

# The Lincoln Leader

LIFE SOLUTIONS

May 4, 2020 – Vol. 18 Issue 12

## Lincoln DocuSign ePolicy Delivery

Now available for Lincoln life insurance products

During this time of social distancing and operating from a work-from-home environment, we thank you for your continued partnership and commitment to embracing this digital lifestyle. As previously announced, Lincoln Underwriting & New Business has temporarily pivoted from print policy delivery to digital policy delivery and we remain committed to providing you with electronic options and solutions to meet the needs of your clients and your business in this new environment – from policy submission to policy delivery.

Based on feedback received from our distribution partners over the last several weeks, we're pleased to introduce an additional option for electronic policy delivery for our core life products – **Lincoln DocuSign ePolicy Delivery**. This method is currently available for Lincoln *MoneyGuard*® and is now also available for *Lincoln LifeElements*® Level Term and all UL, IUL and VUL policies.

### What you need to know

- **Beginning May 4, 2020**, Lincoln's DocuSign ePolicy Delivery platform, now includes our core life products: *Lincoln LifeElements*® Level Term and single and joint-life UL, IUL and VUL
- This process is **OPTIONAL** and offers an easy, streamlined process to capture electronic signatures from the agent and client. It may be a great alternative for those currently using the secure PDF policy delivery method
- There is no registration or set-up required and no cost to users
- **Workflow: The policy flows directly from Lincoln → to the Agent → to the Client**
  - After policy issue, the DocuSign email package is automatically sent to the agent for electronic signing and then to the client for electronic signing, using Lincoln's DocuSign account
- **Important Note:**  
**This is a phased introduction. An Agency/Firm review option will not be available on May 4, 2020.** *An Agency/Firm review option will be added to the workflow later in 2020, among other features and enhancements*
- **An Agency can obtain an unsigned copy of the issued policy from Lincoln's producer pending website or request a secure PDF copy of the policy from the New Business Associate**
- This process is not replacing iPipeline's DocFast ePolicy Delivery. If you are already using DocFast for electronic policy delivery, you may continue to use that method

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## Getting Started

To use Lincoln's DocuSign ePolicy Delivery option:

- Agency and/or Firm approval is required
- Agents will select **DocuSign ePolicy Delivery** on a case-by-case basis, by one of the following methods:
  1. Indicate on a cover letter at policy submission
  2. Indicate in the email at policy submission
  3. Request from your Lincoln New Business Associate prior to policy issue
- Workflow:
  1. Once the policy has been issued, a secure DocuSign link is emailed directly to the agent for policy review and electronic signing
  2. Once the agent has completed the signing process, a secure DocuSign email link will automatically generate to the client's email address for policy review and electronic signing
  3. Once all parties have completed the signing process, the policy is automatically sent back to Lincoln for final review and policy placement, and a secure DocuSign email will automatically generate to the agent and client to view the policy
- Optional *free* DocuSign Account:
  - After each party (Agent and Client) completes the electronic signing process, they will have an option to create a free DocuSign account
  - Creating an account is not required, however a benefit is that a copy of the signed policy will be retained and accessible in DocuSign at a later time

## Lincoln's Digital Policy Delivery Options

As a reminder, the following options are currently available for policy delivery of your Lincoln life insurance policies, including *MoneyGuard*®:

	iPipeline® DocFast ePolicy Delivery	Lincoln DocuSign ePolicy Delivery	Secure PDF Policy Delivery
<b>What</b>	Fully electronic process with electronic signing for the agent and client		Digital PDF download of the policy for review and signing
<b>Product</b>	All Term, UL, IUL, VUL* Lincoln <i>MoneyGuard</i> ®**	<i>Lincoln LifeElements</i> ® Term, UL, IUL, VUL* Lincoln <i>MoneyGuard</i> ®**	<i>Lincoln LifeElements</i> ® Term, UL, IUL, VUL* Lincoln <i>MoneyGuard</i> ®**
<b>Workflow</b>	<b>Determined by agency</b> Lincoln → Agency → Agent → Client Lincoln → Agent → Client	<b>Lincoln → Agent → Client</b>	<b>Determined by agency</b> Lincoln → Agency → Agent → Client Lincoln → Agent → Client
<b>Access</b>	<ul style="list-style-type: none"> <li>• Registration and set-up for DocFast is required</li> <li>• Available at no cost for Lincoln products</li> <li>• Indicate <b>DocFast</b> ePolicy Delivery as the method on the Cover Letter or in the email submission</li> </ul>	<ul style="list-style-type: none"> <li>• No registration or set-up required</li> <li>• Available at no cost</li> <li>• Indicate <b>DocuSign</b> ePolicy Delivery as the method on the Cover Letter or in the email submission</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Lincoln producer pending website</b> (self-service download)</li> <li>• <b>Request Secure Email from Lincoln New Business Associate</b>—indicate on Cover Letter or in the email submission</li> </ul>

Other	Agency and/or Firm approval is required	Agency and/or Firm approval is required	Delivery Notice Options: 1. <b>Wet Signature</b> – email or fax to Lincoln 2. <b>Partner DocuSign Account</b> – if an agreement with Lincoln is in place, the Delivery Notice can be loaded into DocuSign for an eSignature.**

\*Single-life and joint-life products

\*\*Not available for Lincoln *MoneyGuard*® in New York

Electronic Policy Delivery for *Lincoln TermAccel*® is mandatory and only available through the iPipeline® DocFast method.

## Resources

Lincoln DocuSign ePolicy Delivery Agent Training	<a href="#">VIEW</a>
Lincoln DocuSign ePolicy Delivery Agent FAQ	<a href="#">VIEW</a>
Lincoln Policy Delivery Option Comparison	<a href="#">VIEW</a>
Lincoln Policy Delivery Agent Guide	<a href="#">VIEW</a>
Lincoln eCapability State & Product Restrictions	<a href="#">VIEW</a>

Lincoln's eCapability resources are also accessible on [www.LFG.com/GoDigital](http://www.LFG.com/GoDigital). Please contact your dedicated Underwriting & New Business team with any questions.

## Coming Soon – Change to Electronic Delivery for Select Correspondence

As we all adjust to the far-reaching impacts of COVID-19, Lincoln is taking steps to ensure our customers and financial professionals can continue accessing the information they need, without interruption. One immediate step we are taking to maintain business continuity is to move client quarterly and annual statements, and VUL confirmations, exclusively online. (Please note: documents will still be printed and mailed to policyowners).

Effective June 1, 2020, Lincoln will no longer print and mail hard copies of life insurance annual and quarterly statements, or VUL confirmations, to financial professionals. For easier, faster access, all materials are available electronically at [www.LincolnFinancial.com](http://www.LincolnFinancial.com).

In the past, Lincoln printed and mailed this correspondence to financial professionals and their offices. Due to increased work from home situations and safety precautions for both you and our staff, this move to electronic delivery is a natural step to ensure you continue to have access to the information you need.

There are many benefits of electronic correspondence, such as:

- **Speed:** Access correspondence anytime online, 24/7. Now you won't have to wait for mailed copies.
- **Convenience:** Historical correspondence is available from 2010 to today. That is ten years of information, all in one easy-to-access location!
- **Security:** Protect your customers' information and reduce your burden for handling and appropriately destroying confidential customer information.

If you are already registered on our website, no action is required. If you have not yet registered, please do so by May 29, 2020, to ensure you are able to view future statements and VUL confirmations.

**Additional details will be provided in the May 11, 2020 Lincoln Life Leader.**

## **UPDATE: Declaration of Insurability (DOI) Form**

**Form is valid for 10 business days from client signature date**

As previously communicated, due to the ongoing pandemic and rapid spread of the coronavirus (COVID-19), Lincoln is requiring the Declaration of Insurability (DOI) Form [ICC18LFF11709] for all underwritten life insurance policies issued on or after March 30, 2020.

The DOI form is required to verify there has been no change in health status from application submission to policy placement. It must be signed after policy issue and will be a delivery requirement. For 1035 Exchanges, the DOI form will be required to initiate the exchange.

**PLEASE NOTE: The signed Declaration of Insurability Form is valid for 10 business days from the client signature date on the form.** A new DOI form will be requested if the policy is not placed within 10 days of the client signature date, as a result of other placement restrictive outstanding requirements – including, but not limited to: other delivery requirements, premium, or a revised illustration.

This DOI requirement is applicable for:

- All underwritten Term, UL, IUL, VUL products, excluding Lincoln *MoneyGuard*®
- All ages and face amounts
- Any exam completion date
- Any case that was previously closed and requested to be re-opened
- Any case with a Temporary Insurance Agreement (TIA) is in place

**The Declaration of Insurability Form is available for completion through the eNIGO process, however this requirement should not be completed until after policy issue.**

The policy will not be placed in force until the DOI form has been signed and returned to Lincoln in-good-order.

If the client has COVID-19, it must be disclosed. Lincoln will then determine if it can continue to offer the policy or postpone until the client fully recovers.

**Please contact your dedicated Lincoln Underwriting and New Business team with any questions.**

## COVID-19 Operations Impact for Lincoln Life and *MoneyGuard*®

We are continuously monitoring the spread of the coronavirus (COVID-19) and remain committed to keeping you informed of any new updates, changes, and providing you with resources to help you navigate this rapidly changing environment.

For **up-to-date information** from Lincoln Life Operations, including Underwriting and New Business and Customer Service, please visit our Landing page: [www.LFG.com/GoDigital](http://www.LFG.com/GoDigital).

### Key Resources

- Life Operations FAQs **\*UPDATED May 1, 2020\***
- Temporary Underwriting Guidelines – Effective 4/13/20
- Vendor Service Impacts
- Policy Submission & Delivery Guides
- Electronic Capability Training & Resources
  - eSubmission
  - eDelivery
  - eNIGO
  - Self-Service Case Status

### Latest News and Additions

- Lincoln DocuSign eDelivery – now available for life insurance

## Lincoln Variable Universal Life – Fund Updates

The following are updates for Lincoln's variable universal life (VUL) products.

### Fund Name Change

On May 1, 2020, the following fund name changes are going into effect, including on some **closed** blocks of business:

Current Name (Old Fund Name)	New Name (New Fund Name)
LVIP Delaware Special Opportunities Fund – Standard Class	LVIP Delaware Mid Cap Value Fund – Standard Class
Janus Henderson Global Technology Portfolio – Service Shares	Janus Henderson Global Technology and Innovation Portfolio – Service Shares
American Funds Global Bond Fund – Class 2	American Funds Capital World Bond Fund – Class 2

### Annual Prospectus Updates

Effective May 1, 2020, new prospectuses for each variable universal life product have been updated (with a May 1, 2020 effective date) and are available for order from the Lincoln Fulfillment Center. They are also available on the Lincoln public website: [www.lincolnfinancial.com](http://www.lincolnfinancial.com).

**Reminder from Lincoln Underwriting and New Business:** For business in motion, it is important to deliver a copy of the **2020 Funds Prospectus** for cases issued **after May 1, 2020**.

### Illustration Fund Management Fees for Currently Sold Products

The *Lincoln DesignIt<sup>SM</sup>* Illustration System (v49.0) will illustrate the following changes as of May 11, 2020:

Fund Management Fee	Weighted Average (using assets under management)	0.51% (down from 0.56%)
	Arithmetic Average	0.66% (down from 0.69%)

### Allocation Forms

The allocation forms have been updated with the applicable changes noted above. The new versions of the forms will be available from the forms tool starting on May 11, 2020.

Form #	Form Name	VUL Product
LF06641_5-20	VUL/SVUL Allocations	Use for S/VUL <sup>ONE</sup> Products Only
LF11975_5-20	AssetEdge VUL 2019 Allocations	Use for AssetEdge VUL 2019
LF10975-18_5-20	AssetEdge VUL 2015 Allocations – New York Version	Use for AssetEdge VUL 2015 – New York Version

## Systems and Online Performance Reports

Affected systems including online performance reports, are in the process of being updated and will be completed as of **May 18, 2020**.

## Important Information Regarding Credit and Debit Card Payments

The credit/debit card instructions document for use with Term Life Insurance has been updated to include that other than the currently accepted credit/debit cards (Visa, Discover and Mastercard), no other types of credit/debit cards will be accepted to include American Express, etc.

- Important Information Regarding Credit and Debit Card Payments – Form ID# LF11588 (3/20)

## Secondary Addressee Notification Annual Mailing

*Reprinted from the April 13, 2020 Lincoln Life Leader*

Lincoln Life Customer Service and Claims is preparing for the annual Secondary Addressee Notification mailings. The Secondary Addressee Notification letter is sent out to policy owners to inform them of their right to add and/or change a secondary addressee on their policy. A secondary addressee is a person named by the policyowner who will be notified if a policy is in danger of lapsing. These letters are sent in accordance with state and long-term care regulations related to senior notifications requirements.

The mailing will begin the week ending on May 1, 2020 and continue over a series of weeks.

Policy owners can choose to complete the form to add, change or remove a secondary addressee to their policy and return the completed form to Lincoln. If they do not wish to assign a secondary addressee at this time, there is no action required. For additional questions please contact our Customer Care Center at 1 800-487-1485.

## Stay Compliant: New York Regulation 187 Now in Effect

**Pre-sale training requirements prior to solicitation starting February 1, 2020**

*Reprinted from the February 10, 2020 Lincoln Life Leader*

The New York State Department of Financial Services (NY DFS) best interest Regulation 187 went into effect for **Life Insurance February 1, 2020**. As part of this regulation, Lincoln requires that the NY Regulation 187 Best Interest training course and the Lincoln Life Product Training course are completed prior to soliciting New York business.

Failure to complete these two pre-sale training requirements prior to the application packet being signed and dated will result in the need for new/updated paperwork prior to policy issue. To ensure a more streamlined experience for your clients, we highly recommend that you complete these trainings prior to the effective date.



## Training Availability

Lincoln has partnered with five vendors to provide access to both the New York Regulation 187 Best Interest training and Lincoln's three product specific training modules. Lincoln's three product specific training modules are titled:

- Lincoln Fixed Individual Life Insurance Nov. 2019
- Lincoln Variable Individual Life Insurance Nov. 2019
- Lincoln MoneyGuard Dec. 2019

This step-by-step guide will provide you links to our five vendors' websites that house the training modules as well as visuals on how to access each individual course. If you have not already registered with one of the vendors, that will be your first step. Be sure to include your **NY license information** while registering in order to access the courses.

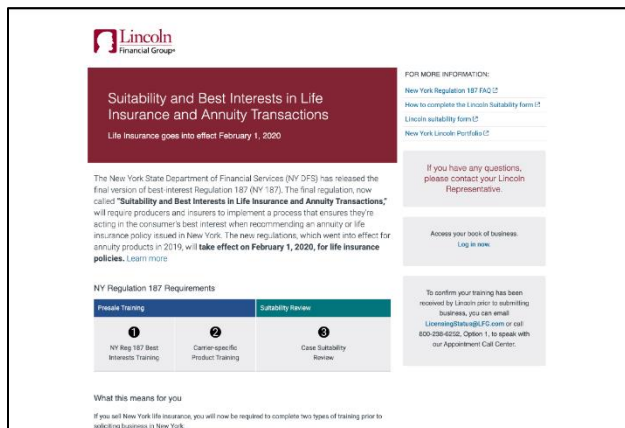
[Accessing NY Regulation 187 training courses \[DOWNLOAD\]](#)

## Additional Information on New York Regulation 187

For more information about New York Regulation 187, its potential impact on your business operations, and what Lincoln is doing to support you, visit [www.LFG.com/Reg187](http://www.LFG.com/Reg187). This landing page contains a general overview of the Regulation and resources like our New York Regulation 187 FAQ and our Suitability form (part of the Best Interest insurer review post application).

[www.LFG.com/Reg187](http://www.LFG.com/Reg187)

## New York Reg 187 FAQs





## State Approvals

Updates since April 13, 2020

No Updates

[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.

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**LCN-3068538-050120**