

A MESSAGE TO TRANSAMERICA'S CUSTOMERS

From President & CEO Mark Mullin

Transamerica continues to closely monitor developments with the coronavirus (COVID-19) and its impact. Unfortunately — and as you well know — it is significantly impacting our lives and our communities, as well as society and the economy.

For over a century, we've been helping people plan for a secure financial future. We will continue to protect our customers and their savings, and safeguard their long-term financial plans during these challenging times.

In February, we began to implement company-wide measures designed to protect the health and safety of our employees, as they are crucial to sustaining the high-quality service we offer our customers. That remains our focus and top priority, and our business continuity plans are calculated to ensure that — even working from home — we're here for you.

Whether you prefer to manage your accounts on our website or need to call us for assistance, we've taken important steps to ensure we can support you. We are monitoring the traffic on our websites, and we have added staff to our operational and customer care centers. We have five geographically diverse centers and can transfer calls easily between them to help balance the call volume. So far, the wait times to speak with a customer service representative have been just a few minutes, but we do ask for your patience if those times increase. Know that our people are doing their best to get to you as soon as possible.

We have full confidence in the financial strength of Transamerica's insurance companies and its other operating affiliates, and in the financial strength of Aegon, our parent company. We continuously track market and economic volatility, and we are providing helpful content at <https://www.transamerica.com/lp/monitoring-the-markets/>.

Since our founding, the people of Transamerica have demonstrated remarkable resilience through natural disasters, financial crises, wars and conflict, and now, a global pandemic. We're here to assist our customers and business partners in navigating these unprecedented waters as we continue to help people achieve a lifetime of financial security.

Please know we stand in solidarity with you and the entire nation as we work together to first contain, and then recover from the coronavirus.

Sincerely,

Mark Mullin
President & CEO, Transamerica