

## **Fair Dealing**

Transamerica Life Bermuda is fully committed to upholding the highest standards of fair dealing and treating our customers and stakeholders fairly through the underlying principles:

- Making fair dealing our core culture that guides how we serve our customers and distributors,
- Offering and tailoring products that are suitable for our target customer segments' needs, and marketing them responsibly,
- Cultivating positive long-term relationships with our distributors and being committed to working together to ensure quality advice and suitable recommendations for our customers,
- Being clear and timely in all our interactions with our distributors and customers regarding their financial goals, and
- Responding timely and honestly to our customers' needs, requests, and feedback in a clear and transparent manner.

Your feedback will be reviewed independently and fairly. Please contact our Customer Service Team through "Enquiries/Feedback" ([Customer Support | Transamerica Life Bermuda](#)) on our company website.

If you believe that your concerns have not been addressed satisfactorily despite our best efforts, you may consider reaching out to The Financial Industry Disputes Resolution Centre Ltd (FIDReC) at <https://www.fidrec.com.sg>.

For more information on fair dealing, please see [Guidelines on Fair Dealing](#) of Monetary Authority of Singapore.