



Transamerica and Western Union® Speedpay®

Frequently Asked Questions

How does Western Union's Speedpay online bill payment work?

- Online bill payment is a service available to make a payment to Transamerica using your checking, savings or money market account, your ATM or debit card, or your MasterCard, Visa, or Discover credit card. This is not a recurring service. As a result, you will need to use the Speedpay service each time you wish to make an online payment.

Why is there a fee in addition to my premium payment?

- The fee for each transaction is the amount Western Union Speedpay charges to cover processing fees. Only the customers who choose to pay through Speedpay will incur the fee. If the convenience fee could not be included as a separate charge, we would not be able to offer this additional payment option.

What is the fee?

- Through the "Pay Online" link under your account logon, the cost is \$8.95

Can I pay by phone?

- Yes, you can. The phone number for Western Union is 888-329-7807. You will need your policy number. The cost is \$9.95

What credit or debit cards can be used over the Speedpay payment system?

- Visa, MasterCard and Discover credit cards (in U.S. dollars)
 - Debit cards that has the ACCEL, Pulse, Star and NYCE logos
- Note:** For VUL Policies there are some restrictions to payment options

How will I know my transaction was completed?

- The Western Union Speedpay web site will provide a confirmation number once the transaction is complete. Please print this confirmation number for future reference.

Can I set up a recurring credit card payment plan?

- Yes, please contact Customer Service at 800-852-4678 between the hours of 8:00 a.m. and 5:00 p.m. Central Time Monday - Friday.

When will my payment be posted to my Transamerica account?

- All payments made before 2:00 pm Central Time will be posted at the close of business on the day the payment is made (Monday – Friday). Payments made after 2:00 pm Central Time or on weekends and holidays will be posted the next banking business day.

IMPORTANT INFORMATION TO CUSTOMERS:

- **Payment Authorization Agreement:** If I elect to use this service, I understand that I will be charged a Western Union Speedpay convenience fee in addition to any fees that may be charged by my financial institution, and I request Transamerica the amount I entered into the Speedpay system as payment for my policy premium payment. This authorization is in effect for this payment attempt only.
- In the event my Credit Card issuer refuses the transaction for any reason or in the event my checking, savings, or money market account had insufficient funds, any credit for the payment which Transamerica makes to my policy will be reversed.
- I understand that once I initiate a payment, it can take up to two banking business days from the date I make the request for the payment to be posted to my Transamerica policy.
- If Transamerica receives my payment request before 2:00 p.m. Central Time, it will be submitted to my credit card issuer or bank within one (1) banking business day. Any request received after 2:00 p.m. Central Time will be submitted to my credit card issuer or bank within the next two (2) banking business days.
- Transamerica's Customer Service business days are from Monday to Friday 7:00 a.m. to 6:00 p.m. Central Time, excluding weekends and holidays. Please allow at least two (2) banking business days for your payment to process and post to your Transamerica policy.