

Direct marketers

Contact sheet

Master life contacts

Web Portals		
Transact: transact.transamerica.com		
Life Access: secure.transamerica.com		
Important Contacts		
Case Management*	800-451-7586, access code 7555003	dmcasemanagement@transamerica.com
In Force (excluding <i>Transamerica FE Express Solution</i> SM)	800-852-4678	tii.customerservice@transamerica.com
Sales Desk/Product Support	866-545-9058	lifesales@transamerica.com
Website Technical Support (including iGO)	866-301-2473	
iPipeline Technical Support	800-641-6557	igosupport@ipipeline.com
Commissions	800-256-7971 Option 2	commissions@transamerica.com
Contract & Licensing	800-256-7971 Option 1	ASCL@transamerica.com
<i>Transamerica FE Express Solution</i> SM (both pre and post-issue)	800-453-1448	
Authorized Paramed Companies**		
APPS-Portamedic	866-814-4280	appslive.com
Client Lab Results	transamerica.accessmyhealth.com	
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 Cedar Rapids, IA 52499	
Important Email Addresses		
International Underwriting Quick Quotes	international@transamerica.com	
All In Force Inquiries (excluding <i>Transamerica FE Express Solution</i> SM)	tii.customerservice@transamerica.com	
Claims	bkgclaimsstatus@transamerica.com	
Claims for Policies Starting with "60"- "65"	lifeproclaims@transamerica.com	
Underwriting Support – Requesting copies of labs and exams to send to client, getting information to an UW working a case	professionalrelations@transamerica.com	
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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