

Notable News

Important update regarding conversion application submissions

Effective June 6, 2019, please use the state-specific application for the policy owner's current resident state when submitting conversion applications. The application will also need to be signed in the policy owner's current state of residence. If the policy owner resides outside the United States, use the application for the state where the original policy was issued.

Any conversion applications received after July 6, 2019 that are not specific to the policy owner's current state of residence will not be considered in good order.

Thank you for your attention to this matter. We appreciate your business and look forward to working with you in the months and years ahead.

Sincerely,
Transamerica

In the Know: Agent Initiated Transactions Update

While you can continue to initiate reallocations and transfers – starting January 1, 2020, agents can no longer initiate the following transactions on behalf of a client's in force policy.

- Update bank information
- Change a premium's mode, date, frequency or amount
- Premium refunds
- Change payor information
- Request to skip payments

[Read more here](#)

Important update to final expense application submissions

Effective Monday, July 1, 2019, the Final Expense Accelerated DB/Terminal Illness Disclosure Form (Form No. ACC-DISC-LR) must be signed, dated, and submitted at the time of the final expense application submission. In the past, the form was signed on delivery. It is now required to be signed, dated, and submitted with the application. Please note that this form is not required in all states.

The form may still be obtained on delivery for applications received on or before July 31, 2019, however applications received on or after 8/1/19 must include the form with the application submission.

Thank you for your attention to this matter. We appreciate your business and look forward to continuing working with you.

Multi-Policy Discount Removal from Trendsetter Super

Transamerica is removing the Multi-Policy Discount from our Trendsetter Super product. September 9, 2019 will be the last day to receive applications both paper and electronic.

Transamerica announces agreement with LTCG for administration of long term care insurance

Transamerica has entered into an agreement to transfer the service and administration of its long term care insurance business line to LTCG, an independent third party administrator in the U.S. The transaction is expected to be completed in third quarter 2019. This agreement supports Transamerica's continued commitment to offering long term care insurance to help families protect their financial security. Customers can continue to expect dedicated service and do not need to take any action regarding these changes. All of the Transamerica employees who currently support administration for long term care and whose roles are transitioning will receive employment offers from LTCG. [View full press release here.](#)

Thank you for your business and your trust in Transamerica Life Insurance Company.

Please be advised that TransACE®, TransUltra®, or TransSurvivorSM policyholders who were issued a policy with a no-lapse guarantee endorsement may be receiving a letter notifying them about the status of the no lapse guarantee on their policy. As a reminder, as long as certain conditions described in this endorsement are met, your client's policy will not enter its grace period even if the policy's accumulation value is insufficient to cover the monthly deduction and other policy charges and/or fees. This means that their policy would remain in force for an additional period and they would maintain life insurance coverage. Information will be provided as of their last policy anniversary (when they received their most recent annual policy statement); this will reference their no-lapse guarantee, and if it was either in effect or not in effect as of the policy anniversary.

If you have any questions, please contact at **800-852-4678**.

Transamerica has entered into an agreement to transfer the service and administration of its insurance and annuity products to an independent third party administrator in the U.S., Tata Consultancy Services (TCS). The transaction is expected to be completed in second quarter 2018. TCS will provide administration for Transamerica's life insurance, annuity, supplemental health insurance and workplace voluntary benefits customers. All of the Transamerica employees who support this business will receive employment offers from TCS and may remain in the U.S. cities where they are currently based. Customers can expect dedicated service and do not need to take any action regarding these changes.