

Transform Tomorrow with Transamerica's Innovative Retirement Plan Solutions

Transamerica helps more than three million retirement plan participants save and invest wisely to secure their retirement dreams.

Commitment to the TPA Community

Our partnership creates beneficial outcomes for TPAs

- Partnership Referral Program for mutual business development
- TPA/client non-solicitation agreements
- Transamerica Retirement Industry Speakers Bureau
- Annual TPA Administrators Conference
- National TPA listening tour

"Best in Class" Service

"Best in Class" service gives you peace-of-mind and increases client retention

- #1 in "Best in Class" Cups in the under \$50MM market for sponsor and participant services, with a perfect score in the \$10MM to under \$50MM category (*PLANSPONSOR*[®] Magazine's 2012 Defined Contribution Survey)
- 84 "Best in Class" Ratings in Chatham Partners' 2012 Client Satisfaction Analysis
- 39 "Best in Class" Ratings in Chatham Partners' Third Quarter 2012 Post-Conversion Customer Satisfaction Survey
- Independent DALBAR "Seal of Excellence" for plan sponsor and participant websites for eight consecutive years
- Client recommendation rate over 98%

Innovative Solutions

Creative features and services enhance your competitive edge

- *PASS* – Plan Administration Service Support
- Partners Sales Academy – training to build your brand and approach prospects
- Multiple Employer Plans – a market leader with over a decade of expertise
- Social media strategy and engagement guidance to leverage new media
- Surveys, case studies, and analysis provide specific best practices

Unique Efficiency and Growth Resources

A fully customizable experience to meet your specific needs

- TPA Choice – a suite of services that allows you to choose how best to work with Transamerica
 - Service Fee Income Program – no qualification requirement
 - Technology and processing
 - Over 100 TPA platform enhancements in the last 4 years
 - Payroll interface solutions
 - TPA Advantage Program to help market and grow your business



Transamerica Retirement Solutions is a leading provider of customized retirement plan solutions for small to large organizations. To learn more about how Transamerica can create a unique retirement plan solution for your clients, call **(877) 398-7526** Monday through Friday 9 a.m. to 8 p.m. Eastern Time or visit us online at www.TRStire.com.

Partnership Referral Program Transamerica reserves the right to suspend or change this program at any time. Transamerica may interpret the terms of this program in its sole discretion, including, but not limited to, the validity of leads generated and timing of installed plans. Transamerica will determine, in its sole discretion, which TPAs are eligible for the program and which TPAs, if any, qualify for the payments and/or benefits described herein.

PLANSPONSOR® Magazine 2012 Defined Contribution Survey

Transamerica Retirement Solutions earned a combined total of 84 “Best in Class” Cups for sponsor and participant services in *PLANSPONSOR®* Magazine’s annual Defined Contribution Survey of retirement plans. The complete results of the Defined Contribution Survey were announced in the November 2012 issue of *PLANSPONSOR®* Magazine. The survey polled 5,930 clients of 38 defined contribution plan providers. “Best in Class” Cups are awarded to plan providers who score in the top quartile of a specific category. Results may vary based on the employer’s particular situation and other factors.

Chatham Partners’ 2012 Client Satisfaction Analysis

Transamerica received 84 “Best in Class” ratings in Chatham’s 2012 Analysis for Emerging Markets clients. Chatham Partners, LLC is an independent, third-party research firm. Chatham Partners’ 2012 Client Satisfaction Analysis is based on 697 Emerging Markets client responses. The Chatham Partners’ proprietary small market DC benchmark is comprised of survey results of ten 401(k) providers. The “Best in Class” references are to service categories in which 85% of Transamerica clients rated Transamerica as a “6” or “7” on a seven-point scale. Results may vary based on the employer’s particular situation and other factors.

Chatham Partners’ Third Quarter 2012 Post-Conversion Customer Satisfaction Survey

Chatham Partners’ Post-Conversion Customer Satisfaction Survey results are based on 160 Emerging Markets client responses in the most recent third quarter report. Chatham Partners conducts similar surveys for 12 leading retirement plan providers who are included in the benchmark. The “Best in Class” references are to service categories in which 85% of Transamerica clients rated Transamerica as a “6” or “7” on a seven-point scale. Results may vary based on the employer’s particular situation and other factors.

DALBAR Ratings

Transamerica’s plan sponsor and plan participant websites have been awarded DALBAR’s Seal of Excellence for eight consecutive years. DALBAR, Inc. is one of the nation’s leading financial services market research and consulting firms.

DALBAR’s website evaluations and points are given for achievement in set criteria within the following five categories: functionality, usability, behavior centric attributes, content currency and consistency. Results may vary based on the employer’s particular situation and other factors. **2012 Client Recommendation Rate** Transamerica received a recommendation rate of 98.2% for Emerging Markets plans in *PLANSPONSOR®* Magazine’s 2012 Defined Contribution Survey of retirement plan clients. See the November 2012 issue of *PLANSPONSOR®* Magazine for complete results. The client recommendation rate was based on four criteria metrics (extremely likely, moderately/ slightly likely, neutral, and recommend against). Results may vary based on the employer’s particular situation and other factors.

PASS Plan Administration Service Support (*PASS*) is an optional menu of varying services that the plan sponsor (and the plan’s third party administrator) can select. *PASS* allows Transamerica to perform non-discretionary administrative services for the plan at the direction of the plan administrator under guidelines established by the plan administrator in its sole discretion, and is available depending upon the plan’s assets. Additional fees will apply for the *PASS* services that you choose. The plan’s third party administrator may determine availability of these services.

Social Media FINRA and the SEC have specific guidelines with respect to Social Media and Registered Representatives and Registered Investment Advisors must comply with those rules and regulations. In addition, other rules and regulations may apply. Each practitioner must use his or her own judgment as to the permissibility of using social media in their work settings. Rules of any affiliated broker dealer or registered investment advisor must also be reviewed before engaging in social media activities.

Service Fee Income Program This program is subject to change without notice. Deposit-based income is not available for Multiple Employer Plans.

TPA Advantage Program This program may be modified or discontinued at any time. For membership into the 2014 TPA Advantage Program, which is based on 2013 new assets and plans, Multiple Employer Plans will be counted toward qualification as follows: all assets from a Multiple Employer Plan’s adopting employers will count toward qualification, and a limit of five adopting employers will be counted toward the plan count qualification. If you have specific questions about this rule, contact your Transamerica TPA Services Vice President for more information.

Transamerica or Transamerica Retirement Solutions refers to Transamerica Retirement Solutions Corporation.

