



# BRIGHTER TOMORROWS START TODAY

## A STEP-BY-STEP GUIDE TO SUBMITTING A CLAIM

You put protection in place for a reason, and it's important for you to know how to access your benefits. Transamerica is there for you every step of the way. With several ways to file, you can choose the one that works best for you. Customers can download forms at [tebcs.com](http://tebcs.com) and submit a claim either online, by email, phone, mail, or fax.



### Online\*

1. Log in at [tebcs.com](http://tebcs.com). If you're not registered, click "New User Registration" and use your contract (certificate or policy) number and personal information, including Social Security number, to register.
2. Click on the policy you're using to file a claim.
3. Once inside the policy's contract details, click on claims, then on the specific type of claim you want to file.
4. Complete all requested information. If your claim requires a specific form, it will be provided here.
5. Print a copy of your claim submission for your records.



### Email

1. Email claim documents to: [tebclaimsscanning@transamerica.com](mailto:tebclaimsscanning@transamerica.com).
2. Include the insured's name and policy/certificate number.
3. You will receive an email acknowledgment of receipt.



### Phone

1. Contact the Transamerica Claims Customer Service Department at **888-763-7474**.
2. Be ready to provide all claim information.



### Fax

- Fax claim documents to **866-586-6528**.
- Include the insured's name and policy/certificate number.
- All documents should be clear and readable.



### Mail

- Mail completed claim documents to:  
**Transamerica - Claims, PO BOX 869090, Plano, Texas, 75075**
- Include the insured's name and policy/certificate number.

\*preferred method — online filing ensures accurate claim submission and lets you track your claim status at [tebcs.com](http://tebcs.com)

## Questions About Claims?



[tebcustresp@transamerica.com](mailto:tebcustresp@transamerica.com)



**888-763-7474**

Mon-Thu: 7 a.m. to 6 p.m. CT  
Fri: 7 a.m. to 5 p.m. CT



TRANSAMERICA®

## Do you have what you need to file a claim?

Having all your documents together helps make submitting a claim a smoother process. Look below to see the documentation needed for each type of claim. Please include the insured's name and Social Security number on all claims.



<b>Wellness</b> <span>● ● ● ● ●</span> <ul style="list-style-type: none"> <li>▪ Date wellness services were provided</li> <li>▪ Care provider's contact information</li> <li>▪ List of services provided</li> </ul>	<b>Disability</b> <span>● ● ● ● ●</span> <ul style="list-style-type: none"> <li>▪ Completed claim form</li> <li>▪ Police report (if applicable)</li> <li>▪ Discharge summary from hospital (if ER involved)</li> <li>▪ Employer's first report of injury (if an on-the-job accident)</li> </ul>
<b>Critical Illness</b> <span>● ● ● ● ●</span> <ul style="list-style-type: none"> <li>▪ Completed claim form</li> <li>▪ Positive pathology report from doctor for initial claim (when filing claim for cancer)</li> <li>▪ Discharge summary (if hospitalized)</li> </ul>	<b>Cancer</b> <span>● ● ● ● ●</span> <ul style="list-style-type: none"> <li>▪ Completed claim form</li> <li>▪ Positive pathology report from doctor for initial claim</li> <li>▪ Itemized statements from care providers showing procedure codes, descriptions, treatment, and charges</li> <li>▪ Blood, chemotherapy, and radiation treatment statements</li> <li>▪ Explanation of Benefits from your major medical insurance company or summary notices from Medicare or Medicaid</li> </ul>
<b>Supplemental Medical Expense (TransConnect®)</b> <span>● ● ● ● ●</span> <p>If benefits are to be paid to provider, the provider should file the claim to receive benefits. If benefits are to be paid to you, we will need:</p> <ul style="list-style-type: none"> <li>▪ Completed claim form or itemized statements from care providers showing diagnosis and procedure codes</li> <li>▪ Primary health care plan provider's Explanation of Benefits, including the deductible, co-pay, and/or co-insurance amount(s)</li> </ul>	<b>Notification of Death</b> <span>● ● ● ● ●</span> <p>Death Claim:</p> <ul style="list-style-type: none"> <li>▪ Completed claim form</li> <li>▪ Original certified death certificate</li> </ul> <p>Accelerated Death Benefits for Critical Care Claim:</p> <ul style="list-style-type: none"> <li>▪ Completed claim form</li> <li>▪ Pathology report (if involving cancer)</li> </ul> <p>Terminal Illness Claim:</p> <ul style="list-style-type: none"> <li>▪ Completed claim form</li> </ul> <p>Waiver of Premium Claim (for disability or layoff):</p> <ul style="list-style-type: none"> <li>▪ Completed claim form</li> </ul>
<b>Accident</b> <span>● ● ● ● ●</span> <ul style="list-style-type: none"> <li>▪ Completed claim form</li> <li>▪ Proof of accident treatment with diagnosis (such as hospital discharge summary or statement)</li> <li>▪ Police report (if applicable)</li> <li>▪ Proof of follow-up treatment with diagnosis</li> </ul>	<b>Long Term Care Claim</b> <span>● ● ● ● ●</span> <ul style="list-style-type: none"> <li>▪ Completed claim form</li> <li>▪ Billing statements from nursing home, assisted living, or home health provider</li> </ul>
<b>Hospital Indemnity Insurance Policy</b> <span>● ● ● ● ●</span> <ul style="list-style-type: none"> <li>▪ Completed claim form</li> <li>▪ Itemized statements</li> <li>▪ Police report (if applicable)</li> </ul>	

Products underwritten by Transamerica Life Insurance Company, Cedar Rapids, IA, or Transamerica Financial Life Insurance Company, Harrison, NY.

119809

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Transamerica Life Insurance Company  
Transamerica Premier Life Insurance Company  
Transamerica Financial Life Insurance Company  
P.O. Box 869097 Plano TX 75086-9097  
Claims fax: 866-586-6528  
Claims email: TEBclaimsscanning@transamerica.com  
Claims customer service: 800-251-7254

# Death Claim Form

## Decedent's Information

1. Name in Full		2. Social Security No.		3. Policy No.	
4. Date of Birth	5. Street Address		6. City	7. State	8. Zip Code
9. Employer's Name					
10. Street Address			11. City	12. State	13. Zip Code
14. Date Last Worked		15. Occupation at Death			
16. Date of Death	17. Place of Death		18. Cause of Death		

## Claimant's Information

1. Name in Full		2. Social Security No.		3. Date of Birth	
4. Daytime Phone Number			5. Evening Phone Number		
6. Email address:					
7. Are you subject to backup withholding? <input type="checkbox"/> Yes <input type="checkbox"/> No (see instruction # 11 for more information on taxes) I certify that this is my correct tax reporting number, and that I am not subject to backup withholding.					
Signature			Date		
This claimant made claim to the insurance and agrees that by furnishing this form, the Company does not affirm that any insurance was in force on the life of the deceased and does not waive any of its rights or defenses.					
Signed in (City/State) _____ This _____ Day of (Month/Year) _____ .					
Signature			Relationship to deceased		
Mailing Address		City		State	Zip code
Street Address		City		State	Zip Code

The information above is true and correct to the best of my knowledge.

Claimant's Signature

Date



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<b>Employer's/Business Entity's Statement</b>			
1. Decedent's Name in Full	2. Decedent's Age	3. Employee's/Insured Person's Name	4. Employee's/Insured Person's Social Security No.
5. Name of Company	6. Group Policy No.	7. Employee/Insured Person was <input type="checkbox"/> Salaried <input type="checkbox"/> Hourly	8. Employee's/ Insured Person's annual salary as of the date of loss
9. Date Insured (employee/insured person)	10. Date Insured (dependent)	11. Date of Hire	12. Last date Employee/Insured person actively worked
13. Employee's/Insured Person's status as of last date worked: <input type="checkbox"/> Active <input type="checkbox"/> Vacation <input type="checkbox"/> Leave of Absence <input type="checkbox"/> Laid Off <input type="checkbox"/> Terminated <input type="checkbox"/> Retired If other than Active, Please explain: _____			14. Date employee/insured person returned to work:
15. Did injury occur while at work? <input type="checkbox"/> Yes <input type="checkbox"/> No	16. If "Yes", give date of injury and details		
17. Amount of Insurance	18. Amount of Claim	19. Was premium paid and insurance in force at time of loss? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Signed in (City/State) _____ This _____ Day of (Month/Year) _____.  <div style="display: flex; justify-content: space-between;"> <span>_____ Printed Name of Authorized Representative</span> <span>_____ Signature of Authorized Representative</span> <span>_____ Official Title</span> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <span>Phone Number _____</span> <span>Fax Number _____</span> </div>			

## REQUIRED FRAUD WARNING STATEMENTS

Claimants are required to acknowledge receipt of fraud warnings. Please refer to the fraud warning statement for your state as indicated below. Sign, date, and return with claim documents.

<p>FOR RESIDENTS OF <b>ALASKA</b>: A person who knowingly and with intent to injure, defraud, or deceive an insurance company files a claim containing false, incomplete, or misleading information may be prosecuted under state law.</p>	<p>FOR RESIDENTS OF <b>NEW HAMPSHIRE</b>: Any person who, with a purpose to injure, defraud or deceive any insurance company, files a statement of claim containing any false, incomplete or misleading information is subject to prosecution and punishment for insurance fraud, as provided by RSA 638:20.</p>
<div style="display: flex; justify-content: space-between;"> <span>Claimant's signature</span> <span>Date</span> </div>	<div style="display: flex; justify-content: space-between;"> <span>Claimant's signature</span> <span>Date</span> </div>
<p>FOR RESIDENTS OF <b>ARIZONA</b>: For your protection, Arizona law requires the following statement to appear on this form. Any person who knowingly presents a false or fraudulent claim for payment of a loss is subject to criminal and civil penalties.</p>	<p>FOR RESIDENTS OF <b>NEW YORK</b>: Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information, or conceals for the purpose of misleading, information concerning any fact material thereto, commits a fraudulent insurance act, which is a crime and shall be subject to a civil penalty not to exceed five thousand dollars and the stated value of the claim for each such violation.</p>
<div style="display: flex; justify-content: space-between;"> <span>Claimant's signature</span> <span>Date</span> </div>	<div style="display: flex; justify-content: space-between;"> <span>Claimant's signature</span> <span>Date</span> </div>
<p>FOR RESIDENTS OF <b>CALIFORNIA</b>: For your protection California law requires the following to appear on this form. Any person who knowingly presents a false or fraudulent claim for the payment of a loss is guilty of a crime and may be subject to fines and confinement in state prison.</p>	<p>FOR RESIDENTS OF <b>NEW JERSEY</b>: Any person who knowingly files a statement of claim containing any false or misleading information is subject to criminal and civil penalties.</p>
<div style="display: flex; justify-content: space-between;"> <span>Claimant's signature</span> <span>Date</span> </div>	<div style="display: flex; justify-content: space-between;"> <span>Claimant's signature</span> <span>Date</span> </div>
<p>FOR RESIDENTS OF <b>COLORADO</b>: It is unlawful to knowingly provide false, incomplete or misleading facts or information to an insurance company for the purpose of defrauding or attempting to defraud the company. Penalties may include imprisonment, fines, denial of insurance and civil damages. Any insurance company or agent of an insurance company who knowingly provides false, incomplete, or misleading facts or information to a policyholder or claimant for the purpose of defrauding or attempting to defraud the policyholder or claimant with regard to a settlement or award payable from the insurance proceeds shall be reported to the Colorado Division of Insurance within the department of regulatory agencies.</p>	<p>FOR RESIDENTS OF <b>OHIO</b>: Any person who, with intent to defraud or knowing that he is facilitating a fraud against an insurer, submits an application or files a claim containing a false or deceptive statement is guilty of insurance fraud.</p>
<div style="display: flex; justify-content: space-between;"> <span>Claimant's signature</span> <span>Date</span> </div>	<div style="display: flex; justify-content: space-between;"> <span>Claimant's signature</span> <span>Date</span> </div>
<p>FOR RESIDENTS OF <b>DELAWARE, IDAHO, INDIANA or OKLAHOMA</b>: Any person who knowingly, and with intent to injure, defraud or deceive any insurer, files a statement of claim containing any false, incomplete or misleading information is guilty of a felony.</p>	<p>FOR RESIDENTS OF <b>OREGON</b>: Any person who knowingly and with intent to defraud an insurance company files an application for insurance or statement of claim containing any materially false information may be guilty of insurance fraud. To deny a claim on the basis of misstatements, misrepresentations, omissions or concealments, the mis-information must be material to the content of the policy, the insurer relied upon the mis-information and the information was either material to the risk assumed by the insurer or provided fraudulently. Misstatements, misrepresentations, omissions or concealments are not fraudulent unless they are made with the intent to knowingly defraud.</p>
<div style="display: flex; justify-content: space-between;"> <span>Claimant's signature</span> <span>Date</span> </div>	<div style="display: flex; justify-content: space-between;"> <span>Claimant's signature</span> <span>Date</span> </div>
<p>FOR RESIDENTS OF <b>DISTRICT OF COLUMBIA or LOUISIANA</b>: Any person who knowingly presents a false or fraudulent claim for payment of a loss or benefit or who knowingly presents false information in an application for insurance is guilty of a crime and may be subject to fines and confinement in prison.</p>	<p>FOR RESIDENTS OF <b>PENNSYLVANIA</b>: Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information or conceals for the purpose of misleading, information concerning any fact material thereto commits a fraudulent insurance act, which is a crime and subjects such a person to criminal and civil penalties.</p>
<div style="display: flex; justify-content: space-between;"> <span>Claimant's signature</span> <span>Date</span> </div>	<div style="display: flex; justify-content: space-between;"> <span>Claimant's signature</span> <span>Date</span> </div>
<p>FOR RESIDENTS OF <b>FLORIDA</b>: Any person who knowingly and with intent to injure, defraud, or deceive any insurer files a statement of claim or an application containing any false, incomplete, or misleading information is guilty of a felony of the third degree.</p>	<p>FOR RESIDENTS OF <b>PUERTO RICO</b>: Any person who knowingly and with the intention of defrauding presents false information in an insurance application, or presents, helps, or causes the presentation of a fraudulent claim for the payment of a loss or any other benefit, or presents more than one claim for the same damage or loss, shall incur a felony and, upon conviction, shall be sanctioned for each violation with the penalty of a fine of not less than \$5,000 and not more than \$10,000, or a fixed term of imprisonment for 3 years, or both penalties. Should aggravating circumstances are present, the penalty thus established may be increased to a maximum of 5 years, if extenuating circumstances are present, it may be reduced to a minimum of 2 years.</p>
<div style="display: flex; justify-content: space-between;"> <span>Claimant's signature</span> <span>Date</span> </div>	<div style="display: flex; justify-content: space-between;"> <span>Claimant's signature</span> <span>Date</span> </div>
<p>FOR RESIDENTS OF <b>MAINE, TENNESSEE or WASHINGTON</b>: It is a crime to knowingly provide false, incomplete or misleading information to an insurance company for the purpose of defrauding the company. Penalties include imprisonment, fines, and denial of insurance benefits.</p>	<p>FOR RESIDENTS OF <b>VIRGINIA</b>: Any person who, with the intent to defraud or knowing that he is facilitating a fraud against an insurer, submits an application or files a claim containing a false or deceptive statement may have violated the state law.</p>
<div style="display: flex; justify-content: space-between;"> <span>Claimant's signature</span> <span>Date</span> </div>	<div style="display: flex; justify-content: space-between;"> <span>Claimant's signature</span> <span>Date</span> </div>
<p>FOR RESIDENTS OF <b>MARYLAND, RHODE ISLAND, TEXAS or WEST VIRGINIA</b>: Any person who knowingly or willfully presents a false or fraudulent claim for payment of a loss or benefit or who knowingly or willfully presents false information in an application for insurance is guilty of a crime and may be subject to fines and confinement in prison.</p>	<p>FOR RESIDENTS OF <b>ALL OTHER STATES AND TERRITORIES</b>: Any person who knowingly, and with intent to injure, defraud or deceive any insurance company or other person files an application for insurance or statement of claim containing any materially false information or conceals for the purpose of misleading, information concerning any fact material thereto commits a fraudulent insurance act, which is a crime and subjects such person to criminal and civil penalties.</p>
<div style="display: flex; justify-content: space-between;"> <span>Claimant's signature</span> <span>Date</span> </div>	<div style="display: flex; justify-content: space-between;"> <span>Claimant's signature</span> <span>Date</span> </div>
<div style="display: flex; justify-content: space-between;"> <span>Claimant's signature</span> <span>Date</span> </div>	<div style="display: flex; justify-content: space-between;"> <span>Claimant's signature</span> <span>Date</span> </div>



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Claims customer service: 800-251-7254

### AUTHORIZATION FOR THE RELEASE OF HEALTH INFORMATION

I hereby authorize the use or disclosure of health information about the Insured as described below and revoke any previous restrictions concerning access to such information:

1. **Person(s) or group(s) of persons authorized to use and/or disclose the information:** Any physician, medical practitioner, hospital, clinic, pharmacy, long-term care facility, nursing home, assisted living facility, home health care entity, medical or medically-related facility, laboratory, and insurance company (including the Company selected above), or other organization, institution or person having records or knowledge of the Insured's health.
2. **Person(s) or group(s) of persons authorized to collect or otherwise receive and use the information:** the Company noted above, its affiliates, its reinsurers, their agents or other representatives, and business associates.
3. **Description of the information that may be used or disclosed:** This authorization relates to the release of any medical records necessary to evaluate and determine the Insured's eligibility for benefits, including, but not limited to, those containing diagnoses, treatments, prescription drug information, alcohol or drug abuse information, or information regarding AIDS. **Exception: psychotherapy notes require a separate signed authorization.**
4. **The information will be used or disclosed only for the following purpose(s):** The requested information will be used for any claim processing purposes, including but not limited to determining the Insured's benefit eligibility and making benefit determinations.

### **STATEMENTS OF UNDERSTANDING & ACKNOWLEDGMENT:**

- I understand that the Insured's eligibility for benefits may be affected if I refuse to sign this form. In that case, the Company may not be able to determine if the Insured qualifies for benefits.
- I understand that the Insured has a right to receive the HIPAA Notice of Health Information Privacy Practices that explains the Company's privacy practices (not applicable to life, accident or disability insurance policies).
- I understand that if the organization authorized to receive the information is not a health plan or health care provider, the released information may no longer be protected by federal privacy regulations.
- I understand that I may revoke this authorization in writing at any time, except to the extent that action has already been taken in reliance on it, to the extent that other law provides the Company with the right to contest a claim under the policy or the policy itself, by sending a written revocation to the Company's Privacy Official at the address at the top of this form. I also understand that the revocation of this authorization will not affect uses and disclosures of my health information for purposes of treatment, payment or health care operations.
- This authorization shall be valid for as long as claims continue under the policy, and I understand I am entitled to a signed copy.
- A copy of this authorization will be considered as valid as the original.
- I acknowledge that I have received a copy of this authorization.

Patient/Insured's Name/Signature \_\_\_\_\_ Date \_\_\_\_\_

Patient/Insured's SSN \_\_\_\_\_ Patient/Insured's Date of Birth \_\_\_\_\_ Patient/Insured's Phone No. \_\_\_\_\_

Patient/Insured's Address \_\_\_\_\_

Personal Representative's (if any) Name/Signature: \_\_\_\_\_ Personal Representative's Phone No. \_\_\_\_\_

Personal Representative's (if any) Address \_\_\_\_\_

Description of Personal Representative's Authority or Relationship to Patient/Insured \_\_\_\_\_

Policy or Contract Number \_\_\_\_\_

**Claimant should retain a copy of this signed document for their records**





Transamerica Life Insurance Company  
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P.O. Box 869097 Plano, TX 75086-9097  
Claims fax: 866-224-6547  
Claims email: TEBclaimsscanning@transamerica.com  
Claims customer service: 800-251-7254

## Instructions for Submitting a Death Claim Form

**Claims Customer Service: 800-251-7254 (7:00 a.m. – 6:00 p.m. Monday-Thursday and 7:00 a.m. – 5:00 p.m. Friday)**

The package has four parts: Claimant's Statement, Employer's/Business Entity's Statement, Required Fraud Warning Statements and Authorization for the Release of Health Information.

**CLAIMANT'S STATEMENT** (page 1 of the death claim form):

### General instructions

- 1) The beneficiary completes the Claimant's Statement. If there is more than one claimant, each should complete a claimant's statement. If you need additional forms, you may make and use photocopies of the original.
- 2) Please provide all of the information requested or write NA (for not applicable) on lines you intend to leave blank. If you need additional space for any answer you may add additional pages.
- 3) Please know that you pay costs for the claim, including fees for death certificates or legal documents that may be needed.
- 4) If the policy has been in force for less than two years, or was reinstated in the past two years, we will send you a medical provider list and authorization form to complete.

### Assignments

- 5) You may have signed a form that authorizes us to pay some or all of your benefit to a Funeral Home or for other final expenses. If so, please send a copy of the assignment and the itemized statement with your claim.
- 6) Each beneficiary who is sharing the expense(s) must sign the assignment.
- 7) The owner of the policy may have made a collateral assignment. A collateral assignment means some or all of the policy benefit was assigned to someone other than the beneficiary/ies. The assignee must complete a claimant's statement.

### Minor beneficiaries, estates and trusts

- 8) The interests of minors and other beneficiaries who are not legally competent are protected. We will follow state laws regarding how we can pay these benefits. Please know that you may need to get court orders or send legal documents to us in order to issue payment. If a guardian was appointed by a court, the guardian completes the claimant's statement and sends a copy of the court order. If additional steps are needed, we will provide you further instructions once we review the claim.
- 9) If the beneficiary is the insured's estate, the person named Executor or Administrator of the estate completes the claimant's statement. Send a copy of the court order that names the executor or administrator.
- 10) If the beneficiary is a trust, the Trustee completes the claimant's statement and sends a copy of the trust or trust certificate.

### Tax withholding

- 11) Under federal tax laws, each claimant is required to provide their Social Security or tax reporting number and certify whether he or she is subject to backup withholding. You may be subject to backup withholding if (1) you fail to provide us with your Social Security or tax reporting number, pursuant to Internal Revenue Code ("IRC") Section 3406(a)(1)(A); or (2) you were notified that you have underreported interest or dividend income or you were required to but failed to file a return which would have included reportable interest or dividend income, pursuant to IRC Section 3406(a)(1)(C). If you are subject to these backup withholding rules, we are required to withhold 28% of any reportable interest payments. **Indicate whether you are subject to backup withholding on claim form question #6.**

**EMPLOYER'S/BUSINESS ENTITY STATEMENT** (page 2 of the death claim form):

- 12) Please know that this statement is needed for universal life insurance if it has been less than two years since the insured applied for the policy or if the policy lapsed and was reinstated in the last two years. It is always needed for group term life insurance.
- 13) An authorized representative of the employer/business entity completes this statement. The representative is usually a company officer or someone in human resources.
- 14) If the group is self-administered, the employer/business entity also sends proof that premium deductions were made for the policy and the amount paid.
- 15) Send a copy of the enrollment form with the completed employer/business entity statement.
- 16) NOTE: If the deceased insured was a dependent or was not the policy owner, and premiums were paid by salary deduction, the policy owner must ask the employer/business entity to stop deducting premiums for the insured's policy or policy rider.

**CERTIFIED DEATH CERTIFICATE**

- 17) Please know that we need an original death certificate, or a certified copy, that includes the manner of death. If the insured was a victim of homicide or died as the result of an accident, we will also need copies of the police or accident report.

**REQUIRED FRAUD WARNING STATEMENTS**

- 18) Please locate the warning for your state of residence and sign the acknowledgement.

**AUTHORIZATION FOR THE RELEASE OF HEALTH INFORMATION**

- 19) Please complete and sign the authorization. Although we do not obtain health information for every claim, completing this form will minimize the chance of delay in the event it is needed. Please know that some medical facilities will require you to complete additional forms.

**SPECIAL NOTE:**

Your claim may require extra time to process if:

The claim forms are incomplete

- The claim incurred less than 2 years after the insurance application was signed or if the policy lapsed and was reinstated within 2 years of the date of death. Please know that we will ask you for a medical provider list and will obtain medical records.
- The insured did not name a beneficiary or if no beneficiary survived the insured.
- The beneficiary is a minor, a legally incapacitated person, a trust, or if benefits are payable to the estate of the insured or estate of the policy owner.
- The insured died outside the United States.
- The insured was a victim of homicide.