



Commission Quick Reference Guide

This guide provides a concise overview of how commissions are calculated, paid, and managed for Transamerica agents. Use this as a reference to understand commission types, payment timelines, requirements, and where to find your commission details.

Commission Basics

Commission is typically calculated as a percentage of the policy's first year annualized premium. There are different disbursement guidelines based on type:

Commission Types

- Paid as Earned – commission payments received as the client pays premiums.
- Paid in Advance – a portion of future commissions received upfront.

First Advance Payment – advance commission paid when the policy is issued, and delivery requirements are met.

- Applications must be In Good Order.
- Applications submitted Monday through Thursday process overnight and post the next business day.
- Applications processed after 4PM Friday, Saturday through Sunday, and holidays are processed the next business day and post the following business day.
- Minimum No Lapse Guarantee (MNLP) must be met.
- The initial premium amount must meet or exceed the billing amount under the payment frequency selected.
- All billing methods allow an advance except Direct Monthly Billing.

Second Advance Payment – advance commission paid after delivery requirements are satisfied, is In Force, underwriting is complete, and the policy has been created.

- Certain policies have different delivery requirement deadlines. See *Delivery Requirements* section for details.

Compliance Review – ensures all submissions meet regulatory and company standards. Submissions requiring compliance review (Reg 60, 1035 internal/external exchanges, or internal replacements) take an extra business day to review.

Payment Details – all commission payments are sent directly from Transamerica to WFG. Then, WFG sends payment to the agent.

Commission Payment Requirements

To qualify for Paid in Advance commission payments, consider the following rules and requirements:

In Good Order – all documents are complete, accurate, signed, and submitted on time.

Delivery Requirements – outstanding documents required to complete underwriting and create the policy.

- IUL Policies – delivery requirements must be met within **90 days**.
- Term, FE Solutions, and Whole Life – delivery requirements must be met within **60 days**. Some states also require signed Policy Delivery Receipt (CA, LA, PA, SD, VA, and WV).

No Advance Rules – these situations are not eligible for Paid in Advance commissions:

- Direct Monthly Billing premium payment frequency.
- Unmet Minimum No Lapse Premium (MNLPP) amount.
- Unmet Initial Premium amount.
- Unmet Delivery Requirement submission (after deadline).
- Personal Business applications (agent is insured, owner, or payer of the policy).
- Licensing and Appointment issues (unlicensed in state(s) application was sold).
- Replacements, exchanges, or terminations from one In Force policy to another (excluding approved reissues).
- Policies exceeding \$2 million in coverage do not accept initial premium payment. These policies are ineligible for advance payment options since initial payment is required for the first advance payment.

Chargebacks

If an agent earns paid in advance commission on the sale of a policy meant to last a year, chargebacks are all or a portion of that commission paid back to the company if the policy is terminated before the first year.

When do Chargebacks Occur? – if a client cancels early/fails to pay premiums or delivery requirements are not met.

How to Mitigate Chargebacks – stay connected with clients during key moments and monitor policy milestones to ensure requirements are met.

- Key Moments – post-purchase, midterm, pre-renewal, and personal (birthday, anniversary, holiday, etc.)
- Policy Milestones – delivery requirement deadlines and policy closure date.

Free Looks and Non-Taken Offers (NTO) – chargebacks result from policy cancellations under Free Look periods or as Non-Taken Offers.

- To request: agent/client contacts In Force Customer Service:
 - **(800) 322 – 3796**, option 2
 - elifecustomersupport@aegonusa.com
- Request Cutoff Dates:
 - **30 calendar days** from date Policy Delivery Receipt (PDR) was received.
 - **36 calendar days** from date policy was mailed, if no PDR on file.

Reissues – If after an agent reviews the policy with the client, the client wants to make changes to the policy, a Reissue can be requested. A chargeback will occur, but a readvance will automatically trigger when the reissue is complete.

- Must be completed within **90 days** from the issue date.
- Reissue Process:
 - Agent/client contacts In Force Customer Service at **(800) 322 – 3796** or email tlptcs correctiveprocessing@transamerica.com.
 - Request is received by the Reissue team and an amendment is mailed to the client/emailed to the agent.
 - Client signs and returns the amendment to Transamerica based on instructions received with it.
 - Reissue team starts the process upon receiving the signed amendment In Good Order. Underwriting review may be required.
 - Entire process may take between **30 to 45 days**.

Commission Resources

Use these resources to track your commission payments, resolve issues, and get support. Whether you need to view your commission history, ask about a missing payment, or clarify a policy-specific question, the tools and contacts below are designed to help you manage your commissions effectively.

Transamerica Agent Home – <https://secure.transamerica.com/login/sign-in/login.html>

- View commission advance payment history via Life Access portal
- Click My Book > Pending or In Force > View a policy

WFG Commissions Department – **(770) 246 – 9889**

- Ask questions about unpaid commission or payout amounts

Transamerica Dedicated WFG Support – **(800) 322 – 3796**, option 5

- Ask additional commission questions
- Hours (EST) 830 AM – 12 PM, 1 PM – 6 PM