

# FREQUENTLY ASKED QUESTIONS



**Q:** How can I purchase the *Transamerica Advisory Annuity*<sup>SM</sup>?

**A:** The application and any additional forms can be found on the [Transamerica Advisory Annuity](#) website. You can also call our Education Desk at 866-799-6442 for assistance with downloading the forms or to request to have application materials mailed to you.

## **Whom do I contact if I have questions when completing the application and forms?**

Our Education Desk will be happy to assist you. Call 866-799-6442.

## **What if I want to exchange an existing policy for a new annuity?**

You can access the website for the 1035 transfer form and your respective state's replacement form. Please be sure to also complete the Enhanced Due Diligence form if the total amount to be transferred from your existing policy is over \$250,000. When you are considering exchanging one annuity for another, you should consider all costs such as annual maintenance fees, surrender charges, and death benefits.

## **What if my current policy has more than one annuitant?**

Transamerica does not offer policies with joint annuitants, but we can still accept the exchange. Please contact our Education Desk for assistance with the process and additional forms.

## **Do I have to list a beneficiary?**

If you do not designate a beneficiary on your annuity application, your estate will be the default beneficiary.

## **Am I able to change the beneficiary(ies) after my annuity contract is issued?**

Yes, you may update your beneficiary(ies) at any time.

## **What if I have more beneficiaries to list than the application allows?**

To list more beneficiaries, access the Additional Beneficiary Form 81604888 that's available on the [Transamerica Advisory Annuity](#) website or by contacting the Education Desk at 866-799-6442.

## **Where can I find more information on the investment options available inside the *Transamerica Advisory Annuity*?**

Fact sheets and fund performance for investment options within the *Transamerica Advisory Annuity* can be found here:

► [Performance Center](#)

You can also call the Education Desk for the most recent yields on the Money Market investment option.



Annuities issued in all states except New York by Transamerica Life Insurance Company, Cedar Rapids, Iowa, and in New York by Transamerica Financial Life Insurance Company, Harrison, New York. Annuities are underwritten and distributed by Transamerica Capital, Inc., 1801 California St., Suite 5200, Denver, CO 80202. FINRA member. References to Transamerica may pertain to one or all of these companies.

**Annuities may lose value and are not insured by the FDIC or any federal government agency. They are not a deposit of or guaranteed by any bank, bank affiliate, or credit union.**



### **If I forgot to complete something, how is that handled?**

For any missing or incomplete information on the application, or if additional forms are needed, Transamerica will reach out to you. Please make sure to include your contact information on the application.

### **How long does it take for my application and forms to be reviewed?**

We'll review your application within 48 hours.

### **If I am doing a transfer from another annuity, how long does a typical transfer take?**

Annuity transfers can be completed in as few as two weeks, but the transfer is dependent upon the transfer company's processing times.

### **If I received something in the mail from the transfer company, what should I do?**

You will most likely need to work directly with the transfer company to address any questions. You can also reach out to the Education Desk if you have additional questions.

## **POST-ISSUE SUPPORT:**

### **Will I be able to view my *Transamerica Advisory Annuity*<sup>SM</sup> on the website?**

Once your annuity has been issued, you will be able to create a login to view your annuity and to perform certain transactions. If you need assistance in setting up your website login, please contact our website support team at 877-717-8858.

### **What will I be able to do on the website?**

After you are logged in to the website, you will be able to view your annuity balance, view statements and confirmations, change your investment allocations, and sign up for e-delivery to receive all your communications electronically.

### **Once my policy is set up, where can I go for additional assistance?**

Call us at 866-835-8866 to answer any question you may have, as well as provide service forms and assist in changing your investment allocations.

## **GLOSSARY:**

### **What is an annuitant?**

The person on whose life the annuity payments will be based. The annuitant cannot be changed.

### **What is an owner?**

The person or entity who may exercise all rights and privileges under the policy. You may change the ownership after the annuity contract is issued; however, an ownership change could create a taxable event for the current owner.

### **What is a nonqualified annuity?**

An annuity purchased with after-tax dollars — money on which you have already paid income taxes.

### **What is a qualified annuity?**

An annuity purchased with pre-tax dollars — money on which you have not paid income taxes.

### **What is policy value death benefit?**

Our lower-cost death benefit option that pays your beneficiaries the current policy account value at the time we receive due proof of death.

### **What is return of premium death benefit?**

Our most popular guaranteed death benefit option that pays your beneficiaries the total of all premiums paid minus any adjusted partial withdrawals.

### **What is asset rebalancing?**

The process of adjusting your investment mix back to predetermined asset allocation percentages on an incremental basis of either monthly, quarterly, semiannually, or annually, without generating a taxable event. Restrictions apply. See the prospectus for details.

### **What is dollar cost averaging?**

Regular and systematic investing in which, as prices fluctuate over time, you buy more units when prices are low and fewer units when prices are high. It can potentially lower the average cost of variable units.\*

## **Before investing, consider a variable annuity's investment objectives, risks, charges, and expenses. Please call 866-799-6442 for prospectuses containing this and other information. Please read carefully.**

Variable annuities are long-term, tax-deferred vehicles designed for retirement purposes and contain underlying investment portfolios that are subject to market fluctuation, investment risk, and possible loss of principal.

*Transamerica Advisory Annuity* range of fees and charges include 0.27% to 0.47% mortality and expense risk fee and administrative charge (M&E&A), \$25 annual service charge, and investment option management fees.

Withdrawals of taxable amounts are subject to ordinary income tax and may be subject to a 10% additional federal tax if withdrawn before age 59½.

All guarantees, including optional benefits, are based on the claims-paying ability of the issuing insurance company.

There is no additional tax-deferral benefit derived from placing IRA or other tax-qualified funds into an annuity. Features other than tax-deferral should be considered in the purchase of a qualified annuity.

The preceding information should not be considered to be, and does not constitute, personalized investment advice. It is intended for educational and informational purposes only.

Neither Transamerica nor its agents or representatives may provide tax, investment, or legal advice. Anyone to whom this material is promoted, marketed, or recommended should consult with and rely on their own independent tax and legal professionals and financial professional regarding their particular situation and the concepts presented herein.

There is no additional tax-deferral benefit derived from placing IRA or other tax-qualified funds into an annuity. Features other than tax-deferral should be considered in the purchase of a qualified annuity.

The *Transamerica Advisory Annuity* is a direct response variable annuity that cannot be purchased based on the advice or recommendation of Transamerica or other financial professionals.

All policies, living benefits, and forms may vary by state, and may not be available in all states. ICC19 TPVA11IC-0819, TPVA11FL-0819, FPVA11NY-0819, ICC19 TRMD12IC-0819, TRMD1200-0819, FRMD12NY-0819.

\* Dollar cost averaging requires regular investing regardless of fluctuation of prices and does not guarantee profits or prevent losses in a declining market. Individuals should consider their financial ability to continue transfers through periods of both high- and low-price levels. Amounts allocated to the subaccounts of the separate account are subject to investment risk, including possible loss of principal. Restrictions apply. Please see prospectus for details.

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