



A MESSAGE FROM

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**SR. MANAGING DIRECTOR, WHOLESALE DISTRIBUTION &
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TRANSAMERICA'S RESPONSE TO CURRENT WORLD AND MARKET EVENTS

Dear Valued Partner,

The coronavirus (COVID-19) continues to be top of mind for people across the world. We want to assure you that Transamerica is continually monitoring developments and guidelines from the Centers for Disease Control and Prevention (CDC) to determine what steps we need to take to help protect our employees while they're on the job and safeguard our ability to serve the customers and business associates who depend on us.

The heart of Transamerica's business is risk management, and we have robust plans in place to ensure continuity of service to our customers, clients, distributors, agents, and advisors. Transamerica remains committed to providing high-quality service, and our leadership team continues to keep the security of our customers in mind in light of ongoing events.

You may be assured to learn that Transamerica is:

- Servicing customer calls and emails from multiple customer care centers, allowing easy transfer of customer care among diverse geographic locations.
- Increasing our work-from-home capacity. A significant number of employees can already conduct business as usual from home or another location, which provides stability for our distribution processes, operations and business practices.
- Banning employees' travel to all regions identified by the [CDC Level as 3](#) and implementing self-quarantine procedures for any who return from countries on that list, as well as curtailing most domestic travel.
- Ramping up our use of virtual meetings.
- Working with our third party vendors to help ensure their responsiveness to ongoing events.
- Keeping everyone's well-being in mind by taking precautionary measures consistent with CDC recommendations to help minimize exposure among our employees and business associates.

In addition, customers and financial intermediaries can view Transamerica's updated

market commentary at transamerica.com/lp/monitoring-the-markets/.

Transamerica has tremendously dedicated employees and a flexible, multi-location infrastructure that supports our business continuity practices. COVID-19 is unsettling for everyone, and our leadership team is committed to helping our customers and employees navigate through these challenging times.

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