

General agencies

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	bgacasemanagement@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.

For Agent Use Only. Not for Use With the Public.

261362GAR5

©2025 Transamerica Corporation. All Rights Reserved.

