

TRANSAMERICA®

HELPING PROTECT WHAT MATTERS MOST

A step-by step guide for submitting a life insurance claim

Transamerica Life Insurance Company is committed to a streamlined claims process, with a primary goal of eliminating unnecessary rounds of paperwork and phone calls.

THIS CLAIM PACKAGE MAKES IT SIMPLER

The attached Basic Life Claim Package (for a claim with a non-contestable, individual beneficiary) includes the four following documents:

- Claimant's Statement
- Employer/Business Statement
- Required Fraud Warning Statements
- Authorization for the Release of Health Information

STEP-BY-STEP FILING PROCESS

Here's how to get the claim started:

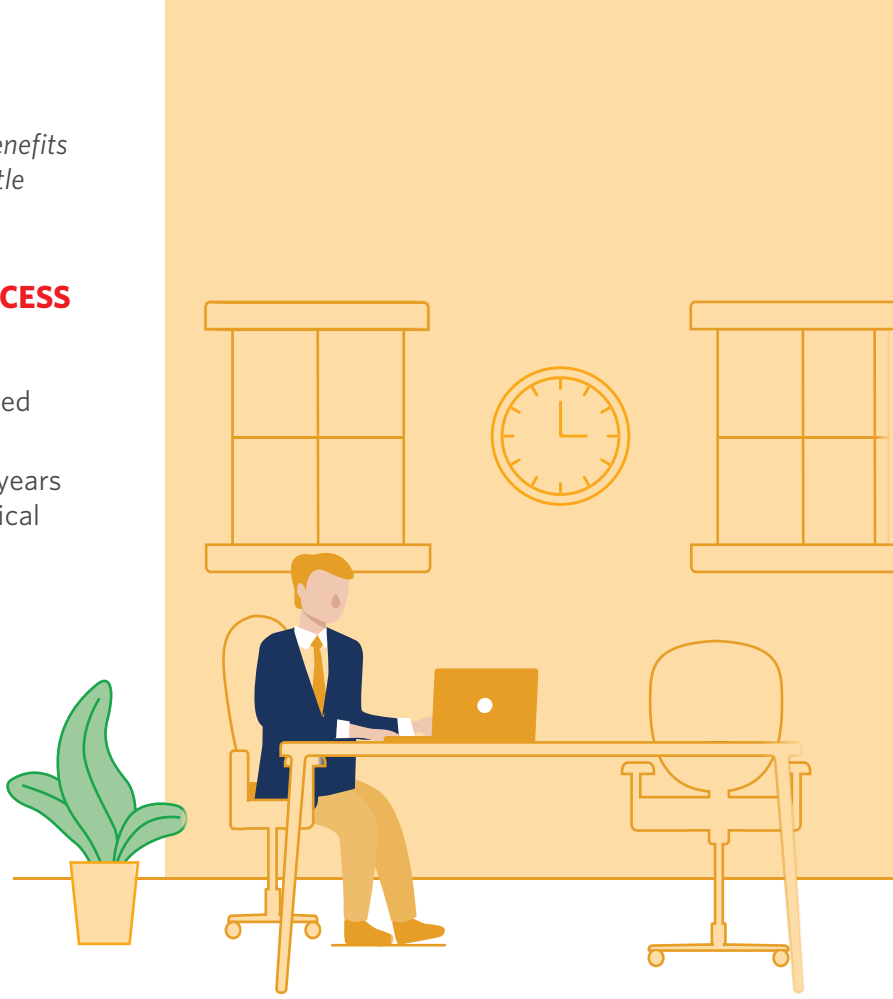
1. The beneficiary completes the Claimant Statement form. If there is more than one beneficiary, each should complete a Claimant Statement form. If you need additional forms, please use photocopies of the original.
2. Please provide all information requested or write NA (for "Not Applicable") on lines you intend to leave blank. If you need additional space for any answer, you may add additional pages.
3. Please know that you pay costs for the claim, including fees for death certificates or legal documents that may be needed.
4. If the policy has been in force for fewer than two years or was reinstated in the past two years, we will send you a medical provider list and authorization form to complete.

Once the employer has gathered all of the completed forms mentioned above, a copy of the application/enrollment card and any beneficiary change forms (if applicable) also need to be attached before sending to Transamerica and for processing to begin.

With all required documentation and complete, legible, signed forms, Transamerica typically processes claim benefits within four (4) business days — which can provide a little comfort during a chaotic and challenging time.

WHAT MIGHT REQUIRE EXTRA TIME TO PROCESS

- Incomplete, unreadable, or unsigned claim forms
- We receive the claim within two years of the signed insurance application
- The policy lapsed and was reinstated within two years of the date of death (for which we request a medical provider list to obtain medical records)
- The insured didn't name a beneficiary or if the beneficiary is no longer living
- The beneficiary is a minor, legally incapacitated person, or a trust
- Benefits are payable to the estate of the insured or policy owner
- The insured died outside the United States
- The insured was a victim of homicide



We're here to help.

Here's how to get in touch with any questions:

CALL
855-244-8318

EMAIL
selfadminclaims@transamerica.com

FAX
866-586-6528

HOURS
Mon – Thu: 7 a.m. to 5:30 p.m. CT
Fri: 7 a.m. to 5 p.m. CT

TCS e-Serve International Limited (TeIL) is a third-party administrator for Transamerica Life Insurance Company and Transamerica Financial Life Insurance Company. TeIL and Transamerica are not affiliated in any way.

Insurance products **underwritten by Transamerica Life Insurance Company (TLIC)**, Cedar Rapids, IA. TLIC is authorized to conduct business in all other states.

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