We built the Individual Customer Portal to make accessing and managing your Transamerica account(s) easy and convenient. To help you navigate to some of our more popular features, we’ve created this handy user’s guide. Note that not all features will be available for every product, see below for details.

Go to transamerica.com. Click the \( \text{LOG IN} \) button. Follow the instructions to log in with your Individual Customer Portal username and password.

THE PORTAL'S MOST POPULAR FEATURES

Once logged in, you’ll be greeted by the “POLICY OVERVIEW” page where you can see your Transamerica account. This page summarizes some key nonfinancial attributes of your policy. Financial policy information can be located on the "ACCOUNT DETAILS" page.
By selecting “Manage Allocations,” you can quickly access “Transfer Funds,” “Future Premium Allocations,” and “Performance.” (Note: The options seen under the “Manage Allocations” menu will vary by product. For example, fixed investments don’t allow for allocations to be changed.)

FUND PERFORMANCE (ONLY FOR VARIABLE INVESTMENTS)

To see how your investments are currently performing:

1. You can access Fund Performance by either clicking “Performance” in the “Manage Allocations” navigation or from the “View Fund Performance” link on the “SUBACCOUNT VALUE AND UNIT PRICE” page.

2. These links will take you to the annuities performance page on transamerica.com where you can sort by products, death benefits, riders, and more to give you a customized view of the fund’s performance based on the specifics for your policy.

<table>
<thead>
<tr>
<th>Asset allocation</th>
<th>As of 08/24/2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Account Value</td>
<td>$32,694.81</td>
</tr>
<tr>
<td>Subaccounts</td>
<td>Percentage</td>
</tr>
<tr>
<td>Balanced/Asset Allocation</td>
<td>79.07%</td>
</tr>
<tr>
<td>TA Large-Mid Company Growth</td>
<td>79.07%</td>
</tr>
<tr>
<td>Large-Cap Index</td>
<td>10.11%</td>
</tr>
<tr>
<td>TA S&amp;P 500 Index</td>
<td>10.11%</td>
</tr>
<tr>
<td>Foreign Stock</td>
<td>10.05%</td>
</tr>
</tbody>
</table>
TRANSFER FUNDS (ONLY FOR VARIABLE INVESTMENTS)

To transfer funds by percentage between accounts:

1. Click on the “Transfer Funds” link in the “Manage Allocations” navigation
2. This will take you to the individual “TRANSFER FUNDS” page for your funds
3. Specify which assets you’d like to transfer from and the corresponding percentages
4. Then assign which assets you’d like them to be transferred to and select those percentages
5. Make sure the total TRANSFER TO amount adds up to 100% and click “REVIEW TRANSFER”

At this time, we only offer the ability to transfer funds by percentage through the customer portal. If you would like to transfer funds by a specified dollar amount, please contact customer support.

FUTURE PREMIUM ALLOCATIONS (ONLY FOR RILA AND VARIABLE INVESTMENTS)

To change how future premiums will be allocated:

1. Click on the “Future Premium Allocations” link in the “Manage Allocations” navigation
2. This will take you to the individual “FUTURE PREMIUM ALLOCATIONS” page
3. Here you can manage your premium allocations for your account
4. Click “REVIEW SELECTIONS” and complete selections
PAST VALUE CALCULATOR (ALL INVESTMENTS)

To track how your investments are performing over time:

1. Click on “Account Details” in the main navigation
2. This will take you to the “ACCOUNT DETAILS” page

3. Scroll down this page to the blue “view past values” calculator icon

4. Click on the icon
5. This will open a “Past Values” window on your screen

6. Enter a date
7. Click “Search” to find the past values of your policy
Website Customer Care
Monday through Friday, 9 a.m. – 7 p.m. ET.

CALL: 877-717-8858

Annuity Customer Support
Monday through Thursday, 8 a.m. – 6:30 p.m. ET.
Friday, 8 a.m. – 5:30 p.m. ET.

CALL: 800-553-5957 (Fixed Annuities)
800-525-6205 (Variable Annuities)

Vanguard Annuity Customer Support
Monday through Thursday, 9 a.m. – 6 p.m. ET.
Friday, 9 a.m. – 5:30 p.m. ET.

CALL: 800-462-2391

EMAIL: Annuities.CustomerService@transamerica.com