



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. With several ways to file, you can choose the one that works best for you. Customers can download forms at transamerica.com/employee-benefits/your-employee-benefits and submit a claim either online, by email, phone, mail, or fax.

HERE'S HOW TO GET THINGS STARTED:

1. Inform us of the death (by visiting transamerica.com/mybenefits, email, phone, fax, or mail).
2. We'll send an instruction letter to the beneficiary (after reviewing the policy details) outlining the next steps to take.

With that instruction letter, the beneficiary (or Human Resources representative) will receive any forms needed to:

1. Provide "Proof of Loss" such as a death certificate.
2. Provide Claimant Statement form.



Online

1. Log in at www.transamerica.com/mybenefits. If you are not registered, click "Create Account" and use your contract (certificate or policy) number and personal information to register.
2. Click on the policy for which you are filing a claim.
3. Once inside the policy's contract details, click on "Claims" and then click again on the specific type of claim you are filing.
4. Complete all requested information. If your claim requires a specific form, it will be provided here.
5. Print/Save a copy of your claim submission for your records.
6. Click "Submit".



Email

1. Include the insured's name and policy/certificate number.
2. You will receive an email acknowledgment of receipt.
3. Email claim documents to: tebclaimsscanning@transamerica.com. Claim forms can be received by either calling customer service or downloaded from transamerica.com/mybenefits.



Phone

1. Have all claim information found on the forms (such as Insured's name and policy number) ready to provide. Proof of death will be required at the time of call.
2. Call 888-763-7474 to reach our service experts dedicated to helping with claims. Customer service hours are Monday - Thursday, 7 a.m. to 6 p.m. CT and Friday, 7 a.m. to 5 p.m. CT.



Fax

1. Include the insured's name and policy/certificate number.
2. All documents should be clearly readable, complete, and signed.
3. Fax claim documents to: 866-586-6528.



Mail

1. Include the insured's name and policy/certificate number.
2. All documents should be clearly readable, complete, and signed.
3. Mail completed claim documents to: Transamerica - Claims, P.O. Box 219, Cedar Rapids, IA 52406-0219

*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 was a victim of homicide
- 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 didn't name a beneficiary or if the beneficiary is no longer living

Questions About Claims?

 tebclaimsscanning@transamerica.com

 888-763-7474

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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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