

ACCELERATE WITH TRANSAMERICA

Frequently Asked Questions

What products are available on the Accelerate Platform?

Currently, Trendsetter® LB and Trendsetter® Super are available on Accelerate.

Will my Commission Change?

No, there are no changes to the way the commission is paid.

How do I submit business via the Accelerate Platform?

All Trendsetter Term life products are eligible for Accelerate.

How do I know if my business is on the Accelerate system?

Policy numbers in Accelerate will begin with a 66 number series and will be 10 digits long.

Will the Underwriting practices and guidelines change?

There are no changes to the underwriting practices and guidelines.

How will I access my pending information?

For Trendsetter term business please visit Agent Net Info (ANI).

Can I still fax and upload documents?

Yes, you can fax outstanding requirement to New Business. They can also be uploaded to ANI by clicking on Email Documents on the left hand side on the home page.

What do the following statuses mean on the website?

Field Ordered: Indicate which requirements the agent is responsible to secure.

Received: Indicates that the Accelerate system has received the requirement and that it is pending review.

Matched: Indicates that the requirement has been reviewed by New Business or Underwriting and it has been satisfied.

How frequently should I expect to receive communication from Transamerica?

Automated email confirming receipt of the application: Accelerate will send out an email within 24 hours of submission, acknowledging receipt of the application.

Automated Requirements Notification: Accelerate will determine missing requirements and notify you via email within 24 hours.

Automated Follow Up: Accelerate will automatically update you via email on outstanding requirements, every 10 calendar days, leading to more consistent and regular communications.

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What is the process for a case that is “Other Than Applied For”?

When a policy is approved “Other Than Applied for” in Accelerate, it automatically will be “held” for acceptance for 30 days. Until acceptance is received, an email will be sent every 10 calendar days reminding you that Transamerica is waiting for acceptance.

What does the term End of Delivery mean?

End of Delivery (EOD) is the last day that all delivery requirements must be received in the home office in good order. In Accelerate, the end of delivery will remain 60 days from the mail date (unless shortened by the underwriter). Follow-up emails will be sent every 10 calendar days. If delivery requirements are not received by the end of delivery, the case will be closed.

When will a case be closed on Accelerate?

Accelerate will set an auto closure date which is 90 days from the application submit/in-house date. When this date is reached, the case will automatically close if it has not been issued, and a letter and refund (if applicable) are sent out automatically. You will be notified of this closure a head of time, via the 10-day follow-up emails from Accelerate.

How will I know if the outstanding requirement has been satisfied on the pending case?

Outstanding requirements status can be checked on the websites. If the requirement was received in good order, the status will show matched.

Who do I contact if I have questions about Accelerate?

You can contact New Business.