



Transamerica Agency Network

Contact sheet



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Intro, tips, & tricks

Working with multiple carriers and managing all your contacts can get complicated.

We've prepared this easy-to-navigate contact sheet for our valued agents and agency coordinators. All of your common contacts are now within arm's reach to help you sell, place, and manage business.



Quick start guide

We process business on a first-in, first-out basis. This means we always work business in the order it's received. Should a mistake be identified, internal Transamerica support is able to request expedited processing to address the issue.

The standard processing time for email requests is 24–48 hours. Specific processing for various departments is detailed in this packet to provide a realistic timeframe. Escalations should be directed to your internal contact if these timeframes have not been met, however, you should first check the portal as the most up-to-date information on specific cases will always be posted there.

When reaching out to our teams, please first use the regular processing email box for the team you need to contact. If you don't get resolution from that email, then use the escalation email box (if applicable). If not, please reach out to your internal contact to escalate on your behalf.

Please do not use or share individual contact email addresses (Professional Development or Agent Technical Support being the exception). Since these individuals work primarily in their department's email box, they may not always check their personal inboxes regularly. This can cause further delays when you're trying to get help.

For escalations, please send the full email chain to your Transamerica partner so they can review what has been done to determine the next best steps to resolve the issue the most efficient way.

The most efficient way to resolve issues is to keep one line of communication. Emailing several contacts about the same issue (without others knowing) can cause unnecessary delays. If another contact is brought in, please copy (CC:) previous individuals or teams.

Our contacts are here to help in any way they can, but we're all human. Should one of our processors ever provide incorrect information, they will be coached to ensure that information is not shared again. Keep in mind, Transamerica will not always be able to honor answers given in error.

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Master life contacts

Web portals

Agent Home (Single sign-on dashboard for all portals)	secure.transamerica.com
TAN Central	transamerica.com/TAN-central

Important phone numbers

Main Call In	410-223-4485
Claims	Option 1
Customer Service - In Force	Option 2
Contract & Licensing	Option 3
Commissions	Option 4
TAN Case Management (New Business and Underwriting)	Option 5
Professional Development	Option 6
Agent Technical Support	Option 7
Repeat this menu	Option 8

Customer Service - FE Express **800-453-1448**

Exton Contact Center **800-523-7900**

Foreign National Hotline **855-712-0561**

LTC Claims **866-745-3545**

Plano Contact Center **800-362-6900**

UFS **800-256-7911, option 1**

Authorized paramed companies

APPS – Portamedic	800-727-2101	appslive.com
Insurance Medical Services, Inc.	877-808-5533	imsparamed.com
ExamOne, Inc.	800-768-2056	examone.com
ExamOne Superior Solutions	800-898-3926	smminsurace.com

Important fax numbers

New Business	866-834-0437
Contract & Licensing	877-696-6018
Commissions	410-576-4564
Medicare Supplement	800-235-4782
Customer Service – Transamerica Policies	866-834-0437
Customer Service – Monumental Policies	410-385-6903
Claims – Transamerica	866-352-6502
Claims – Monumental	855-206-7001

Email addresses for ordering in force illustrations or quotes

Trendsetter Series sold by Transamerica Life Insurance Co.	shlaafpcustominforce@transamerica.com
FFIUL, FCIUL , as well as universal life and interest sensitive life products sold by Monumental Life (Dynamic and Dynamax) and other Transamerica carriers	TPLICillustrations@transamerica.com

Master life contacts continued

Whole Life and Term products sold by Monumental Life
(whole life products, Flex 7)

mlscdistrictemail@transamerica.com

Note: Include policy number, name of insured, your agent ID, and your name. You must be the agent of record to order an In Force illustration or quote.

Important email addresses

Claims

Monumental Cancer & Health Policies	maghealth@transamerica.com
Monumental Life Policies	maglife@transamerica.com
Policies starting with 60 through 65	lifeproclaims@transamerica.com
Transamerica	taclaims@transamerica.com

Claims Status

Standalone LTC and LTC Riders only	TanClaimsStatus@transamerica.com
Policies without standalone LTC and LTC Riders	customercareLTC@transamerica.com

Commissions

commissions@transamerica.com

Contract & Licensing

tpcl@transamerica.com

Conversions and Internal Replacements

Eligibility & illustrations	tancasemanagement@transamerica.com
Attachments and conversion applications	tansalesdesk@transamerica.com
	securenbforms@transamerica.com

Customer Service

FE Express	team@mylifeinsurance.transamerica.com
Medicare Supplement	lumico_agencyservices@iptiq.com
Monumental Policies	mlscdistrictemail@transamerica.com
Transamerica	tii.customerservice@transamerica.com

iGO® e-App Tech Support

tantechsolutions@transamerica.com

List Bill / Salary Deduction (to obtain List Bill Control Numbers only)

Dynamax, LP95	mlscdistrictemail@transamerica.com
Lifetime	TLPCRgrouppremium@aegonusa.com
Term, IUL	afpcrtiigsdprocessor@aegonusa.com

New Business

Escalations	tancasemanagement@transamerica.com
Attachments and conversion applications	securenbforms@transamerica.com

Professional Development – eligibility, illustrations, product info,
sales ideas, web portals

tansalesdesk@transamerica.com

Underwriting

International	international@transamerica.com
Large Case Unit	LCU@transamerica.com
Risk Assessments	expressquote@transamerica.com

1035 Exchange

Incoming, Internal 1035 Statuses	tancasemanagement@transamerica.com
Presales Assistance	tansalesdesk@transamerica.com

SLA timeframes

SLA Timeframes*	Request Type
24-48 Hours	<ul style="list-style-type: none">▪ Agent tech support▪ Conversion options▪ Illustrations▪ Product information▪ Quotes▪ Riders and benefits▪ TAN case management (general inquiries)
2-3 Business Days	<ul style="list-style-type: none">▪ Agent change (in force policies)▪ Agent contracting requests▪ Commission escalations▪ Consider better offer▪ Foreign nationals (email inbox)▪ Reason for decline
3-5 Business Days	<ul style="list-style-type: none">▪ Address change▪ Beneficiary change▪ Billing change▪ Collateral assignment▪ Deceases owner change▪ Illustration (Term)▪ Name change▪ NTO request▪ Ownership change▪ POA/Guardianship▪ Policy change (no underwriting)▪ Premium change▪ Reinstatement (no underwriting)▪ Reissue (no underwriting)▪ Release of assignment▪ Rewrite (no underwriting)▪ SSN update▪ Third-party authorization
5-7 Business Days	<ul style="list-style-type: none">▪ Agent contact info updates▪ Agent direct deposit updates▪ Contracting and licensing (general inquiries)▪ Commissions (general inquiries)▪ Correspondence/Histories
5-10 Business Days	<ul style="list-style-type: none">▪ Duplicate policies▪ General research

* Service level agreements are subject to change without notice.

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SLA timeframes continued

7-10 Business Days	<ul style="list-style-type: none">• Premium research• 1035X (internal, +UW, NB)• 1035X (outgoing)
10-15 Business Days	<ul style="list-style-type: none">• Illustration (IUL, UL, VUL, Whole Life)• Loans• Stop pay• Withdrawals/Partial surrenders
15-20 Business Days	<ul style="list-style-type: none">• Surrenders
30-60 Business Days	<ul style="list-style-type: none">• Agent termination requests• Policy change (with underwriting)• Reinstatement (with underwriting)• Reissue (with underwriting)• Rewrite (with underwriting)• Maturity (no underwriting)

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