

# HOME OFFICE ADDRESS CHANGE

## SUMMARY

Transamerica has consolidated its operations in Cedar Rapids. We have formally changed the statutory home office of Transamerica Life Insurance Company to 6400 C St. SW, Cedar Rapids, IA 52499. This change was confirmed by the Iowa Insurance Division on August 23, 2021. As jurisdictions where Transamerica Life Insurance Company is licensed acknowledge the change, we're preparing and mailing policy endorsements.

**If you have more than one Transamerica Life Insurance Company policy, you will receive a cover letter and endorsement for each.**

### Q1. Why is Transamerica changing its Home Office Address?

A. Transamerica has consolidated its operations in Cedar Rapids, and the new street address is 6400 C St. SW, Cedar Rapids, IA 52499.

### Q2. When is the address changing?

A. You can start using the new address immediately, but if you happen to send correspondence to the old address there is a forwarding order in place.

### Q3. Is the phone number I use to get more information or for help on my product/account also changing?

A. No, all of our phone numbers will stay the same.

### Q4. Do I need to do anything?

A. We only ask that you keep any endorsements you receive from us with your records. **No other action is required from you.**

### Q5. My payment address on my billing statement or reminder notice is different. Which address should I use?

A. You should use the address on your billing statement or reminder notice. But you can also send payments directly to the home office address at 6400 C St. SW, Cedar Rapids, IA 52499.

#### Q6. How does this change affect me?

A. The only change is that the home office address is now 6400 C St. SW, Cedar Rapids, IA 52499.

#### Q7. I have 3 policies but only received 1 endorsement. Where are the rest?

A. We're in the process of mailing out endorsements on all active policies/contracts. There could be multiple factors affecting when you receive all of your endorsements. We're sending them in batches based on your specific policy's/contract's issue state. Additionally, there are still some mail delays with USPS, which we can't control.

#### Q8. What happens if I send mail to the old address?

A. We encourage you to update your records/contact information you have saved for Transamerica to the new 6400 C St. address.

#### Q9. What types of things are affected by the change?

A. Quite a wide variety: the vast majority of documents, forms, and bills that we send to customers; our contact information on various websites including the portals our agents use; return envelopes, stationery, business cards, etc. It will take us some time to update all of our systems, so you may see different addresses within the same mailing.

#### Q10. Is Transamerica financially stable?

A. Transamerica's financial strength ratings are available at [www.transamerica.com](http://www.transamerica.com). Under the **Why Transamerica** menu, click on **Financial Strength** for additional information. You can also contact your financial professional/representative at any time.