

TRANSAMERICA FINANCIAL FOUNDATION IUL® iGO® e-APP ENHANCEMENTS

AGENT FAQs



Summary:

Effective December 17th, 2022, Transamerica is implementing new iGO® e-App enhancements on our *Transamerica Financial Foundation IUL®* (FFIUL) product. These enhancements will allow for electronic signatures on illustrations at time of submit or on delivery with the Policy Package, expanded availability for eDelivery, and simplifying our new business outstanding requirements process.

Below are some frequently asked questions that can assist you with navigating through these enhancements.

ELECTRONIC APPLICATION / ILLUSTRATION SUBMISSION ENHANCEMENTS:

Q1. Are there changes that impact the current electronic application process?

A. Yes, agents will now be able to generate and upload illustrations at time of sale. These will become part of the eSignature process.

Q2. Where do I need to save the illustrations that I run for my clients?

A. You will need to save the illustrations on your computer file or desktop so you can access when attaching the PDF file in the application submission.

Q3. What type of file format is required for attaching illustrations and/or additional documents?

A. Attachments must be in PDF format. This allows the illustration PDF to be tagged with the Transamerica DocuSign® tag, so it is included for the eSignature process.

Q4. Is there a file size limitation for attaching illustrations and additional documents?

A. Yes, we have increased the file size from 4MB for a single document to a total of 15MB for attachments.

Q5. What if the client is approved other than applied for, is a new illustration required?

A. Yes, Based on Distribution:

WFG & Transamerica Agency Network (TAN)

- If a *signed illustration* was submitted with the application, a new unsigned illustration will be required to be sent by the agent via upload on the agent portal **within ten business days**. Once approved the illustration will become part of the eDelivery process. If the revised illustration is **not** received within ten business days, Transamerica will issue with a basic illustration to match the approved terms of the policy.
- If an *illustration certificate* was used, Transamerica will issue with a basic illustration to match the approved terms of the policy.

BROKERAGE

- If a *signed illustration* was submitted with the application, a request for an unsigned illustration will be sent by email. Reminder emails are sent every ten days. It is important to send the new illustration back to Transamerica
- If an *illustration certificate* was used, a request for an unsigned illustration will be sent. Reminder emails are sent every ten days. It is important to send the new illustration back to Transamerica.

NOTE: When running an illustration for the first time on a new case do not select **REVISED** on the illustration. Anytime you are updating/changing the illustration from the original submission make sure you select **REVISED**.

Q6. Are the signature options changing on the iGO® e-App?

- A.** No, the same signature options will be available. Print the application and forms to obtain a wet signature in person. **NOTE:** This option is **not available** for electronic-only **Express Applications**.
- There are two options for obtaining an electronic signature:
 - **In Person:** Choose this option to complete the eSignature process when the signer(s) is physically in front of you and is willing to complete and ID check via DocuSign® to validate their identity. The ID check will need to be completed for each signer before continuing with the electronic signature process using DocuSign. **NOTE:** If the signer fails the identity check, a new signature option will need to be selected. The case will need to be **unlocked** which will remove any captured signatures.
 - **Remote:** Choose this option to complete the eSignature process when the signer(s) is not in the same location or prefers not to use the ID check. An email invitation will be sent to the client asking them to log in using the last four digits of their Social Security Number. Once the client has signed, an email is sent to the agent to complete their signing ceremony. You, the agent, will create a four-digit PIN on the *Point-of-Sale Forms Setup* page of the e-App to sign electronically and remotely using DocuSign®.
 - **Either electronic signature option** will instruct the signer on how to apply their signature to the necessary documents.

Q7. Will there be changes to the Policy Package?

A. Yes, the Policy Package will include **ONE** illustration (when required) in the client loose section instead of the bound policy for physical print or front of the eDelivery packet. We minimized the Policy Package to only include an illustration when signed on delivery requirement or client is within one of the eleven states that require a policy summary.

NOTE: Policy Summary Required States: Arkansas, Arizona, Connecticut, Florida, Georgia, Indiana, Kansas, Montana, South Carolina, Tennessee, and West Virginia.

Q8. Where do I need to submit a new illustration after the electronic application has been submitted?

A. Agents can reply to the email received from Transamerica New Business requesting an unsigned illustration as noted above **OR** they can log into one of the Transamerica agent web portals to access their pending book of business and upload the PDF illustration within the pending policy.



Q9. Do I need to sign the illustration?

A. No, agents are not required to sign illustrations.

Q10. Why is there a new question on the Agent Report screen asking if the client is paying below Minimum No Lapse Guarantee (MNLG)?

A. The question was added to reduce “not in good order” (NIGO) issues when the client is paying below the minimum no lapse guarantee (MNLG). If the client is paying below MNLG details are required using the Details box. The details provided by the agent will appear on the policy cover page under Agent Comments.

NOTE: You cannot illustrate below Minimum No Lapse Premium on the FFIUL product.

ELECTRONIC SIGNATURE ENHANCEMENTS:

Q11. What is a single signing ceremony?

A. The single signing ceremony enhancement allows agents to attach a signed or unsigned illustration with the electronic application. Illustrations that are not signed are included in the Policy Package and can be signed on delivery.

NOTE: This new feature is also available on our Transamerica Trendsetter® Series and Trendsetter® Living Benefit term products.

Q12. Are there any limitations to the single signing ceremony?

A. Yes, this process is only available via iPipeline electronic application using DocuSign®.

NOTE: The DocuSign® eSignature process only applies to new business applications. Inforce business will need to continue to follow the current wet signature process.

Q13. What if I previously submitted an electronic application, do I need to have the client re-sign using the new single signing ceremony?

A. No, any application submitted prior to **December 17, 2022**, will not be required to re-sign, and submit back to Transamerica.

Q14. If I submitted the electronic application with an unsigned illustration is the client still able to provide a signature?

A. Yes, the unsigned illustration that is submitted with the application will be signed when the client signs the application.

Q15. Can I still submit an electronic application with an illustration that has been wet signed?

A. Yes, agents can attach the wet signed illustration on the Attachments screen of the electronic application.

EXPANDED EDELIVERY:

Q16. How is the policy eDelivered?

A. An eDelivery email notification will be sent via the following process for each distribution channel:

- **BROKERAGE:**

The Policy Package will be sent directly to the consumer. A carbon copy will be sent to the agent and/or case manager. Agents and/or case managers will use the eDelivery link to review and approve the policy detail or by logging directly into DocFast®.

- **Transamerica Agency Network (TAN):**

The Policy Package will be sent directly to the to the client. A carbon copy will be sent to the agent to review and approve via the eDelivery link or by logging directly into DocFast®.



- **WFG:**

The Policy Package will first be sent to the agent for review and approval using the eDelivery link provided via email or by logging directly into DocFast. Once the Policy Package is approved an eDelivery email will be sent to the client.

NOTE: For **New York** applications are **not** available for eDelivery, **however** the illustration **will still be included in the Policy Package and part of the eSignature process.**

Q17. How will the client receive notification for their eDelivery policy?

A. The Agent and/or Owner will receive a link via the email provided at time of application from policydelivery@ipipeline.com. This link is available for **fifteen calendar days** and email reminders to eSign their documents will go out until the link provided expires. If the client **does not** use the link within the fifteen calendar days, the policy will be mailed to them.

Q18. How can I access DocFast® for eSignature?

A. Agents signing into DocFast® for the first time will need to create an ID and password and complete all required fields. After completing user set-up, a **CONGRATULATIONS** screen will appear with an assigned DocFast® username. If you would like to access DocFast® directly, visit <https://policyexpartnerportal.ipipeline.com>.

Q19. Where do I access my clients' policies on DocFast®?

A. You will need to log in and go to your Agent DocFast® Dashboard where you can view policies, alerts, and policy status. By clicking on the PDF icon, you will be able to view or download your client's policy.

Q20. Are there any limitations that would prevent availability for the policy to be eDelivered?

A. Yes, refer to list below:

- New York, Guam, Puerto Rico, or Virgin Islands
- Non-person owner types, such as organizations and trusts, or multiple owners
- Insured or owner is not a U.S. resident
- Insured is a juvenile (age <18)
- Insured and/or owner email address is missing
- Insured and/or owner SSN is missing

PAY FORM / PREMIUM ENHANCEMENTS:

Q22. Are there any changes to the Pay Form?

A. Yes, we now accept any combination of parties (persons) to the contract (Insured, Owner, Payor) for electronic signature on the required areas.

Q23. Are there any changes on the eDelivery/Conditional Receipt page under Conditional Receipt?

A. Yes, when answering the question 'Are you collecting premium with the application?' **NO**. This will now mark the initial premium box on the Payment Form within the Policy Package if you are paying reoccurring by EFT Bank Draft.

Q24. Can I delay the premium collection until the application has been approved?

A. Yes, on the eDelivery/Conditional Receipt screen, under Conditional Receipt, you will want to select **NO** on the question that asks, 'Are you collecting any money with this application?' Then a secondary question will appear that states 'Wait for acceptance to draft upon Underwriter Approval?' Select **Yes** and the premium will not draft until approved by the Underwriting Team.

ADDITIONAL ENHANCEMENTS:

NEW BUSINESS MISSING REQUIREMENTS:

- If there are missing new business and/or underwriting requirements/forms on a pending policy Transamerica will now include these requirements/forms in the agent email notification in PDF format. These will need to be **printed** and **wet signed** (if applicable) by the client. Once complete agents can upload these requirements on whichever agent web portal used today.

CASE MANAGER SECTION iGO® e-App - TAN Only:

- TAN Agents will see a Case Manager section on the Agent Report screen that will Agency Coordinators to provide their information (if applicable) on the electronic application. This section is specific to correspondence post submission.

NOTE: This feature is also available on our **Transamerica Trendsetter® Series and Trendsetter® Living Benefit term products.**





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