

The Lincoln Leader

May 28, 2019 – Vol. 17 Issue 10

Dedicated *Lincoln TermAccel*® Communications Team

Quicker response time on case inquiries

Lincoln has implemented a team of dedicated *Lincoln TermAccel* communication specialists to promptly respond to inquiries on your cases. This team is staffed with experienced members who are focused on responding to your inquiries and helping resolve your needs, while our team of New Business Associates and Underwriters are focused on placing your cases.

For more efficient case processing and to help ensure a quicker response time on your case inquiries, please leverage the general contact information below for all case questions.

<i>Lincoln TermAccel</i> Inquiry Type	Contact Information
Case Management, New Business Processing & Underwriting	Email: TermAccelUWNB@LFG.com Toll-Free: (844) 815-6925
Tele-App	Email: TermAccelTeleAppTeam@LFG.com Toll-Free: (844) 815-7582
eDelivery Registration for New Users	Email: Sarah.Oehling@LFG.com

Self-Service for Pending Case Status



Did you know that you can access up-to-date status on your pending cases from your Lincoln Producer website?

From the Pending Business section of your Lincoln producer website, access the **Pending Details** tab to:

- ✓ **View key dates and action items** at-a-glance from the Case Tracker.
- ✓ **Quickly satisfy** outstanding questions and/or requirements on a case.
- ✓ **Click-to-Chat** in real-time with a New Business Associate to obtain answers on administrative questions for a specific case, without having to pick up the phone or send an email.
- ✓ **Easily download up to 5 issued policies** at one time from the Pending List.

For more best practices and access to the term training library, download the **Agent Guide** now.

Download >> [*Lincoln TermAccel* Best Practices](#)

Index

NEW Dedicated *Lincoln TermAccel*® Communications Team – Quicker response time on case inquiries

Life Insurance Product Switch Process and Guidelines

New Texted PIN Authentication Option for eSignature Available for eTicket and eApp case submissions

Best Practices for Ordering Labs

Access Up-to-Date Pending Case Status

Best Practices for “In Good Order” Life Insurance Submissions

New York Regulation 60 Process for Life Insurance policies
Disclosure Statement Reminder

Lincoln VUL Dollar Cost Averaging Fixed Account Enhanced Interest Rate Program – Extended

PBR/2017 CSO Client Disclosure and Compliant Product Indicators - REPRINT

Life Insurance Product Switch Process and Guidelines

The new Lincoln unified life insurance application and Tele-App ticket has integrated all life insurance product processes into one streamlined approach and enables a seamless transition from one product to another – saving time and creating a better experience for producers and consumers. To make the process easier, please reference the guidelines below. If you have questions regarding a specific case, please contact your dedicated Underwriting and New Business team.

Product Switch between *Lincoln LifeElements*® Level Term and UL, IUL or VUL products

- Producer can submit the request via email or phone call to the dedicated New Business Associate on the case – a new application and signatures are not required.
- If the Tele-App interview or exams have already been conducted, the client will not be required to complete the process again.
- If the request is for a product switch from *Lincoln LifeElements* Level Term to a Permanent UL, IUL or VUL product, additional forms may be required.
- **Please note: If the client has applied for a *Lincoln LifeElements* Term, UL, IUL or VUL product, a product switch to *Lincoln TermAccel* will not be allowed.**

Product Switch from *Lincoln TermAccel*® to *Lincoln LifeElements*® Level Term, UL, IUL or VUL

- If the client is declined for *Lincoln TermAccel*, they may be eligible to pursue a fully underwritten product option with Lincoln which would allow for higher table ratings and the collection of additional medical information, such as an APS.
- When a decline decision is rendered from the *Lincoln TermAccel* automated rules engine for an impairment that could potentially qualify for an offer with full underwriting, the system will generate a decline letter with a message indicating that the client may be eligible to pursue a fully underwritten product option with Lincoln. An automated email will be sent to the Case Contact with a copy of the decline letter which will be emailed to the client 5 business days later.
- Before initiating the product switch and full underwriting process, we encourage the producer to discuss the case with their Underwriter. For example, if the case may be rated, a conversation could help determine if the case could be placed before moving forward.
- **Please note: If the client has applied for a *Lincoln LifeElements* Term, UL, IUL or VUL product, a product switch to *Lincoln TermAccel* will not be allowed.** *TermAccel* rates are based on a streamlined automated workflow and assume a cost savings benefit associated with that process. By switching products, that benefit is lost. Therefore, Lincoln will not allow a product switch within 12-months of applying for a traditional product, including *LifeElements* Level Term.

Reference Material

[Initiating a Product Switch: Making the process easier with the Lincoln unified application](#)

New Texted PIN Authentication Option for eSignature

Available for eTicket and eApp case submissions

Beginning June 1, 2019, for life insurance policies submitted through the electronic ticket (eTicket) or electronic application (eApp) platform, Lincoln will offer a new PIN Authentication method through SMS Text Messaging to confirm the client's identity and begin the electronic signing process.

During submission of the case, the agent will select the electronic signature method for the client to follow:

1. In-Person*
2. **NEW** Remote using Texted PIN
3. Remote using 4-digit SSN/PIN

The existing in-person and SSN Authentication options will remain available and there are no changes to those methods.

The agent will continue to authenticate the electronic signing process through the 4-digit SSN method.

Signature Method

Please choose a signature method:

Once the signature method process has been started, unlocking the application will delete all completed signatures.

☒ **Electronic Signature Method** Signers can choose from Email or In Person electronic signature. Each signer can select his/her preferred signing method.

In Person - select this option when:

1. Signer is present to complete the signature process
2. Signer must agree to use the eSignature process

Remote using texted PIN - select this option when:

1. Signer is not located with the agent or prefers to receive an Email to complete the signature process
2. Signer must have access to the Internet and have their own Email address
3. Signer must agree to use the eSignature process
4. Signatures must be obtained within 7 calendar days
5. Signer will provide a cell phone number to receive a text with a randomly generated 6-digit PIN

Remote using 4-digit SSN/PIN - select this option when:

1. Signer is not located with the agent or prefers to receive an Email to complete the signature process
2. Signer must have access to the Internet and have their own Email address
3. Signer must agree to use the eSignature process
4. Signatures must be obtained within 7 calendar days
5. Signer will use last 4-digits of the SSN or PIN

Please specify the signature location of all signing parties.

Valued Client - Proposed Insured

☐ In Person ☐ Remote using texted PIN ☐ Remote using 4-digit SSN/PIN

*The In-Person signing method is only available with eTicket submissions and is not an option in the eApp platform.

NEW Texted PIN Authentication

The client will now have an option to provide a cell phone number to receive an SMS text message with a randomly generated 6-digit PIN to begin the electronic signing process. Upon ticket submission, the client will receive an email to initiate the process and a 6-digit PIN via text message to sign in and authenticate their identity to electronically sign the application. Standard messaging charges may apply.

Welcome!

Your insurance application is available for review and signature. To ensure your information remains secure and confidential, please enter the information below.

If you selected to receive a texted PIN, you should have a text message that begins with **Lincoln Financial Group** sent to your cell phone containing your PIN.

6-digit texted PIN or 4-digit SSN/PIN

Sign In

Best Practices for Ordering Labs

Lincoln's Underwriting and New Business team is dedicated to streamlining your underwriting experience to help you place your life insurance cases more quickly. For any new life insurance case submission, excluding *Lincoln TermAccel*, Lincoln will accept labs, exams and medical records from other companies. Based on the application submission method, the following best practices and guidelines may help you save time and avoid any unnecessary lab work for your client.

Life Insurance Tele-App Ticket Submissions

Did you know that labs may not be required for Tele-App submissions?

***LincXpress* Tele-App:** Lincoln will order labs and vitals, if they are required. Your client may be eligible for the lab-free process, so this best practice will save time and avoid unnecessary lab work for your client. However, Lincoln will accept labs, exams and medical records from other companies for cases submitted through the *LincXpress* Tele-App process.

***Lincoln TermAccel* Level Term:** Lincoln will order labs and vitals, if they are required. **A full Paramed exam is not required for *Lincoln TermAccel*. Lincoln must order the labs and vitals and cannot accept exams completed through other companies.** To deliver a streamlined experience, this process has been directly integrated with our partner exam vendor and is not compatible with other company's exams.

Traditional Paper Application and eApp Submissions

Ordering medical requirements up-front saves significant processing time. Lincoln will accept labs, exams and medical records from other companies for any new Lincoln life insurance cases submitted on the traditional paper application or through iPipeline's electronic application (eApp) process.

Submitting Labs, Exams and Medical Records to Lincoln Underwriting

To prevent duplicate orders and delays in Underwriting, include the lab slip, exam and/or medical records with the application or *LincXpress* Tele-App ticket submission. As a reminder, Lincoln cannot accept outside labs or vitals for *Lincoln TermAccel* cases.

Access Up-to-Date Pending Case Status

Lincoln is committed to continuously improving our processes to ensure we're providing an excellent experience for our customers. Our self-service pending website will drive efficiencies and save time for our partners – key benefits include:

- ✓ **View current case status, key dates and action items** at-a-glance from the Case Tracker.
- ✓ **Quickly satisfy** outstanding questions and/or requirements on a case.
- ✓ **Click-to-Chat** in real-time online with a New Business Associate to obtain answers on administrative questions for a specific case, without having to pick up the phone or send an email.
- ✓ **Easily download up to 5 issued policies** at one time directly from the Pending List.

These ongoing enhancements to the New Business Pending process are a result of feedback and suggestions from our partners. Please provide feedback to your dedicated Lincoln Underwriting & New Business team for consideration in future updates.

[Download the Pending Enhancements Overview to learn more.](#)

Best Practices for “In Good Order” Life Insurance Submissions

Lincoln’s Underwriting and New Business team is dedicated to streamlining the submissions process to help you place your life insurance cases more quickly.



To improve your in-good-order submissions and help expedite the Underwriting and New Business process, **please download and reference the submission tips and best practices >>**

MoneyGuard® Version Coming Soon!

Please reach out to your dedicated Underwriting and New Business team with any additional questions.

Lincoln
Financial Group
New York Chapter

LIFE SOLUTIONS

Best Practices for “In Good Order” Submissions
Underwriting & New Business
Lincoln Life Insurance products

Lincoln’s Underwriting and New Business team is dedicated to streamlining the submissions process to help you place your life insurance cases more quickly. To improve your in-good-order submissions and help expedite the Underwriting and New Business process, please reference the following submission tips and best practices. Please reach out to your dedicated Underwriting and New Business team with any additional questions.

FORMS

- All forms need to be completed in their entirety.
- Get signatures and dates on all forms.
- Use black ink only when completing all forms. If use and other colored ink do not scan well.
- Forms must be signed in the capacity in which the owner is acting. Trust/Corporate owned policies require that all business offices sign **0003-0001-0000**.
- Submit the correct state variation of all required forms, including the illustration. Current versions of all forms can be obtained on the Lincoln produce website. Underwriting charges frequently please ensure you are using the current version of all forms prior to your case submission.
- Provide the agent’s report to ensure compensation is paid correctly. Include the correct agent code for each agent, including percentage split, if applicable. It is best to enter include your efforted-up time.
- **WILL:** The contract state must be the state in which the policy owner has a bona-fide residence or state of employment. For Trust/Charmed policies, the contract state must be where the trustee or insured has a bona-fide residence or state of employment. Contact your Lincoln representative or for Lincoln Corporate Sales Submissions.
- **WILL policies:** Verify the correct version of the WILL Allocation Form is completed and fund selections are in white percentage, awaiting one hundred percent. Submit by review for WILL last date time. Send all WILL forms through your CDB or CDB for review to review as soon as possible.
- Do not use correction fluid/tape on forms. If you need to change an answer, draw a line through the mistake and have the agent responsible for the answer **initial and date each alteration**.
- If corrections or changes are made to a form after submission, all pages of the corrected form must be re-submitted to Lincoln.
- **Replacement Form Requirements:**
 - New Age Replacement Notice (Form AF0001) must be signed only before the replacement submission is dated; otherwise the package could be rejected.
 - Power Application & Wage Replacement Notice (Form 3300) must be signed only before the replacement submission is dated; otherwise the package could be rejected.
- For large face and/or business cases complete all financial questions on the application and agent’s report; financial questions left blank may cause a delay in processing and could result in additional requirements and possibly an amendment.

05/28/2019 000000 Page 1 of 1

For agent or broker use only. Not for use with the general public.

New York Regulation 60 Process for Life Insurance policies

Disclosure Statement Reminder

As a reminder and best practice for in-good-order life insurance case submissions in New York, please refer to the process outlined below regarding the Disclosure Statement:

- **Solicitation:** At the time of solicitation, the agent will obtain the life insurance application and Regulation 60 paperwork and submit to Lincoln New Business. This solicitation package excludes the Disclosure Statement.
- **New Business Review:** The Lincoln Regulation 60 Team will complete the Disclosure Statement at the time of approval using the replacement policy values and Lincoln illustration that will be used for policy issue.
- **Agent Review and Signature:** The completed Disclosure Statement will be sent to the agent for review, completion, and signature prior to policy issue.
 - **Reminder:** The *Agent’s or Broker’s Statement* on page 4 of the Disclosure Statement must be completed accurately with the agent’s remarks. The Regulation 60 rep may contact the agent for more information, if statements are incomplete or unable to be verified.
 - **For any statement that must be updated, a revised Disclosure will be sent to the agent for signature prior to policy issue.**
- **Applicant Signature:** After policy issue, the applicant’s signature on the Disclosure Statement should be obtained upon policy delivery.

If you have any questions regarding the Regulation 60 process or the Disclosure Statement, please contact your dedicated Lincoln Underwriting and New Business team.

Lincoln VUL Dollar Cost Averaging Fixed Account Enhanced Interest Rate Program – Extended

Lincoln is pleased to extend the VUL Dollar Cost Averaging Fixed Account Enhanced Interest Rate Program through December 31, 2019. This program includes an enhanced current interest rate to help with short-term returns while the client transfers funds into variable investment options using a 12-month Dollar Cost Averaging (DCA) program.

The DCA Fixed Account Enhanced Interest Rate is available as follows:

Accumulation Products:

- Lincoln AssetEdge® VUL
- Lincoln AssetEdge® Exec VUL
- Lincoln PreservationEdge® SVUL

Will receive a 10% enhanced current interest rate.

Lifetime Guarantee Products:

- Lincoln VUL^{ONE}
- Lincoln SVUL^{ONE}

Will receive a 4% enhanced current interest rate.

New formal applications signed, dated and received in good order in Lincoln's home office up to and including Tuesday, December 31, 2019 are eligible.

The DCA Fixed Account enhanced annual effective rate is paid on the declining balance in the Fixed Account so the amount of interest earned will be less. These fixed rates do not reflect performance of the variable investment options selected by the client.

Neither dollar cost averaging nor portfolio rebalancing assures a profit or protects against loss in declining markets. Because dollar cost averaging involves continuous investment regardless of changing price levels, clients should consider their ability to continue purchasing through periods of all price levels.

PBR/2017 CSO Client Disclosure and Compliant Product Indicators

Reprinted from the May 6, 2019 Lincoln Life Leader

In preparation for two impending regulation changes this year, Principle-Based Reserving (PBR) and the 2017 Commissioners Standard Ordinary (CSO) Table, Lincoln is updating our life product portfolio and we're focused on making the transition as seamless as possible.

Beginning on May 13, 2019, aligning with the launch of *Lincoln VUL^{ONE}* (2019), our first PBR/2017 CSO compliant product this year, we are introducing a new PBR/2017 CSO client disclosure along with special indicators on external touchpoints to clearly distinguish PBR and 2017 CSO compliant products.

Client Disclosure Form

The client disclosure, **Important Product Information About Your Lincoln Life Insurance Purchase**, is intended to educate clients and supplement advisor conversations regarding the risks associated with the withdrawal and placement deadlines of the non-PBR/2017 CSO compliant products. Effective in the *Lincoln DesignItSM Illustration System* (v45.0), the disclosure will be located within all new and revised sales illustrations for non-compliant products and on the Lincoln Forms Tool in the required forms section. There is no signature requirement on the form, however it will be a part of any signed illustration is that is received.

The Lincoln National Life Insurance Company
Lincoln Life & Annuity Company of New York
PO Box 21008, Greensboro, NC 27420-1008
(hereinafter referred to as "Lincoln" or the "Company")

**Important Product Availability Information About
Your Lincoln Life Insurance Purchase**

Congratulations on your decision to protect what's important to you! We want to make you aware of some upcoming changes impacting the life insurance product you have selected.

Periodically, states adopt updated life insurance regulations to reflect advances in industry experience. There are two such regulatory requirements that become effective for all life insurance policies sold on or after January 1, 2020 – use of new mortality tables and reserving methodology, known as the 2017 Commissioners Standard Ordinary (CSO) Table and Principles Based Reserving (PBR).

**To comply with this industry update, the product you have selected
needs to be completed (approved and placed in-force with initial premium)
no later than Tuesday, December 31, 2019.**

PBR/2017 CSO Compliant Indicators

PBR and 2017 CSO compliant products will be made available for sale throughout 2019. To help distinguish which products are compliant we are introducing the following indicators on our external touchpoints.

PBR ✓	Marketing and Reference materials:	On client and advisor product specific material near the disclosures with "PBR/CSO compliant" description
PBR	DesignIt Illustration Software:	On the product templates, product drop down lists, product name banner and NB Data page
PBR	Lincoln Producer Websites:	"Product Name – PBR" In product drop down list
✓	State Availability Grids:	Next to product name with "PBR/CSO compliant" description in legend

State Approvals

Updates for May 28, 2019

Lincoln LifeElements® Level Term (2017) - 04/22/19

- **Arkansas**
- **Maryland**
- **Missouri**
- **Washington**

[View State Availability Grids](#)

Products and features are subject to availability and may vary by state.

Contractual obligations and Guarantees are subject to the claims-paying ability of the issuing company:

- The Lincoln National Life Insurance Company of Fort Wayne, IN; or
- Lincoln Life & Annuity Company of New York of Syracuse, NY.

Variable products distributed by Lincoln Financial Distributors, Inc.

Members of Lincoln Financial Group.

The Lincoln National Life Insurance Company does not solicit business in the state of New York, nor is it authorized to do so.

Variable insurance products are sold by prospectus. Consider the investment objectives, risks, charges, and expenses of the variable product and its underlying investment options carefully before investing. The prospectus contains this and other information about the variable product and its underlying investment options. Please review the prospectus available online for additional information. Read it carefully before investing.

[Only registered representatives can sell variable products.](#)

[View index of past Lincoln Life Leader articles](#)

©2019 Lincoln National Corporation

LincolnFinancial.com

Lincoln Financial Group is the marketing name for Lincoln National Corporation and its affiliates. Affiliates are separately responsible for their own financial and contractual obligations.

LCN:2552730-052319