

# UPDATED GUIDELINES

WE'RE MAKING CHANGES TO HELP  
YOU WEATHER THE STORM

**The COVID-19 pandemic has impacted the industry in many ways, including limiting access to paramedical exams. We are now offering additional options to satisfy medical requirements on new cases which includes increased non-medical guidelines for clients through age 55.\***

- Starting on 4/8/2020, these new guidelines will be in effect until further notice for *Trendsetter<sup>®</sup> Super*, *Trendsetter<sup>®</sup> LB*, *Transamerica Financial Foundation IUL<sup>®</sup>*, and *Transamerica Lifetime<sup>SM</sup>* current medical guidelines for clients through 75 years old
- Traditional paramed exams and labs will still be accepted at the current medical guidelines for clients under 75 years old — the following chart outlines options in lieu of the traditional paramed requirements
- Due to the circumstances around COVID-19, Transamerica will not be accepting applications on clients over the age of 75 for all life insurance products and unable to offer LTC Riders or Chronic or Critical Living Benefit riders on individuals ages 56-75 on all products and face amounts
- Requests to reduce face amounts to nonmed levels to waive medical requirements will be honored; contact your Underwriter to request this

See chart on back page.

\* Normal age and amount requirements will continue to be required.  
No additional considerations will be given for insureds over age 55 (age 56+).

**This chart outlines options to satisfy medical requirements on new cases that include increased non-medical guidelines for clients in lieu of traditional paramedical requirements:**

<b>INITIAL AGE AMOUNT REQUIREMENTS</b>			
<b>FACE AMOUNT</b>	<b>AGES 0-55</b>	<b>AGES 56-75</b>	<b>OVER AGE 75</b>
\$25,000-\$99,999	No changes	Normal age and amount requirements will continue to be required; no additional considerations will be given.	Will not be accepted. Please do not submit these cases.
\$100,000-\$1,000,000	<p><b>Medical Requirements in lieu of traditional paramed and fluids*:</b></p> <ul style="list-style-type: none"> <li>Completed Nonmedical Application Part 2*:                             <ul style="list-style-type: none"> <li><i>Transamerica Financial Foundation IUL®</i> - long form FFIUL app/U327</li> <li><i>Trendsetter Super®/Trendsetter® LB</i> - nonmedical part 2</li> <li><i>Lifetime Whole Life<sup>SM</sup></i> - Medical History Questions part II</li> </ul> </li> </ul> <p><b>Product and rate classes available with alternative requirements:</b></p> <ul style="list-style-type: none"> <li><b><i>Transamerica Financial Foundation IUL® &amp; Lifetime Whole Life<sup>SM</sup></i></b>: Preferred NT / Tobacco</li> <li><b><i>Trendsetter® Super</i></b>: Standard Plus / Standard smoker</li> <li><b><i>Trendsetter® LB</i></b>: Standard Plus / Standard smoker</li> </ul> <p>*If underwriting is able to make an offer based on Part II and fast data sources (Rx, MIB, MVR, Etc.) case will be approved. Underwriting may order a COVID-19 3 question PHI or other requirements if necessary.</p> <p>**All classes are available at traditional underwriting requirements (see agent guide for requirements).</p>	<p><b>During this period we will not be able to offer the Long Term Care Rider or the Chronic &amp; Critical Accelerated Death Benefit Riders (Living Benefits).</b></p> <p>Cases rated over Table B for the following conditions (Cardiac, Cancer, Respiratory, Hypertension, Diabetes) will require referral to our Medical department for consideration.</p>	
\$100,000-\$2,000,000	<p><b>Medical Requirements in lieu of traditional paramed and fluids.</b></p> <ul style="list-style-type: none"> <li>Completed Nonmedical Application Part 2:                             <ul style="list-style-type: none"> <li><i>Transamerica Financial Foundation IUL®</i> - long form FFIUL app/U327</li> <li><i>Trendsetter Super®/Trendsetter® LB</i> - nonmedical part 2</li> <li><i>Lifetime Whole Life<sup>SM</sup></i> - Medical History Questions part II</li> </ul> </li> </ul> <p><b>AND provide one of the following:</b></p> <ul style="list-style-type: none"> <li>Paramed exam/lab slip completed for other carriers within the last 12 months. (Must be obtained by the agent/client and submitted.)</li> <li>Full Labs from an MD/PCP completed within the last year. (Must be obtained by the agent/client and submitted.)</li> </ul> <p><b>All rate classes available for consideration.</b></p>		

**Contact your sales desk for more information.**



## TRANSAMERICA'S RESPONSE TO UNCERTAIN TIMES

Uncertain times call for agile solutions. As we all adjust to a new normal, we certainly hope you're taking care of yourself, your loved ones, and your business. We want to let you know we're working hard to help keep your business running strong. This includes updates to how we process new business, underwrite cases, the medical information we require, and how we deliver and service policies. This page will be updated regularly with timely information, so please check back frequently.

This page was last updated April 13, 2020.

### NEW UNDERWRITING AND NON-MEDICAL GUIDELINES

The COVID-19 pandemic has impacted the industry in many ways, including limiting access to paramedical exams. We are now offering additional options to satisfy medical requirements on new cases that include increased nonmedical guidelines for clients through age 55.\* Please see the following chart for details around this change. The updated underwriting guidelines go into effect on 4/8/2020.

Please note: Due to the circumstances around COVID-19, Transamerica will not be accepting applications on clients over the age of 75 for all life insurance products.

[VIEW CHART](#)

### POLICIES MAILED DIRECTLY TO CLIENTS

Many areas across the country are impacted by state and federal “stay at home” orders. We know this has impacted how you are interacting with customers. To help fill a gap in the new business process, Transamerica will begin sending new policies directly to customers. This will be a temporary adjustment, as we know how important it is for you to have a face-to-face conversation with customers.

A letter explaining a change to our traditional process is included in the package they receive. [Click here](#) to review a sample of the letter clients will be receiving.

Please continue to monitor your portals, systems, and email for information about when a policy has been issued. We also ask that you reach out to customers and have a virtual policy review. The extra help during this time will go a long way in building a long-term relationship.

Estimated start dates for this process:

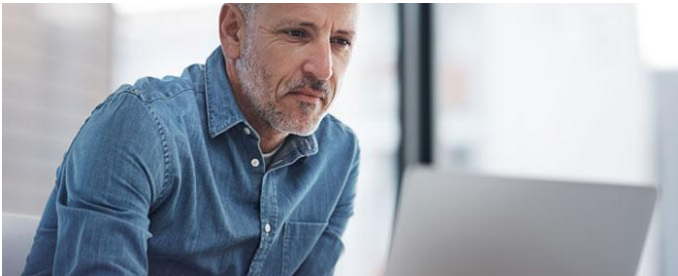
- Annuity — 4/13/2020
- LTC — 4/10/2020
- Trendsetter Term — 4/8/2020
- FFIUL, FE, Lifetime, MedSupp — 4/17/2020

## CHANGES TO CUSTOMER GRACE PERIODS

As the COVID-19 situation continues to impact our daily lives, customers may start to experience financial hardships. With that in mind, we've revisited our policy grace and lapse situations by extending payment due dates — similar to how we respond to natural disasters.

For our life and health customers whose coverage lapsed on or after March 11, 2020, we're sending a follow-up letter to let them know we've extended the window in which they can make a payment and keep their insurance coverage active.\* They'll have an additional 30 days beyond their most recent notice to bring premiums up to date. Samples of letters mailed to clients:

- [Grace Period Extension Letter - COVID-19](#)
- [Lapse Extension Letter - COVID-19](#)
- [Grace Period Extension Letter - COVID-19 - NEW YORK](#)
- [Lapse Extension Letter - COVID-19 - NEW YORK](#)
- [NEW YORK COVID-19 Client Letter](#)



### NEW BUSINESS PROCESSING UPDATE

On March 27, 2020, Transamerica sent a communication to our agents detailing how we're adjusting many of our internal processes in the wake of the COVID-19 Pandemic.

[VIEW COMMUNICATION](#)



### TOGETHER STRONG

Thank you again for your valued partnership and dedication. We're working hard to ensure you can continue protecting your clients' Wealth + Health<sup>SM</sup>, especially in times like these. We appreciate your patience as we strive to fulfill our customer commitments. So please stay healthy, and we look forward to continue partnering together.

\* For New York - a one-time letter will be sent by 4/9/20 that informs all TFLIC customers of our policy.

\*\* A separate catch up mailing will occur for LTC. Sample coming soon.

Life insurance products are issued by Transamerica Premier Life Insurance Company, Cedar Rapids, IA, Transamerica Life Insurance Company, Cedar Rapids, IA, or Transamerica Financial Life Insurance Company, Harrison, NY. Transamerica Financial Life Insurance Company is authorized to conduct business in New York. Transamerica Premier Life Insurance Company and Transamerica Life Insurance Company are authorized to conduct business in all other states. All products may not be available in all jurisdictions.

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

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4333 Edgewood Road NE | Cedar Rapids, IA 52499 | [transamerica.com](http://transamerica.com)

Dear Customer:

**If this is a new policy for you, thank you and welcome!** Normally, we send your policy to your financial professional so they can review it with you in person. For your safety and the safety of your financial professional, we're mailing your policy directly to you.

Your financial professional will call you within the next three to five days to "deliver" your policy over the phone. In the pages of this mailing, you'll see one that reads "FINANCIAL PROFESSIONAL'S INFORMATION." Behind this page is a form or two that we need you to complete and return to us in the enclosed return envelope. Please wait for your financial professional to call you and review the documents before you do this. It's important for us to make sure that the policy meets your expectations and needs.

**If this is a change to an existing policy, thank you for your continued business!** There's no need for your financial professional to "deliver" your policy or for you to return any documentation to us. Please replace your existing policy pages with this packet.

If you have questions about this letter, please contact your financial professional.

Warmest regards,

Transamerica

Be Well. Build Wealth.™