TRANSAMERICA®

FAQS: TRANSITION OF SERVICING THE VANGUARD VARIABLE ANNUITY TO TRANSAMERICA

On Monday, December 7, service for your Vanguard Variable Annuity (VVA), issued and administered by Transamerica (the Transamerica VVA), fully transferred to Transamerica. For years, we've been taking care of everything behind the scenes, and now we're pleased to have the opportunity to administer and service this policy. Here are a few answers for questions you may have:

FACTS ABOUT THE TRANSITION

Q. Why is Transamerica taking over the support of my Variable Annuity?
A. In June 2019, Vanguard notified us of changes they were making to their long-term service and administration plans for annuities. Transamerica has always been a part of your annuity as the insurance company behind your policy. Now we're adding the servicing portion, too. This means we're your contact for everything, such as handling transactions, processing claims, responding to requests, and maintaining your variable annuity.

Q. Did Transamerica send me any information on this change?
A. We sent two letters to annuity owners explaining the transition. The first letter was mailed on October 1, and the second letter was mailed on November 13, 2020. Vanguard sent communications to you as well.

Q. Do I need to take any action right now?
A. We've done all the moving for you, so keep the new contact information in a safe place for future reference. We also suggest you register on transamerica.com to view your policy details.

Q. Will my investment options change?
A. We intend to continue offering the same investments in the Vanguard Variable Annuity.

Q. Will the terms of my Vanguard Variable Annuity change?
A. All rights and provisions of your contract remain the same. As the owner of a Vanguard Variable Annuity, you have a contract with Transamerica, which will not be affected during or after the transition.

WHO TO CONTACT

Q. I was working with someone at Vanguard on my request. What happens now?
A. All data was transferred from Vanguard to us; even if your request was in progress, it will be completed by Transamerica. If you have questions, give us a call at 800-462-2391.

Q. What should I expect when I call in?
A. For security purposes, be prepared to provide personal information, such as your full name, policy number, date of birth, and last four digits of your social security number. We'll also ask you to validate your contact information.

Q. What type of requests can be taken over the phone?
A. You'll be able to complete the same requests that you could at Vanguard; however, an additional form is required for telephone withdrawals. Many of these requests or forms are also available at transamerica.com, once you’ve created an account. If you have questions, you can call us at 800-462-2391 or email annuities.customerservice@transamerica.com.

Q. What services can my financial professional (if I have one) perform on my account?
A. Based on their current permissions, your financial professional may be able to help you on the phone or online.

By phone:
Your financial professional may be able to obtain account information and make changes over the phone.

Online:
Your financial professional may be able to perform the following services online:
- Access current statements or documents
- View transaction history
- View policy details, account value, beneficiaries
- Download service forms
- Perform some transactions online

If you need to change permissions, complete the *Full Power of Attorney Authorization Form*. Give us a call at 800-462-2391 or email annuities.customerservice@transamerica.com for the appropriate forms.

Q. How do I make a Premium Addition to my VVA?
A. We'll be happy to help you make an additional premium payment. You can send your check to Transamerica (please note the annuity number in the 'Note' section) and mail it to us at:

Transamerica VVA
PO Box 369, Cedar Rapids, IA 52406-0369

Once we receive your check, it can take up to 2 business days for it to be reflected in your account.

TAXES

Q. Who will send confirmations, statements, and tax forms?
A. Transamerica will generate and send all future confirmations and statements, including your 2020 yearend report. We'll continue to send all Vanguard Variable Annuity tax forms. You can sign up for eDelivery beginning January 1, 2021, at transamerica.com if you'd like to view these documents online.

ONLINE SERVICES

Q. How do I set up my online account?
A. Setting up your account only takes a few minutes. We've outlined the steps here.

Q. What services can I perform online?
A. As the policy owner, you can perform all the activities listed below. If you want to allow your financial professional or other interested parties to access some of these features, please call us at 800-462-2391 or email annuities.customerservice@transamerica.com for the appropriate forms. Online features for policy owners:
- View fund performance
- Fund/subaccount transfer
- Change of address
- Set eDelivery preferences
- Manage online profile
- Access current statements or documents
- View transaction history
- View policy details, account value, beneficiaries
- Download service forms

Q. Where do I view my fund performance?
A. Once you register your account, you can sign in:
1. Visit secure.transamerica.com
2. On the Login page, enter your **Username** and **Password**
3. Click **Login**
4. On the **My Transamerica Products Page**, click **Details** for the policy you'd like to work with
5. Click **My Accounts** (top left of the page near the Transamerica logo)
6. Click **View Fund Performance**
7. On this page, click **Closed** on the blue and white button, **Open/Closed**
8. Below **Product Name**, click **Select Filters**, then **Vanguard Variable Annuity**
9. Under **Death Benefit**, click **Select Filters**, then **Policy Value**

Q. How do I make fund exchanges?
A. After you've logged in to the **My Transamerica Products** page and clicked on **Details** for the policy you would like to work with:
1. Click **My Accounts** (top left of the page near the Transamerica logo)
2. Click **Transfer Funds by Percentage**
3. Choose **Transfer From** subaccounts on the right side of the page
4. Choose **Transfer To** subaccounts on the left side of the page. (**Transfer To** funds must add up to 100%)
5. Scroll to the bottom of the page to **Review Transfer**
6. Review transaction details and click on **Complete Transfer**

Q. How do I find my Death Benefit option and amount?
A. After you've logged in to the **My Transamerica Products**:
1. Click **Details** for the policy that you want to view
2. Scroll down the page until you see **Death Benefit Details**

Q. How do I find RMD Value and Cost Basis?
A. These items are not available to access online, but you can email annuities.customerservice@transamerica.com or call us at 800-462-2391 to request the values.

Q. How do I connect my Transamerica account to Mint, Yodlee, or a third-party account aggregator?
A. Aggregator services are not available at this time through our customer portals.

STATEMENTS & REPORTS

Q. Can I receive my statements electronically?
A. Electronic statements and eDelivery will be available to you in 2021. Until then, you will receive paper statement copies in the mail.

Q. What will my annuity performance reports look like?
A. You may notice a difference between Transamerica and Vanguard performance reports. Vanguard is a mutual fund company and Transamerica is an insurance company, so there is a difference in the performance reporting we provide.
- Standardized performance: Vanguard and Transamerica currently provide standardized performance using subaccount inception dates, which shows historical performance of the subaccounts back to their inception on the product. This performance reflects all fees and charges associated with the annuity, including surrender charges and any annual contract fees.
- Non-standardized performance: Transamerica will also provide non-standardized performance. This provides historical performance numbers back to the inception of the portfolio, which might be a longer history. This performance is net of all recurring fees and expenses (e.g., mortality and expense risk charges, annual administrative fees).

WITHDRAWALS

Q. How do I make a withdrawal?

A. To make a withdrawal over the phone, complete the *Telephone Withdrawal Form*. This form is an extra layer of security by asking you to create an account verification word. The verification word will be required to confirm your identity when you request a withdrawal.

If you'd rather make a withdrawal in writing rather than over the phone, you can complete the *Variable Annuity Withdrawal Form*. It depends on how you prefer to make your future withdrawals.

To find these forms, after you've logged in to the **My Transamerica Products** page and clicked on **Details** for the policy you would like to work with:

1. Click **My Accounts** (top left of the page near the Transamerica logo)
2. Click **Service Forms**
3. Find the form you need

You can also call us at 800-462-2391 or email annuities.customerservice@transamerica.com. The forms can be returned by email or fax.

Q. I was planning to request a withdrawal today and hopefully get my money very soon. Is this possible?

A. The quickest way to request a withdrawal is to go to secure.transamerica.com. You can also call and ask us to email or fax you the *Variable Annuity Withdrawal Form*. If this form is completed and received on a weekday before 4 p.m. ET, the withdrawal can be processed the same day. Simply return the form by email or fax.

As mentioned above, you can also call to request the authorization for *Telephone Withdrawal Form* and complete it at your convenience. We'll have it on file for the next time you'd like to take a withdrawal over the phone.

Q. Is a Medallion Signature Guarantee required on the *Withdrawal Request Form*?

A. A Medallion Signature Guarantee is only needed if the funds are being sent to someone other than you. Or if you are providing new banking information for electronic deposit. In this case, you'll also need to complete a *Bank Transfer Service Form*. Call customer service at 800-462-2391 or email annuities.customerservice@transamerica.com for the appropriate forms.

CONTACT US

Q. How do I contact Transamerica?

A. There are several ways to reach us:

By Phone:

800-462-2391

Hours:
Mon – Thu, 9 a.m. – 6 p.m. ET
Fri, 9 a.m. – 5:30 p.m. ET

Mailing Address:

Transamerica
PO Box 369
Cedar Rapids, IA 52406-0369

To Send Items Overnight: *(We recommend using a carrier who provides tracking.)*

Transamerica
6400 C St. SW
Cedar Rapids, IA 52499
ATTN: IRO

By Fax:
888-238-1088

By Email:

Customer Service: annuities.customerservice@transamerica.com
Claims: annuities.claims@transamerica.com

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, N.Y. 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.

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