TRANSAMERICA LIFE ILLUSTRATOR TOOL

FREQUENTLY ASKED QUESTIONS

Transamerica Life Illustrator is now available to run quotes for our *Final Expense Solutions Portfolio* and *Transamerica Lifetime*SM products.

Transamerica Life Illustrator provides industry-leading quotations with:

- Ability to run quotes offline using the offline desktop version of the tool
- Agent single sign-on (SSO) from Transamerica's Agent Home
- Customizable quote output for clients
- More streamlined user experience for agents
- Simple input fields and an intuitive interface to run illustrations

HOW TO ACCESS

TAN and Brokerage

Q1. How can TAN and Brokerage agents access Transamerica Life Illustrator?

A. Brokerage and TAN agents will go to Transamerica.com and log in using their credentials, which will direct them to secure.transamerica.com to access the Agent Home page. From there, click on the Transamerica Life Illustrator tile. Agents who have <u>not</u> registered for secure.transamerica.com will need to do so to access Transamerica Life Illustrator.

Brokerage agents can also continue to use the Winflex platform and will have access to the newly designed output.

Q2. How can TAN and Brokerage agents use Transamerica Life Illustrator offline?

A. Agents can use Transamerica Illustrator offline. This will require a Windows 10 or higher, Intel 5th generation (or newer) CPU or AMD Ryzen (or newer) CPU, and 8GB of RAM system. This **is not** available for Mac or Apple products or with Windows emulators.

To use offline, go to Agent Home at secure.transamerica.com, select TRANSAMERICA LIFE ILLUSTRATOR, and then DOWNLOAD NOW. You'll see an option to save a copy of the tool to your computer for use when you're offline.

You will be provided a unique download code you'll need later. Copy the download code and simply follow the directions on the screen (sample below).

From your download folder, click on the file labeled ".exe," and a series of messages/windows will guide you through the installation. See below.

	Prompts you'll see	<u>Select</u>
1.	Trust Transamerica Life Illustrator	SHOW MORE
2.	An expanded view of #1	KEEP ANYWAY
3.	Windows Defender Protected Your Screen	MORE INFO
4.	An expanded view of #3	RUN ANYWAY
5.	Welcome to the Installation Wizard	NEXT
6.	Select Destination (WELIS branded)	NEXT
7.	Completing the Installation Wizard – info is gathered	NEXT
8.	Completing the Installation Wizard - completed	FINISH



When finished, an icon will appear on the desktop. This should take less than 1 minute.



Should you decide to uninstall this feature:

- 1. On your computer, open Settings/ Apps & Features/Transamerica Life Illustrator
- 2. Click UNINSTALL
- 3. Click UNINSTALL again
- 4. Are you sure? YES
- 5. Completed the Installation Wizard- click FINISH

WFG

Q3. 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 you <u>have not</u> created an account on MyWFG.com, you 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:

Option 1 Via MY TOOLBOX

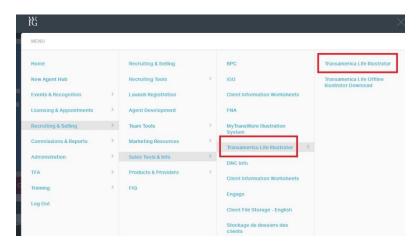


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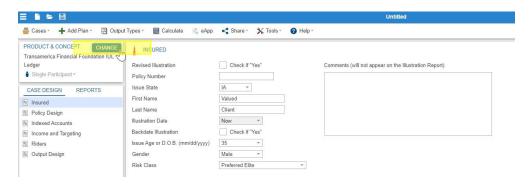


Option 2

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. You can then change the type of policy by selecting CHANGE.



Q4. 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.

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.

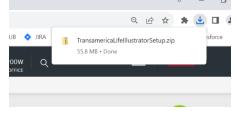
Download from myWFG:

- 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

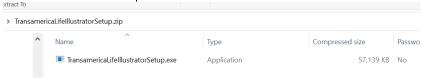




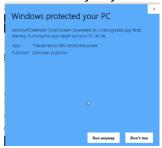
5. The file will now be available in your browser. Click the arrow and the file will open



6. Double-click on the zip file



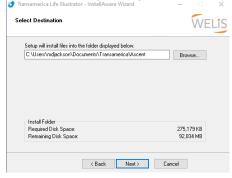
7. Click Run Anyway



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

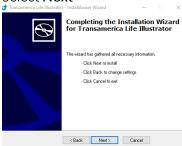


9. Do not make any changes to the file path, click Next and go through the file installation process

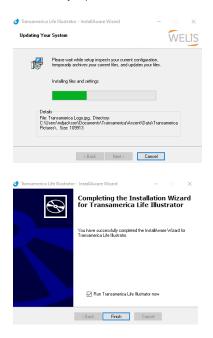




10. Select Next

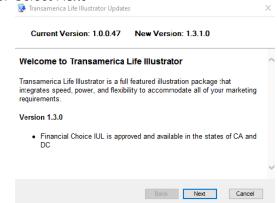


11. Allow any updates to automatically run and then select Finish



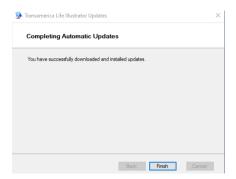
12. Enter the Install Group Password

13. Select Next

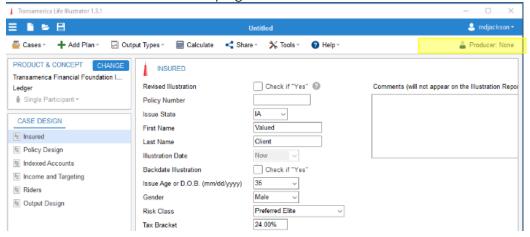




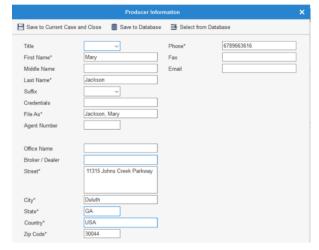
14. Select **Finish**. After the installation process is complete, **Transamerica Life Offline Illustrator Download** will automatically open.



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





Q5. 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.

TRANSAMERICA LIFE ILLUSTRATOR TOOL FUNCTIONALITY

INSURED SECTION

Q6. Where can agents change the product to run an illustration?

A. Once in the Transamerica Life Illustrator:

- Click on the CHANGE button located in the PRODUCT & CONCEPT box at the upper left corner
- A new window will open, displaying the products

Q7. Once the agent selects a product, how can 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
- Riders
- Output Design

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. However, 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

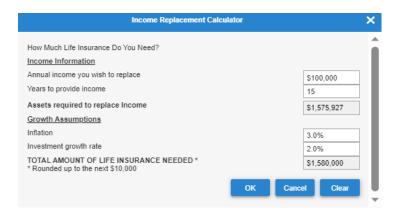
Premium and Death Benefit

Q9. What solve options are available in the Policy Design section?

A. Agents will be able to solve for the death benefit and premium based on options available for the Final Expense and Lifetime products and the needs of their clients.

Q10. Can agents determine income replacement when solving for premium or death benefit?

A. Yes. For Lifetime only, agents will see a link to the Income Replacement Calculator (see below) next to the death benefit option, allowing them to calculate how much life insurance they need.





OUTPUT DESIGN

Q11. What is the purpose of the REPORTS & FLYERS screen?

A. This 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
- Input Summary
- Internal Rate of Return
- Term duration comparison
- Tax Bracket Option

Q12. What illustration output options are available?

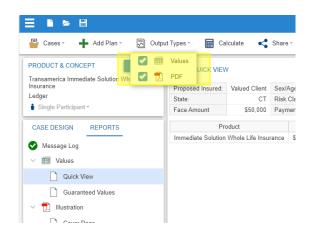
A. Agents can select from a Values output, PDF output, or both by clicking the OUTPUT TYPES button on the top Tool Bar. The Values option provides the quote's Tabular Detail (summary), and the PDF option offers a new color and easier-to-follow marketing style quotes.

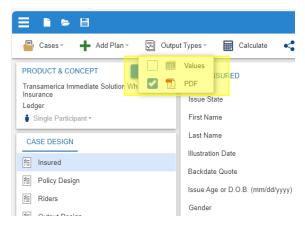
Q13. Can agents still use the myTransware® to run product illustrations?

A. No, myTranswaresM is not available to run quotes as of April 26, 2024. Please use Transamerica Life Illustrator to run illustrations/quotes.

Q14. How do agents calculate a quick view illustration?

A. When you click Output Types, it defaults to selecting both Values and PDF, as shown in image 1. To conduct a quick view illustration, make sure to unselect Values and only have PDF selected, as shown in image 2.





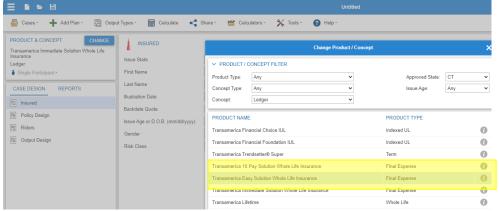


For Agent Use Only.

Q15. How do agents run a graded or 10 pay illustration?

A. To run a graded 10 pay illustration, select Transamerica Easy Solution Whole Life Insurance and

Transamerica 10 Pay Solution Whole Life Insurance for 10 Pay.



USER INTERFACE AND NAVIGATION

Q16. 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

Q17. 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

Q18. 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.

Q19. What other tools are available in the Transamerica Life Illustrator tool?

A. The ______ 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

Q20. Will Brokerage agents still be able to run illustrations using the Winflex illustration platform?

A. Yes. The experience on the Winflex illustration platform will be similar to the Transamerica Life Illustrator tool.

Q21. Who can agents contact for questions about the Transamerica Life Illustrator tool?

A. Agents can contact their respective Transamerica Sales Desk for assistance with running illustrations. If you are experiencing technical web issues, please use the following contact information.

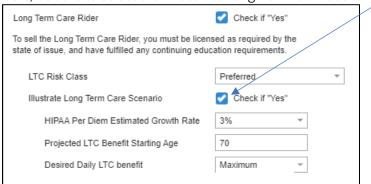
- Brokerage: Transamerica Website Technical Support at 866-301-2473
- TAN: TAN Tech at 800-779-5502 or 410-223-4485, option 7
- WFG: WFG Sales Desk at 800-322-3796, option 6

Q22. Are there any other updates to Transamerica Life Illustrator besides Final Expense and Whole Life? A. Yes, several enhancements have been made.

A) FFIUL has a newly designed LTCR Supplemental Illustration in the pdf output.

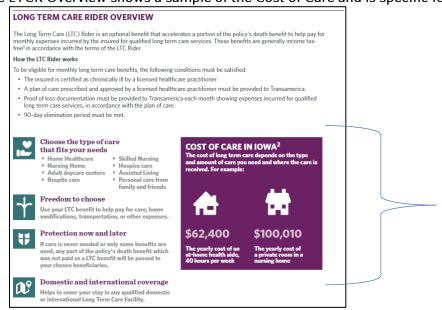
(Note: The state of SC has not approved the new design and will continue with the old design for now)

To include the LTCR Supplemental Illustration in the output, on the User Interface, in Case Design, under Riders, be sure to select the "Illustrate Long Term Care Scenario."



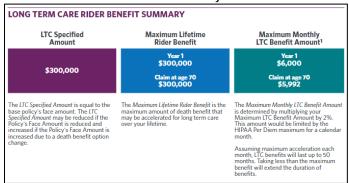
B) In the pdf output,

1.) the LTCR Overview shows a sample of the Cost of Care and is specific for each state.





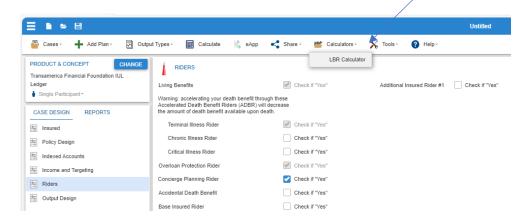
2.) There is a new LTCR Benefit Summary section.



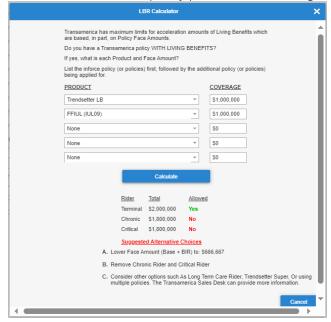
3.) The Hypothetical LTC Benefit Scenario is redesigned to print on one page.

IYPOTHETI	CAL LON	IG TERM	CARE BEN	NEFIT SCEN	NARIO			
	P	Premium		Non-Guaranteed Assumptions				
Age					End of Year			
			Annualized LTC Benefit	Cumulative Loan	Policy Value	Cash Surrender Value	Death Benefit	Remainin LTC Benefit
70	35	0	0	0	213,658	213,658	300,000	300,00
Claim Begins:								
71	36	0	71,905	0	219,896	147,991	228,095	228,09
72	37	0	71,905	0	226,826	83,016	156,190	156,19
73	38	0	71,905	0	233,982	18,267	84,285	84,28
74	39	0	71,905	0	241,382	0	12,380	12,38
75	40	0	12,380	0	249,047	0	10,000	
76	41	0	0	0	257,004	0	10,000	
Values at advan	ced ages:							
80	45	0	0	0	292,368	0	10,000	
90	55	0	0	0	400,447	100,447	120,469	
100	65	0	0	0	552,684	252,684	258,211	
121	86	0	0	0	1,015,408	715,408	725,562	

C) The User Interface has a new Living Benefit Rider "LBR" Calculator.

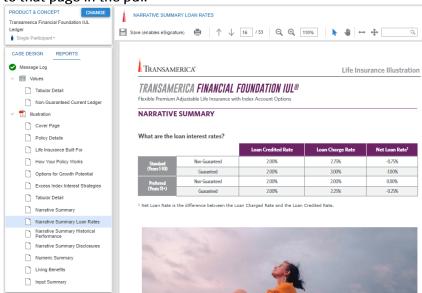


The calculator will help determine if any new Coverage/Face Amounts being applied for would exceed the Company's aggregate maximum for acceleration, including any existing in force policies. The agent must enter the in force policy product and coverage amount(s).

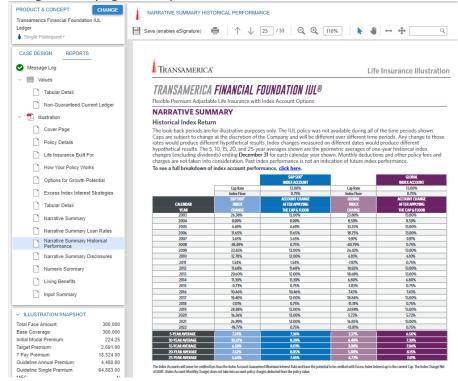




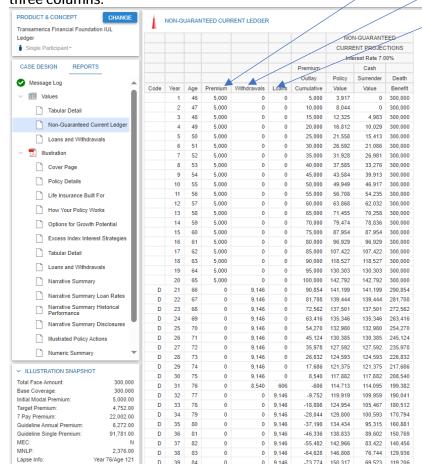
D) IUL User Interface - the new Narrative Summary Loan Rates page is bookmarked to help navigate to that page in the pdf.



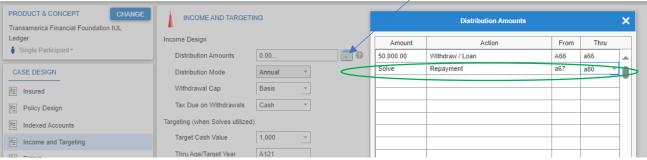
E) IUL User Interface — the Narrative Summary Historical Performance page is bookmarked to help navigate that page in the pdf.



F) IULs – Non-Guaranteed Current Ledger now separates Premium, Withdrawals, and Loans into three columns.



G) IUL user interface — Income and Targeting/ Distribution Amounts (schedule button) Loan Repayment Solve will now spread the loan repayment over the duration chosen (ex: a67-a80).



H) Term pdf output — Quote Details/ clarified language under the Conversion Option Section.

Conversion Option

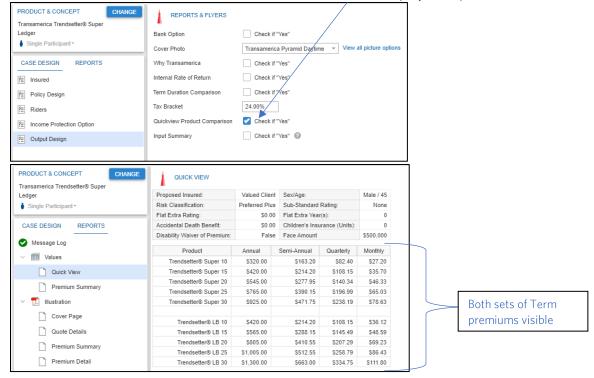
On or before the earlier of the insured's 75th birthday or the first premium increase date, the policy may be converted (subject to contract terms) without evidence of insurability to any company-designated permanent life insurance plan. Please refer to Transamerica's Conversion Guide for more information.

Conversion Period: 20 years



I) Term user interface - New Output Design choice

The new 'Quick view Product Comparison' will allow you to show either just one Term product or both the Term Products in the Quick View screen. Choose 'Yes' to display both products.



Or

Leave blank to display just one Term Product:

