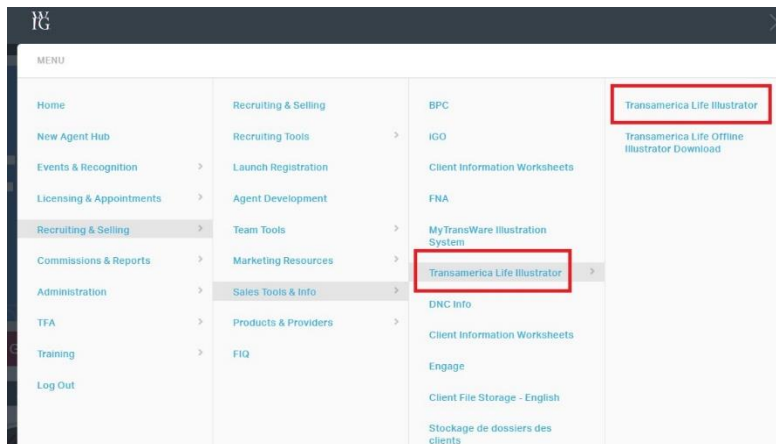
<u>Option 1</u>
Via MY TOOLBOX
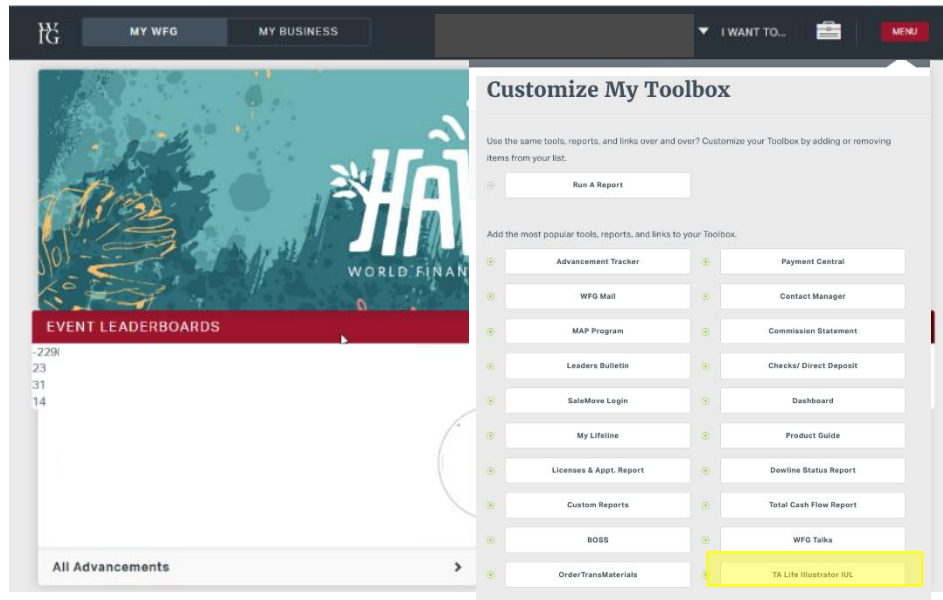
Continued on next page.

<u>Option 2</u>
Transamerica Carrier Landing page – Menu > Recruiting & Selling > Products & Providers > Preferred Providers > Transamerica Life Insurance Company

After selecting Transamerica Life Illustrator, the system will launch and automatically default to FFIUL. They can then change the type of policy by selecting CHANGE.
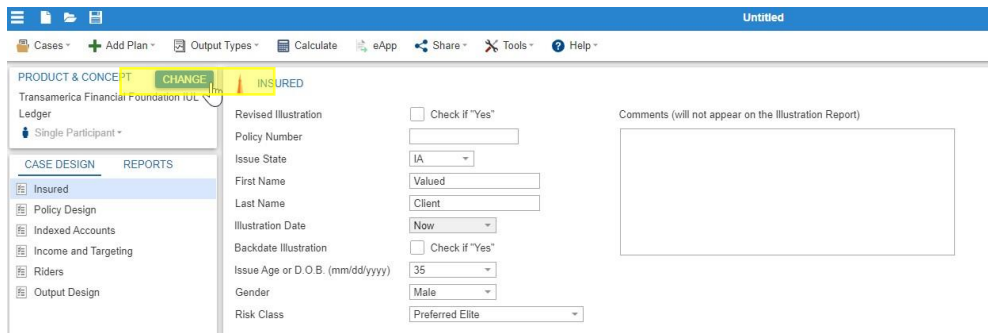
Q2. How can WFG agents access the offline version of Transamerica Life Illustrator tool?
A. You can run Transamerica Life IUL illustrations or quotes without being connected to the internet using the *Transamerica Life Illustrator Offline Download*. It's available offline for those with Windows 10 or higher, Intel 5th generation (or newer) CPU or AMD Ryzen (or newer) CPU, and 8GB of RAM. This **is not** available for Mac or Apple products or with Windows emulators.

You will need the following Install Group Password during the installation of the software: **5vrqr-sdqxs**.

Download from TLIC.Transamerica.com: Log in, click **Resources** at the top of the screen, select **Web Based Tools**, from the dropdown menu, click **Transamerica Life Illustrator**, lastly click **Download Now**.

Download from myWFG:
1. To access the *Transamerica Life Offline Illustrator Download,* please follow this path on MyWFG.com: *Recruiting & Selling> Sales Tools & Info> Transamerica Life Offline Illustrator Download.*
2. Select **Transamerica Life Offline Illustrator Download**.
3. Save *Transamerica Life Offline Illustrator Download* to your Toolbox
4. Click **Download Now**

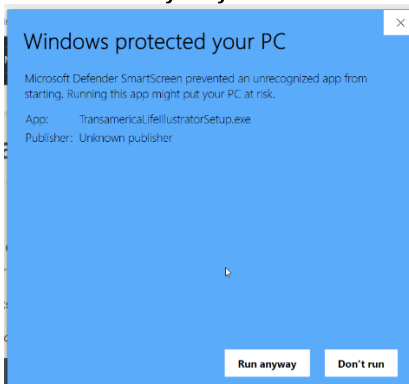TRANSAMERICA®

5. The file will now be available in your browser. Click the arrow and the file will open
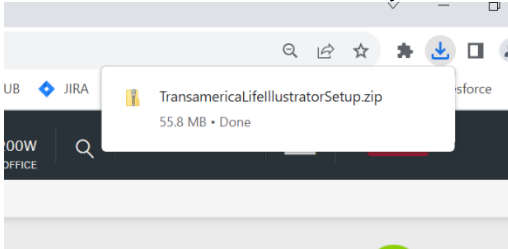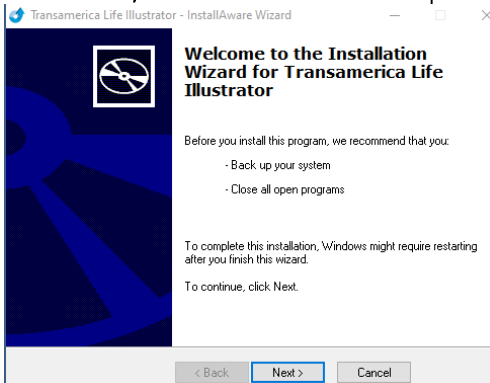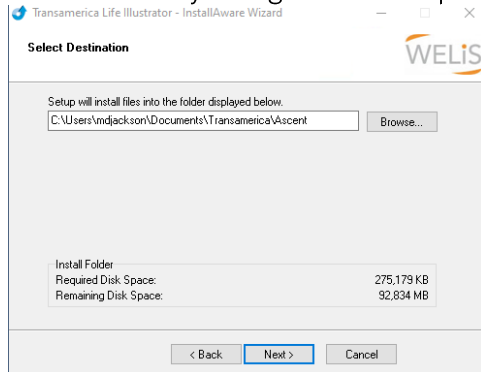

6. Double-click on the zip file
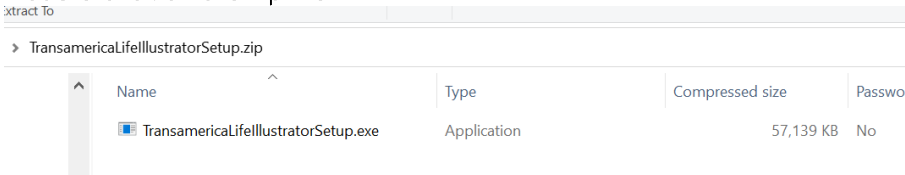
7. Click **Run Anyway**

8. Click **Next,** and the file installation process will begin

9. Do not make any changes to the file path, click **Next** and go through the file installation process

10. Select **Next**
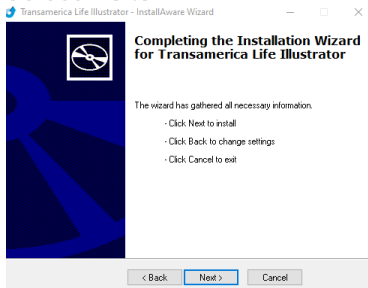
11. Allow any updates to automatically run and then select **Finish**
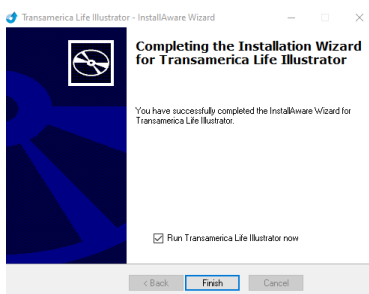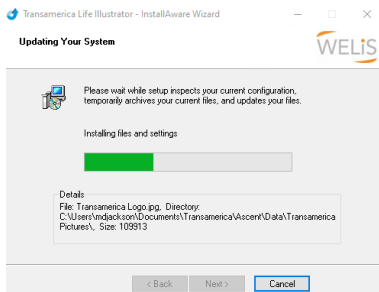
12. Enter the Install Group Password: **5vrqr-sdqxs**
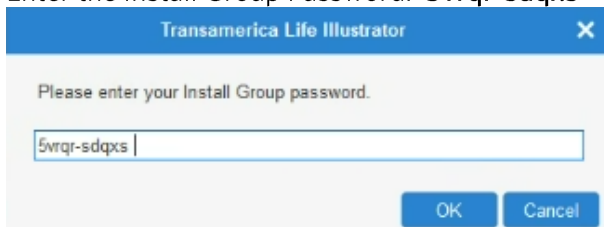
13. Select Next
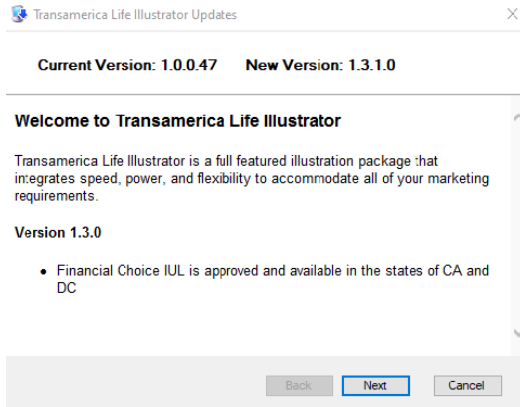
14. Select **Finish.** After the installation process is complete, *Transamerica Life Offline Illustrator Download* will automatically open.

15. Select the **Producer Icon** on the top right of the screen.

16. Enter First Name, Last Name, Street, City, State, Country, Zip Code, Phone and then select **Save to Database**

If you have trouble, here are some tips:
- Install Group Password-**5vrqr**-**sdqxs**
- Note the software is only compatible with Windows Operating System
- Financial Foundation IUL & Financial Choice IUL- Only Available Products. Term products next phase (ETA 9/29), lastly Final Expense and Whole Life
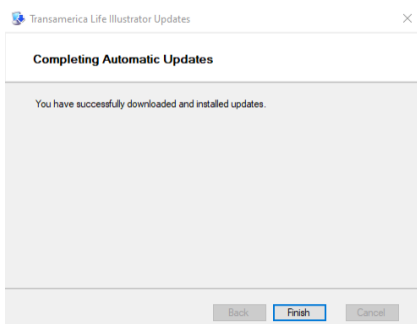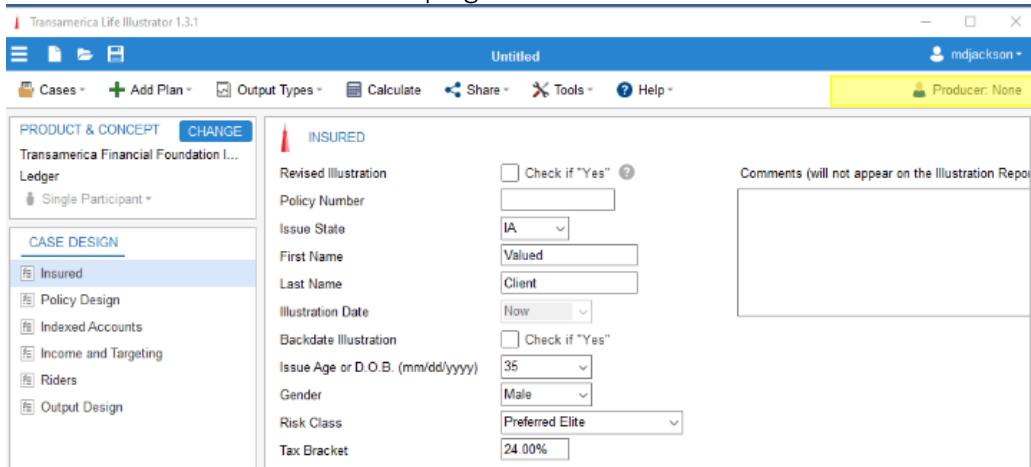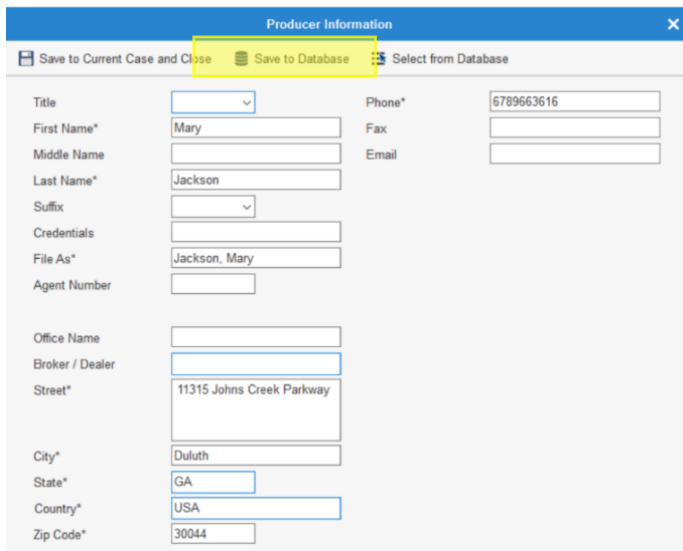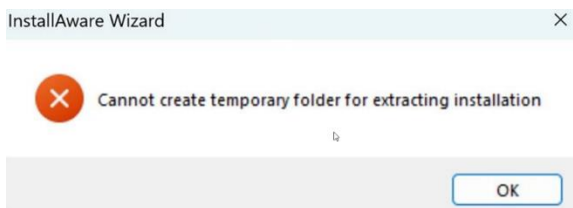- If a user changes the install path to a location they don't have permission, the below message may appear. They need to relaunch the installation and not change the directory.

Q3. If an agent runs an illustration using the Transamerica Life Illustrator offline/desktop version, will they see their illustration cases in the online version of the tool?
A. Yes, only if they name and save the case to their computer. When the agents log in to secure.transamerica.com and access the Transamerica Life Illustrator tool from the Agent Home page, they can click the CASES tab and select Upload. This allows them to search for the illustration case(s) saved to their computer and upload it to the online version of the illustration tool.

LIFE ILLUSTRATOR TOOL FUNCTIONALITY:

INSURED SECTION
Q4. Where can agents select which IUL product they want to run an illustration on?
A. Once in the Transamerica Life Illustrator:
- Click the PRODUCT & CONCEPT box in the upper left corner of the screen
- Click the CHANGE button, and then you can change from the *Financial Foundation IUL*® (FFIUL) product default to the *Financial Choice IUL*SM (FCIUL) product

Q5. Once the agent selects one of the IUL products, how will they start running the illustration?
A. Agents will see a navigation box with CASE DESIGN to the left of the screen, below the PRODUCT & CONCEPT box. This is where they will input client and illustration information and options for the following sections to run an illustration:

- Insured
- Policy Design
- Indexed Accounts
- Income and Targeting
- Riders
- Output Design

Q6. Why would an agent need to run a revised illustration on the Transamerica Life Illustrator tool?
A. If the policy is approved other than applied for, we will require a revised illustration within ten business days. On the INSURED screen, agents will be able to mark the Revised Illustration check box, which allows them to run a revised illustration. The agent will need to enter the Policy Number manually.

Below are the steps to update the revised illustration to their pending case(s).

- Save the revised illustration PDF to their computer using located at the top of the PDF Cover Page.
- Log in to the designated agent portal and access your Pending Cases
- Look for the Pending Case that requires a revised illustration PDF
- Upload the revised illustration PDF to the case on the agent portal. (Note: If the revised illustration is unsigned and the eSignature tags are still in place, the illustration will be part of the eDelivery signing ceremony via DocuSign®.)

Q7. Is the Backdate Option on the FFIUL new?
A. Yes. This option is available on the Insured screen, where agents can check "Yes" if they wish to backdate the illustration. They will need to type a date over "Now" in the format MM/DD/YYYY.

Other new features for the FFIUL product illustrations include:

- Auto Reduce Face Amount
- Optimal Switch Death Benefit Option

Q8. Will the agent need to know the client's date of birth (DOB) to run an illustration?
A. No, not at the time of illustration. If no age or DOB is provided, Transamerica Life Illustrator will automatically decide the illustration is for a juvenile, and the Risk Class will auto-populate to juvenile.

> TIP: It's recommended that a DOB is provided on the Insured screen, so agents don't have to go back to the Case Design and Insured section and enter the client's DOB later.

POLICY DESIGN SECTION

Q9. What are the icons located on the POLICY DESIGN screen?
A. These are Schedule Boxes that allow agents to enter specific parameters around the Death Benefit Option, Face Amount, and Planned Periodic Premiums. These schedule boxes allow agents to vary inputs by duration.

Q10. Can agents still run illustrations for 1035 Exchanges?
A. Yes. Agents now have the option to provide the month when the funds from the 1035 Exchange are expected and the ability to illustrate up to five 1035 Exchanges within one illustration.

Q11. Is the option to automatically reduce the Face Amount available for FFIUL?
A. Yes. Agents will need to provide the year/age of the first permissible face reduction.

TRANSAMERICA®

Q12. Are the index account options still the same for FFIUL and FCIUL products?
A. Yes. One new feature is the Schedule Boxes for the Global Index Account and the S&P 500 Index Account, where agents can "stress test" the volatility of these indexes by changing the maximum percentage rate to a lessor rate within a specified period timeframe. See the example below.

Q13. For the Basic Interest Account, can agents specify the current or the guaranteed rate?
A. Yes. The rate default is set to Current, which illustrates policy values based on the current interest rate. Agents can type over "Current" with any rate between the current rate and the guaranteed rate to illustrate policy values.

INCOME AND TARGETING SECTION

Income Design

Q14. Can agents enter Distribution Amounts for various life events, like college funding with a specified amount for withdrawals/loans and solve for retirement years within the same illustration?
A. Yes, agents can do this by using the Schedule Box provided. See the example below.

Q15. What distribution modes are available for the FCIUL and FFIUL products?
A. The FCIUL now offers a choice between annual and monthly disbursements (Withdrawals/Loans). FFIUL continues only to offer annual disbursements. Tip: Explanation of Distribution Amounts in the form of withdrawals, loans, and loan payments are available by clicking the ⊙ button. This expands the screen to the right, explaining the Solve for Income Duration, Amounts, and information regarding Dual Solves.

TRANSAMERICA®

Targeting

Q16. Why would agents use the Targeting section on the INCOME & TARGETING screen?
A. Agents can input the target cash value and the through age/target year when there are certain solves being utilized on the illustration. Defaults are currently set at 1,000 for target cash value and through age/target year of A121 according to IUL product specifications.

Q17. When would agents use the Withdrawal Cap option for the Income Design?
A. The most common choice for this option is "Basis." It caps the cumulative withdrawal amounts at the policy's cost basis to avoid withdrawing taxable income. A numeric amount would be used when determining the amount to cap withdrawals. If the agent selects "None" there will be no limit on withdrawals taken other than the limit provided by the policy's account value. Withdrawals over cost basis are considered taxable income.

Q18. When would an agent use the Cash or Withdrawals options on the Tax Due on Withdrawals option under Income Design?
A. The Cash option can be used in a taxable situation (like if the policy is a MEC) where any withdrawal from the policy would contribute to the taxable amount. Choosing Cash assumes the responsibility lies outside of the illustrated values. If agents select the Withdrawals option, this would also be used in a taxable situation (like if the policy is a MEC), any withdrawal from the policy would contribute to the taxable amount. Choosing Withdrawals assumes the tax liability is built into the withdrawal amount.

RIDERS SECTION

Q19. Why are the Terminal Illness and Overloan Protection Rider options check boxes grayed out under Living Benefits?
A. Those boxes are greyed out because the riders are inherent to the FCIUL and FFIUL products. The Concierge Planning Rider/Benefit box is automatically checked for the FFIUL product since the default is $250,000 or higher. This rider/benefit is available at the time of application or after the policy is placed inforce as long as the client meets all rider/benefit criteria.

NOTE: When using the Guideline Premium Test (GPT) life insurance test for IUL products, the Overloan Protection Rider is automatically included in the policy. If using the Cash Value Accumulation Test (CVAT) life insurance test, the rider will not be an option.

Q20. Will agents and clients still be able to add the Term Rider for a spouse or child?
A. Yes. The RIDERS screen indicates the option for the Additional Insured Rider #1. By selecting this checkbox, it presents agents with additional fields to complete the spouse(s) and child(ren) information to add the Term Rider option. The number of additional insureds remains at five.

NOTE: The Additional Insured Rider question on the Licensing and Appointment screen of the electronic application will automatically indicate an Additional Insured, and on the Coverage and Riders page, a check box will be selected.

OUTPUT DESIGN SECTION

Q21. What is the purpose of the REPORTS & FLYERS screen?
A. This new feature allows agents to customize the report (illustration) designs for their clients. It offers approximately 30 cover photo images to select from and all the information and disclosures on the illustration. Below is a list of these items.

- Bank Option (typically used for Brokerage agents working with other financial institutions)
- Cover Photo Options
- Why Transamerica
- Snapshot (provides Planned Periodic Premium Options amounts)
- Cost and Values Ledger
- Underwriting Guidelines
- Input Summary
- Internal Rate of Return
- Personal Accumulation Strategy (FCIUL & FFIUL Marketing Strategy)

Q22. What illustration output options are available?
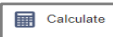**A.** Agents can select from a Values output, PDF output, or both by clicking the OUTPUT TYPES button on the top Tool Bar. The Values option provides the illustration's Tabular Detail (summary), and the PDF option offers a new color and easier-to-follow marketing style illustrations.
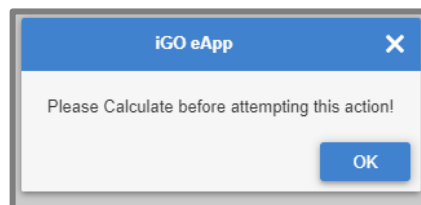
SUBMITTING ILLUSTRATION CASE TO iGO e-APP®

Q23. Can agents submit an IUL product final sales illustration to iGO e-App®?
A. Yes. Within Life Illustrator, agents can select the [eApp] icon on the top Tool Bar. The Transamerica Life Illustrator tool can electronically send common pre-filled data to the electronic application. The final sales illustration PDF will attach, and the case will appear under My Cases in iGO.

Q24. Will agents need to run an illustration before submitting the illustration case to iGO e-App®?
A. Yes. If agents don't select the [Calculate] icon on the top toolbar before submitting to iGO e-App®, they will receive the following error message.

Q25. Is there a limit to the number of times a final sales illustration can be sent to iGO e-App®?
A. Yes. Agents can submit **one** illustration per client. The following message appears to inform agents.
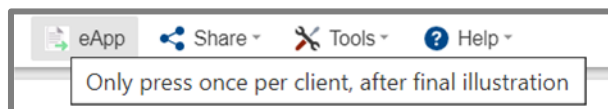
TRANSAMERICA®

Q26. How can agents identify a case in iGO e-App® when the illustrations were run from the Transamerica Life Illustrator tool?
A. Cases will appear with the client name identifying it as a Transamerica Life Illustrator case with a date and time stamp. The date and time stamp allow agents to distinguish between multiple illustration cases. See the example below.

Q27. Are there any changes to the electronic application when using the Transamerica Life Illustrator tool to run illustrations?
A. Yes. An Illustration Acknowledgement screen has been added. This screen indicates that an illustration was created from the Transamerica Life Illustrator platform, and the illustration PDF is included in the electronic application. If an agent changes specific pre-filled information within the iGO e-App®, the illustration PDF will be deleted from the electronic application. See the screenshot below.
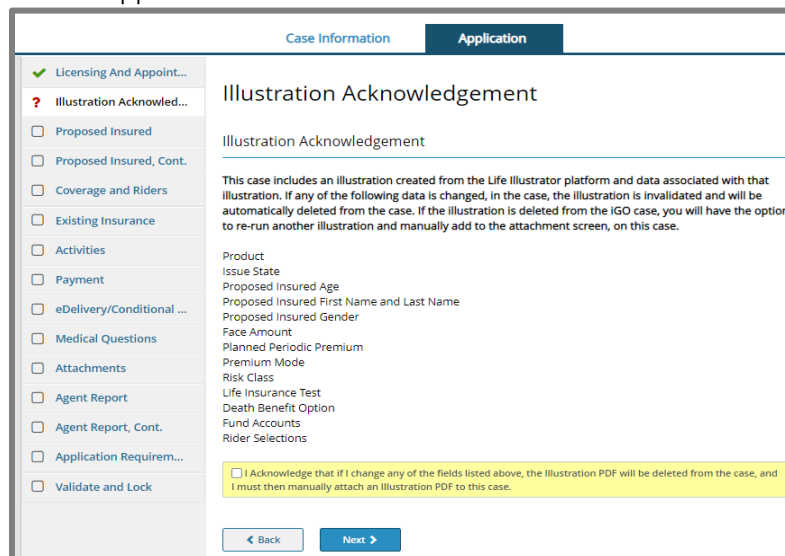
Q28. How will agents know if any prefilled data has been changed after they complete the Illustration Acknowledgement screen?
A. The following message will appear on the iGO e-App® Attachments screen.
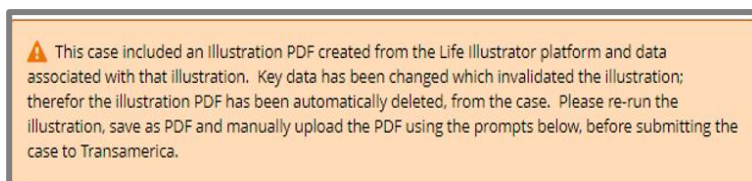
Q29. Can agents still use the myTransware® illustration platform to run IUL product illustrations?
A. No, myTransware℠ is not available to run quotes for Transamerica life products.

Q30. Where can agents save illustration cases?
A. Cases can be saved by clicking the Cases tab on the top Tool Bar. This tab also allows agents to do the following.

- View Recent Cases
- Start a New Illustration
- Open an Existing Illustration Cases
- Open Favorite
- Save & Save As Options
- Upload & Download Options for Saved Illustrations

Q31. How can agents run multiple illustration scenarios for a client?
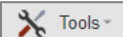A. Agents can click on the [Add Plan ▾] dropdown and select one of the options shown below:

- New Business Plan (illustration)
- New Plan (See Plan Manager for details)
- New Plan with Same Client Data

Q32. Can agents email an illustration to their clients or themselves?
A. Yes. Clicking on the [Share ▾] icon on the top Task Bar allows agents to email or save reports.

Q33. What other tools are available in the Life Illustrator tool?
A. The [Tools ▾] icon on the top Task Bar provides the ability to manage producer information such as name, agent number, address, etc. Agents can select Options that provide pre-set defaults for new illustration cases that can be changed and saved as their favorites. Another option is changing the display setting, output settings, and the display mode for illustration PDFs.

GENERAL

Q34. Who can agents contact if they have issues running an illustration using the new Transamerica Life Illustrator tool?

A. Agents can contact their respective Transamerica Sales Desk for assistance with running illustrations. If they are experiencing technical web issues, please call the WFG Sales Desk at 800-322-3796 option 6.

TRANSAMERICA®