



Transamerica and ACI Speedpay®

Frequently Asked Questions

How does ACI'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 must use the Speedpay service each time you want to make an online payment.

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

- The fee for each transaction is the amount ACI 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?

- The cost is \$8.95 through the "Pay Online" link under your account logon.

Can I pay by phone?

- Yes, you can. The phone number for ACI Speedpay is 888-329-7807. You will need your policy number and 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 ACI Speedpay web site will provide a confirmation number when the transaction is complete. Please print this confirmation number for future reference.

Can I set up a recurring credit card payment plan?

- No, this option isn't available.

When will my payment be posted to my Transamerica account?

- All payments made before 3:00 p.m. ET will be posted at the close of business on the day the payment is made (Monday – Friday). Payments made after 3:00 p.m. ET or on weekends and holidays will be posted the next banking business day.

IMPORTANT INFORMATION TO CUSTOMERS:

- **Payment Authorization Agreement:** If I choose to use this service, I understand that I will be charged a convenience fee by ACI Speedpay in addition to any fees that may be charged by my financial institution, and I request Transamerica receives 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.
- If my credit card issuer refuses the transaction for any reason or in if my checking, savings, or money market account had insufficient funds, any credit for the payment that Transamerica makes to my policy will be reversed.
- I understand that when 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 3:00 p.m. ET, it will be submitted to my credit card issuer or bank within one banking business day. Any request received after 3:00 p.m. ET will be submitted to my credit card issuer or bank within the next two banking business days.
- Transamerica's can be reached at 800-852-4678 Monday – Friday, 9 a.m. – 6 p.m. ET, excluding holidays.