

# The Lincoln Leader

April 13, 2020 – Vol. 18 Issue 9

## Lincoln Living Well Endorsement

Effective April 13, 2020, on newly issued Lincoln *MoneyGuard*® III policies

Lincoln is dedicated to improving the long-term care planning resources and support available for our policyholders and their loved ones including services such as Lincoln Concierge Care Coordination. As part of that long-standing commitment, we are continuously reviewing our solutions and looking for opportunities to improve contract language.

As a result, effective April 13, 2020, all newly issued Lincoln *MoneyGuard*® III policies will include an endorsement titled Lincoln Living Well, which replaces the Lincoln Concierge Care Coordination contract language, in states where approved.

This contract update provides Lincoln with the flexibility to continue to add a variety of wellness care management tools and new technologies as they become available.

Services and support provided by Lincoln Concierge Care Coordination are available for *MoneyGuard* policyholders.

The endorsement will not retroactively be added to *MoneyGuard* policies that were issued prior to the effective date, however, services offered under Lincoln Living Well will continue for all Lincoln *MoneyGuard*® policy holders.

### Endorsement Availability

The Lincoln Living Well Endorsement will be added to policies in all states where Lincoln *MoneyGuard*® III is available except Florida, New Jersey, North Dakota, South Dakota, Washington and Washington DC.

- We are working diligently for approvals with states that have not approved the endorsement at this time.
- In states without the endorsement, policies will still include an amendment to the Lincoln Concierge Care Coordination contract language.

Please contact your *MoneyGuard* representative for more information.

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## Indexed Account Rate Changes and Illustration Updates

Effective with new indexed account segments opened on or after May 15, 2020, Lincoln will be making changes to the caps, participation rates and spreads on most of the Indexed UL product suite, including the indexed accounts on VUL products.

### Indexed Account Rate Changes

The new rates for each product/indexed account will be

### Currently Sold Indexed Account Portfolio

<i>Lincoln WealthAccumulate® IUL (2019) – 09/16/19</i>			<b>Non – New York</b>	
		<i>Existing Rate</i>	<i>New Rate</i>	<i>New AG 49 Max Illustrated Rate<sup>1</sup></i>
<b>Perform Plus</b> 0% Floor 6% Asset Based Charge deducted when segment opens	Cap	11.75%	<b>11.25%</b>	<b>6.73%</b>
	Index Credit Enhancement (multiplier)	56.00%	<b>56.00%</b>	
	Positive Performance Range <i>Used to determine nonguaranteed Positive Performance Credit (variable multiplier)</i>	0.00% – 136.11%	<b>0.00% – 136.11%</b>	
<b>Perform</b> 0% Floor 4% Asset Based Charge deducted when segment opens	Cap	9.50%	<b>9.00%</b>	<b>5.67%</b>
	Index Credit Enhancement	56.00%	<b>56.00%</b>	
	Positive Performance Range	0.00% – 103.67%	<b>0.00% – 103.67%</b>	
<b>Balance</b> 0% Floor 2% Asset Based Charge deducted when segment opens	Cap	9.50%	<b>9.00%</b>	<b>5.67%</b>
	Index Credit Enhancement	55.00%	<b>55.00%</b>	
<b>Conserve</b> 1% Floor	Cap	8.25%	<b>7.75%</b>	<b>5.67%</b>

<i>Lincoln WealthPreserve® IUL (2019)</i>			<b>Non – New York</b>	
		<i>Existing Rate</i>	<i>New Rate</i>	<i>New AG 49 Max Illustrated Rate<sup>1</sup></i>
<b>Plus</b> 0% Floor 2% Asset Based Charge deducted when segment opens	Cap	9.50%	<b>9.00%</b>	<b>5.67%</b>
	Index Credit Enhancement (multiplier)	56.00%	<b>56.00%</b>	
<b>Conserve</b> 1% Floor	Cap	8.25%	<b>7.75%</b>	<b>5.67%</b>

<i>Lincoln AssetEdge® VUL (2019) and Lincoln AssetEdge® Exec VUL (2019)</i>			<b>Non-New York</b>	
		<i>Existing Rate</i>	<i>New Rate</i>	<i>New AG 49 Max Illustrated Rate<sup>1</sup></i>
<b>Conserve</b> 1% Floor	Cap	8.25%	<b>7.75</b>	<b>5.67%</b>

<i>Lincoln AssetEdge® VUL (2015) – 10/14/19</i>			<b>New York</b>	
<i>All Indexed Accounts have a 1% floor</i>		<i>Existing Rate</i>	<i>New Rate</i>	<i>New AG 49 Max Illustrated Rate<sup>1</sup></i>
<b>1 Year Point-to-Point - Capped</b>	Cap	8.00%	<b>7.25%</b>	<b>5.28%</b>
<b>1 Year Point-to-Point - Uncapped</b>	Participation Rate	46.50%	<b>43.50%</b>	<b>5.28%</b>
<b>1 Year Point-to-Point – High Participation</b>	Participation Rate	140.00%	<b>140.00%</b>	<b>5.28%</b>
	Cap	7.10%	<b>6.65%</b>	

<b>Lincoln WealthAdvantage® Indexed UL – 10/14/19</b>			<b>New York</b>	
<i>All Indexed Accounts have a 1% floor</i>		<b>Existing Rate</b>	<b>New Rate</b>	<b>New AG 49 Max Illustrated Rate<sup>1</sup></b>
1 Year Point-to-Point Capped	Cap	8.00%	<b>7.25%</b>	<b>5.28%</b>
1 Year Point-to-Point Uncapped	Participation Rate	46.50%	<b>43.50%</b>	<b>5.28%</b>
1 Year Point-to-Point – High Participation	Participation Rate	140.00%	<b>140.00%</b>	<b>5.28%</b>
	Cap	7.10%	<b>6.65%</b>	

### Previously Sold Indexed Account Products

<b>Lincoln LifeElements® Indexed UL</b>			<b>Nationwide</b>	
<i>All Indexed Accounts have a 1% floor</i>		<b>Existing Rate</b>	<b>New Rate</b>	<b>New AG 49 Max Illustrated Rate<sup>1</sup></b>
1 Year Point-to-Point Capped	Cap	9.00%	<b>7.50%</b>	<b>5.41%</b>
1 Year Monthly Cap	Cap	3.30%	<b>3.00%</b>	<b>5.41%</b>
1 Year Monthly Average	Spread	1.75%	<b>2.50%</b>	<b>5.41%</b>

<b>Lincoln LifeReserve® Indexed UL</b>			<b>Nationwide</b>	
<i>All Indexed Accounts have a 1% floor</i>		<b>Existing Rate</b>	<b>New Rate</b>	<b>New AG 49 Max Illustrated Rate<sup>1</sup></b>
1 Year Point-to-Point Capped	Cap	9.00%	<b>7.50%</b>	<b>5.41%</b>
1 Year Monthly Cap	Cap	3.30%	<b>3.00%</b>	<b>5.41%</b>
1 Year Monthly Average	Spread	1.75%	<b>2.50%</b>	<b>5.41%</b>

<b>Lincoln LifeReserve® Indexed UL Protector</b>			<b>Nationwide</b>	
<i>All Indexed Accounts have a 1% floor</i>		<b>Existing Rate</b>	<b>New Rate</b>	<b>New AG 49 Max Illustrated Rate<sup>1</sup></b>
1 Year Point-to-Point Capped	Cap	9.00%	<b>7.50%</b>	<b>5.41%</b>
1 Year Monthly Cap	Cap	3.30%	<b>3.00%</b>	<b>5.41%</b>
1 Year Monthly Average	Spread	1.75%	<b>2.50%</b>	<b>5.41%</b>

<b>Lincoln LifeReserve® Indexed UL Accumulator</b>			<b>Non – New York</b>	
<i>All Indexed Accounts have a 1% floor</i>		<b>Existing Rate</b>	<b>New Rate</b>	<b>New AG 49 Max Illustrated Rate<sup>1</sup></b>
1 Year Point-to-Point Capped	Cap	10.00%	<b>8.50%</b>	<b>6.04%</b>
1 Year Monthly Cap	Cap	3.60%	<b>3.30%</b>	<b>6.04%</b>
1 Year Monthly Average	Spread	1.25%	<b>2.00%</b>	<b>6.04%</b>

<b>Lincoln LifeReserve® Indexed UL Accumulator</b>			<b>New York</b>	
<i>All Indexed Accounts have a 1% floor</i>		<b>Existing Rate</b>	<b>New Rate</b>	<b>New AG 49 Max Illustrated Rate<sup>1</sup></b>
1 Year Point-to-Point Capped	Cap	9.50%	<b>8.00%</b>	<b>5.79%</b>
1 Year Monthly Cap	Cap	3.45%	<b>3.15%</b>	<b>5.79%</b>
1 Year Monthly Average	Spread	1.50%	<b>2.25%</b>	<b>5.79%</b>

<b>Lincoln LifeReserve® Indexed UL Accumulator (2014)</b>			<b>Non – New York</b>	
<i>All Indexed Accounts have a 1% floor</i>		<b>Existing Rate</b>	<b>New Rate</b>	<b>New AG 49 Max Illustrated Rate<sup>1</sup></b>
1 Year Point-to-Point Capped	Cap	10.00%	<b>8.50%</b>	<b>6.04%</b>
1 Year Point-to-Point Uncapped	Participation Rate	54.50%	<b>48.50%</b>	<b>6.04%</b>
1 Year Point-to-Point – High Participation	Participation Rate	140.00%	<b>140.00%</b>	<b>6.04%</b>
	Cap	8.80%	<b>7.90%</b>	

<b>Lincoln LifeReserve® Indexed UL Accumulator (2014)</b>			<b>New York</b>	
<i>All Indexed Accounts have a 1% floor</i>		<b>Existing Rate</b>	<b>New Rate</b>	<b>New AG 49 Max Illustrated Rate<sup>1</sup></b>
1 Year Point-to-Point Capped	Cap	9.50%	<b>8.00%</b>	<b>5.79%</b>
1 Year Point-to-Point Uncapped	Participation Rate	52.00%	<b>46.00%</b>	<b>5.79%</b>
1 Year Point-to-Point – High Participation	Participation Rate	140.00%	<b>140.00%</b>	<b>5.79%</b>
	Cap	8.30%	<b>7.40%</b>	

<b>Lincoln WealthAdvantage® Indexed UL (2015)</b>			<b>Non – New York</b>	
<i>All Indexed Accounts have a 1% floor</i>		<b>Existing Rate</b>	<b>New Rate</b>	<b>New AG 49 Max Illustrated Rate<sup>1</sup></b>
1 Year Point-to-Point Capped	Cap	8.50%	<b>7.75%</b>	<b>5.67%</b>
1 Year Point-to-Point Uncapped	Participation Rate	49.00%	<b>46.00%</b>	<b>5.67%</b>
1 Year Point-to-Point – High Participation	Participation Rate	140.00%	<b>140.00%</b>	<b>5.67%</b>
	Cap	7.60%	<b>7.15%</b>	

<b>Lincoln WealthAdvantage® Indexed UL (2015)</b>			<b>New York</b>	
<i>All Indexed Accounts have a 1% floor</i>		<b>Existing Rate</b>	<b>New Rate</b>	<b>New AG 49 Max Illustrated Rate<sup>1</sup></b>
1 Year Point-to-Point Capped	Cap	8.00%	<b>7.25%</b>	<b>5.28%</b>
1 Year Point-to-Point Uncapped	Participation Rate	46.50%	<b>43.50%</b>	<b>5.28%</b>
1 Year Point-to-Point – High Participation	Participation Rate	140.00%	<b>140.00%</b>	<b>5.28%</b>
	Cap	7.10%	<b>6.65%</b>	

<b>Lincoln WealthAccumulate® IUL (2018) - 05/14/18</b>			<b>Non – New York</b>	
		<b>Existing Rate</b>	<b>New Rate</b>	<b>New AG 49 Max Illustrated Rate<sup>1</sup></b>
<b>Perform</b> 0% Floor 1% Asset Based Charge deducted when segment opens	Cap	9.50%	<b>9.00%</b>	<b>5.67%</b>
	Index Credit Enhancement (multiplier)	32.00%	<b>32.00%</b>	
<b>Balance</b> 0% Floor	Cap	9.50%	<b>9.00%</b>	<b>5.67%</b>
	Index Credit Enhancement	8.00%	<b>8.00%</b>	
<b>Conserve</b> 1% Floor	Cap	8.25%	<b>7.75%</b>	<b>5.67%</b>

<b>Lincoln WealthAccumulate® IUL (2019) - 02/11/19</b>			<b>Non – New York</b>	
		<b>Existing Rate</b>	<b>New Rate</b>	<b>New AG 49 Max Illustrated Rate<sup>1</sup></b>
<b>Perform Plus</b> 0% Floor 6% Asset Based Charge deducted when segment opens	Cap	11.75%	<b>11.25%</b>	<b>6.73%</b>
	Index Credit Enhancement (multiplier)	56.00%	<b>56.00%</b>	
	Positive Performance Range <i>Used to determine nonguaranteed Positive Performance Credit (variable multiplier)</i>	0.00% – 136.11%	<b>0.00% – 136.11%</b>	
<b>Perform</b> 0% Floor 4% Asset Based Charge deducted when segment opens	Cap	9.50%	<b>9.00%</b>	<b>5.67%</b>
	Index Credit Enhancement	56.00%	<b>56.00%</b>	
	Positive Performance Range	0.00% – 103.67%	<b>0.00% – 103.67%</b>	
<b>Balance</b> 0% Floor 2% Asset Based Charge deducted when segment opens	Cap	9.50%	<b>9.00%</b>	<b>5.67%</b>
	Index Credit Enhancement	28.00%	<b>28.00%</b>	
	Positive Performance Range	0.00% – 69.11%	<b>0.00% – 69.11%</b>	
<b>Conserve</b> 1% Floor	Cap	8.25%	<b>7.75%</b>	<b>5.67%</b>

<b>Lincoln WealthPreserve® Survivorship IUL</b>		<b>Non – New York</b>		
<i>All Indexed Accounts have a 1% floor</i>		<i>Existing Rate</i>	<i>New Rate</i>	<i>New AG 49 Max Illustrated Rate<sup>1</sup></i>
1 Year Point-to-Point Capped	Cap	9.00%	<b>8.25%</b>	<b>5.92%</b>
1 Year Point-to-Point Uncapped	Participation Rate	52.00%	<b>49.00%</b>	<b>5.92%</b>
1 Year Point-to-Point – High Participation	Participation Rate	140.00%	<b>140.00%</b>	<b>5.92%</b>
	Cap	8.30%	<b>7.85%</b>	

<b>Lincoln WealthPreserve® Survivorship IUL</b>		<b>New York</b>		
<i>All Indexed Accounts have a 1% floor</i>		<i>Existing Rate</i>	<i>New Rate</i>	<i>New AG 49 Max Illustrated Rate<sup>1</sup></i>
1 Year Point-to-Point Capped	Cap	8.75%	<b>8.00%</b>	<b>5.79%</b>
1 Year Point-to-Point Uncapped	Participation Rate	51.00%	<b>48.00%</b>	<b>5.79%</b>
1 Year Point-to-Point – High Participation	Participation Rate	140.00%	<b>140.00%</b>	<b>5.79%</b>
	Cap	8.05%	<b>7.60%</b>	

<b>Lincoln AssetEdge® VUL (2015) and Lincoln AssetEdge® Exec VUL (2015)</b>		<b>Nationwide</b>		
<i>All Indexed Accounts have a 1% floor</i>		<i>Existing Rate</i>	<i>New Rate</i>	<i>New AG 49 Max Illustrated Rate<sup>1</sup></i>
1 Year Point-to-Point - Capped	Cap	8.50%	<b>7.75%</b>	<b>5.67%</b>
1 Year Point-to-Point - Uncapped	Participation Rate	49.00%	<b>46.00%</b>	<b>5.67%</b>
1 Year Point-to-Point – High Participation	Participation Rate	140.00%	<b>140.00%</b>	<b>5.67%</b>
	Cap	7.60%	<b>7.15%</b>	

<b>Lincoln AssetEdge® VUL (2015) and Lincoln AssetEdge® Exec VUL (2015)</b>		<b>New York</b>		
<i>All Indexed Accounts have a 1% floor</i>		<i>Existing Rate</i>	<i>New Rate</i>	<i>New AG 49 Max Illustrated Rate<sup>1</sup></i>
1 Year Point-to-Point - Capped	Cap	8.00%	<b>7.25%</b>	<b>5.28%</b>
1 Year Point-to-Point - Uncapped	Participation Rate	46.50%	<b>43.50%</b>	<b>5.28%</b>
1 Year Point-to-Point – High Participation	Participation Rate	140.00%	<b>140.00%</b>	<b>5.28%</b>
	Cap	7.10%	<b>6.65%</b>	

1 - AG 49 Max Illustrated Rate is before any bonus or multiplier

For additional information on indexed account rates, including guaranteed and non-guaranteed elements, please view Lincoln’s [Current and Historic Declared Rates flier](#).

### Illustration Software Updates

If you have an active internet connection, the **Lincoln DesignIt<sup>SM</sup> platform (v.48.0 D)** and **Lincoln Inforce Platform (v.26.0)** will automatically update on April 13, 2020, to reflect the indexed account rate changes and new maximum illustrated rates. If you need to download software, it is available on the Lincoln producer websites or from Field Office Technicians.

### Illustration Transition Rules

The illustration software will be updated April 13, 2020 reflecting all indexed account changes.

To coincide with the illustration software update on April 13, 2020, in anticipation of the new indexed account rates effective with new segments opened on or after May 15, 2020, **all policies “sold” on or after April 13, 2020 will require an accompanying illustration with the new software version numbers noted above. Therefore, it is imperative to accept the April 13, 2020 illustration software updates. There will be no exceptions to this rule.**

- Lincoln defines the “sold” date as formal applications that are signed, dated and received in Lincoln’s home office in-good-order on or after April 13, 2020.

- As of April 13, 2020, requests for revised illustrations to accommodate a higher rate of return for any policies “sold” prior to April 13, 2020 will not be allowed.
- Policies placed in force with premium **on or after April 16, 2020**, must use illustration version **48.0.D**.
- Indexed Account Segments opened on or after May 15, 2020 will be subject to the new indexed account rates, regardless of policy “sold” date.

Effective with the April 13, 2020 illustration release, maximum illustrated rates for all currently and previously sold indexed UL products will be adjusted to meet the illustration standards required under Actuarial Guideline 49 (AG49). While not specifically required under AG49, for consistency, Lincoln will apply the changes to all states, including New York as well as to variable universal life products with indexed accounts.

Using the AG49 Benchmark Indexed Account lookback methodology to determine the maximum illustrated rate for each product, these requirements include:

- A historical lookback period of S&P 500® Index Returns (excluding dividends) dating back 66 years.
- The current declared cap from closest product account translated to the hypothetical Benchmark Indexed Account. Lincoln will use the new 1YR PTP Capped Account - Cap effective with new segments opened on or after May 15, 2020.

The charts above contain the new AG49 Maximum Illustrated Rate.

### Reference Material

The online version of the following reference materials is available by clicking on the name of the document below and can also be accessed through the Individual IUL product sections of the Lincoln producer websites under Product Details > Resources Tab.

Document Name	Content
<a href="#">Indexed UL Rates – Current</a>	Provides Indexed UL rates for currently sold products effective with new segments opened on or after May 15, 2020.
<a href="#">Indexed UL Rates – Current and Historical</a>	Provides Indexed UL rates for currently and previously sold products beginning with the new product introduction through rates effective for new segments opened on or after May 15, 2020.
<a href="#">Frequently Asked Questions</a>	Provides talking points to help answer questions you may receive from customer.

### Marketing Material

All impacted marketing materials are being assessed and updated as necessary. All updated materials will be made available on the various Lincoln websites and will be available for order from the Lincoln Literature Fulfillment Center prior to the May 15, 2020 new segment effective date.

## Pricing Update: *Lincoln TermAccel*<sup>®</sup> Level Term (2019) – 04/13/20

Effective **April 13, 2020**, Lincoln is announcing pricing adjustments to *Lincoln TermAccel*<sup>®</sup> Level Term (2019). *Lincoln TermAccel*<sup>®</sup> offers an entirely electronic, streamlined Tele-App process with fully automated underwriting and no APS requirement.

### Pricing Update

- Premium increases vary with an average increase of 1.7%
- The majority of premiums, in our core cells for all term durations, remain in the top 5 in competitive scenarios.
  - Core cells are non-tobacco, ages 30-60 and face amounts of \$250,000 - \$1,000,000

### Transition Rules

For states that are approved at rollout, there is a 30-day transition period which begins on **April 13, 2020 and ends on May 13, 2020**. During the transition period:

- **New applications received and applications currently in underwriting** will automatically receive the lowest rates available.
- **For policies already issued** Lincoln will accept a written request to change to the *Lincoln TermAccel*<sup>®</sup> (2019) – 04/13/20 rates.
- **For policies already placed** Lincoln will not allow rewrites to the *Lincoln TermAccel*<sup>®</sup> (2019) – 04/13/20 rates.
- **For states approved after rollout** the above will automatically apply based on the availability date. *Lincoln TermAccel*<sup>®</sup> (2019) is not available in New York.

[Click here](#) to view the term state availability grid.

### Illustration Availability

Illustrations for *Lincoln TermAccel*<sup>®</sup> (2019) – 04/13/20 will be run on ***Lincoln DesignIt*<sup>SM</sup> Illustration System (v48.0 D)**. If you have an active internet connection, the software will automatically update to include the new rates on April 13, 2020. If you need to download the *Lincoln DesignIt*<sup>SM</sup> illustration system, it will be available on the Lincoln producer websites or from Field Office Technicians.

### Available Riders

The following riders are available on all versions of *Lincoln TermAccel*<sup>®</sup> (see state availability):

- Accelerated Benefit Rider
- Waiver of Premium Benefit
- Children's Level Term Insurance Benefit Rider

# Temporary Life Underwriting Guideline Updates

COVID-19 underwriting guideline changes effective April 13, 2020

The spread of the coronavirus (COVID-19) continues to affect every aspect of the way we live and work. During these unprecedented times, Lincoln is committed to proactively managing our business to ensure we are operating responsibly and remaining focused on serving our customers and producers. Our Leading-Edge Underwriting philosophy has not changed. However, we must implement temporary changes to our underwriting guidelines to effectively navigate the risks associated with the pandemic.

**Beginning Monday, April 13, 2020**, the following updates will apply to all pending and new submissions of Lincoln individual life insurance policies, including Lincoln *MoneyGuard*®. Lincoln will re-evaluate our position in June 2020, as the COVID-19 pandemic evolves, and/or as the Centers for Disease Control and Prevention (CDC) and World Health Organization (WHO) gives further guidance.

**PLEASE NOTE: These changes are temporary, subject to change, and will override any underwriting guidelines currently published in Lincoln's marketing or reference material.**

## Life Insurance Underwriting Updates

The following updates are temporary and will apply to all Term, Universal Life, Indexed Universal Life and Variable Universal Life policies. Formal applications in a *QUOTE*, *APPROVED*, *ISSUED* or *PLACED* status as of April 13, 2020 will not be impacted.

### Internal Retention

**Lincoln's Internal Retention will be reduced to the following limits:**

- \$5 million maximum limit for term and permanent products
- Available up to age 65 only
- Preferred Plus, Preferred and Standard rate classes only

### Table Reduction Program (TRP)

**Temporary Table Reduction Program Guidelines:**

- Ages up to 65: No changes to current TRP guidelines
- Ages 66-70: Limited offers with consideration up to Table 2 only. All other classes will be postponed
- Ages 71 and up: No changes to current TRP guidelines; TRP not available

### Postpones

**All cases meeting the following criteria will be postponed:**

- Ages 65 and under, rated Table 5 and higher
- Ages 66-79, rated Table 3 and higher
- Ages 80-85, all classes

### Accelerated Benefit Riders (ABR)

**The rider will be declined for all applications for an ABR meeting the following criteria:**

- Ages 70 and up, with sub-standard rate classes
- Applicable for *Lincoln Care Coverage*® ABR and *Lincoln LifeEnhance*® ABR only

The base life insurance policy will continue to be reviewed for an Underwriting offer.



## Lincoln MoneyGuard® Underwriting Updates

The following updates apply to all Lincoln MoneyGuard® policies. Formal applications in a *QUOTE*, *APPROVED*, *ISSUED* or *PLACED* status as of April 13, 2020 will not be impacted.

### Postpones

**All cases meeting the following criteria will be postponed:**

- Ages 70 and up, deemed to be sub-standard, up to Table 4  
(Lincoln currently issues Lincoln MoneyGuard® cases up to Table 4 at a standard rating)

After the COVID-19 Underwriting restrictions have been lifted, clients who would have been eligible prior to this update could be considered for the Lincoln MoneyGuard® product available in the market at the time of the offer.

## Frequently Asked Questions

We know that you may have questions regarding these temporary Underwriting guidelines and the impact they could have on your business. If you have additional questions about these updates, please contact your dedicated Lincoln Underwriting team. For other questions related to COVID-19 Underwriting & New Business impact, reference the [Life Operations FAQs](#).

For these temporary underwriting guidelines, is Lincoln basing offers on attained age or insurance age?

Insurance age will be used.

If I received a tentative written offer on a Trial application prior to 4/13/20 for a case now impacted by the temporary guidelines, will Lincoln honor the quote?

No, the Trial tentative written offer will not be honored. When a formal application is submitted, it will be subject to the temporary underwriting guidelines.

If my case is in a *QUOTE* status, on a formal application (subject to receipt of additional information), received prior to 4/13/20, will these temporary guidelines now apply to my case?

For internal retention cases, see question 4.

No. For a formal application, cases in a *QUOTE* status will be honored so long as the additional information is received as expected.

If I received a tentative written offer on a Trial application, prior to 4/13/20, for an **Internal Retention amount** above the new temporary maximum limits, will Lincoln honor the quote?

If the case is not in a *QUOTE* status, the formal application will be subject to the temporary underwriting guidelines in place.

Yes. The written offer will be honored **as long as the formal application is received by Lincoln no later than April 24, 2020.**

If my case is in a *QUOTE*, *APPROVED*, *ISSUED*, or *PLACED* status as of 4/13/20, will my case be impacted by these temporary guidelines?

No, we are not pulling back offers for cases that were already in a quote, approved, issued or placed status by 4/13/20.

The temporary guidelines will only apply to pending cases not already in *QUOTE*, *APPROVED*, *ISSUED* or *PLACED* status as of 4/13/20 and any new submissions on or after 4/13/20.

How does Lincoln define cases in a QUOTE, APPROVED, ISSUED or PLACED status?

**QUOTE:** The underwriter has made a written offer and updated the case to a *QUOTE* status in the system. There could be outstanding requirements that are needed to issue the case.

**APPROVED:** All issue-restrictive requirements have been received and the underwriting decision has been deemed acceptable by the client.

**ISSUED:** The policy/contract has been issued. **PRINT:** Policy has been printed, bound and mailed to the agent for delivery to the client. **ELECTRONIC:** ePolicy Delivery package has been initiated.

**PLACED:** The policy/contract has been placed in force.

If Lincoln approved a case prior to 4/13/20, and now the client wants a policy change, including an increase to the face amount, will the new temporary guidelines apply as a result of the change?

Yes. For any face amount increase or other policy change(s) that would require a new underwriting review, the temporary underwriting guidelines would apply. The client would also be required to sign another Declaration of Insurability Form after policy issue.

If my case was previously incomplete, withdrawn or postponed and reopened on or after 4/13/20, will these temporary underwriting guidelines now apply?

Yes. These guidelines will apply to any pending case or new submission as of 4/13/20. Reopened cases are considered new submissions but would retain the original policy number as long as the application date and medical information is still valid.

Were there any changes to Lincoln's auto-reinsurance pool?

No. Lincoln's auto-bind remains the same at \$60 million.

Is Lincoln planning to expand Lab-Free consideration for higher face amounts?

No. Lincoln Underwriting & New Business is comfortable with our current risk profile and competitiveness of Lab-Free consideration for Tele-App submissions of cases up to \$1 million for clients age 60 and under, for all preferred plus, all preferred and most standard-rate classes.

If a full application was submitted for a case that meets Lincoln's criteria for lab-free consideration, the agent can request a switch to the *LincXpress*® Tele-App. The client will be required to complete a full Tele-App interview and the lab-free determination will be made during the underwriting process but is not guaranteed. Contact your New Business Associate to get started. [Details here.](#)

Will Lincoln make an offer with a Flat Extra?

Yes. Lincoln will accept a Flat Extra up to \$5 per \$1,000.

Will Lincoln make an offer for a Table Rating with Flat Extra?

No. Any table rating with Flat Extra will be declined.

If my client was postponed for Lincoln *MoneyGuard*® based on the temporary guidelines, can Lincoln re-open the case or will my client need to submit a new application and reapply?

Lincoln will re-open the case for consideration.

After the COVID-19 Underwriting restrictions have been lifted, clients who would have been eligible prior to this update could be considered for the Lincoln *MoneyGuard*® product available in the market at the time of the offer.

How does Lincoln define “sub-standard” for Lincoln <i>MoneyGuard</i> ® cases?	Table 2-4 would be considered sub-standard. Lincoln does not make offers above Table 4 for <i>MoneyGuard</i> .
Will any changes be made to Lincoln’s Illustration software based on these temporary restrictions?	These underwriting updates are temporary; therefore, no changes will be made to the software.
Is Lincoln planning to postpone cases for “front line COVID-19” healthcare workers?	No. Lincoln is not taking any action against healthcare workers or first responders.
How long will the postpone period be?	The postpone period will last until the risks associated with COVID-19 have been lessened, as determined by Lincoln Management, at our sole discretion.

## Temporary Underwriting Updates – *previously announced*

Lincoln will re-evaluate our position in June 2020, as the COVID-19 pandemic evolves, and/or as the Centers for Disease Control and Prevention (CDC) and World Health Organization (WHO) gives further guidance.

PLEASE NOTE: These changes are temporary, subject to change, and will override any underwriting guidelines currently published in Lincoln’s marketing or reference material.

### Underwriting Guidelines for Foreign Travel

The following updates apply to all Lincoln life insurance applications, including Lincoln *MoneyGuard*® Solutions.

- **Underwriting offers will be postponed indefinitely for:**
  - Any travel planned to a Level 3 country identified by the CDC, intended to be completed by June 30, 2020, or 14 to 30 days after the CDC lowers the alert status
- **Indication of planned travel after June 30, 2020, to a Level 3 country identified by the CDC will be evaluated on a case by case basis depending on the situation.** Postponement is likely, but limited face amount options could be considered depending on the age and county travelled to
- If travel plans to a Level 3 country are cancelled or delayed until travel is determined to be safe by the CDC, Lincoln will amend the application and proceed with completing the underwriting process
- Each situation will be evaluated on its own merits and we will provide further guidance as more information is known about the pandemic status
- CDC website [[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)]

## Verification of Health Status

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**. This 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 DOI form is required to be signed after policy issue and will be a Delivery Requirement. For 1035 Exchanges, the DOI form will be required to initiate the exchange. 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.

## Underwriting & New Business – Partnering with You

### Obtaining medical records, labs and other requirements

- As states are continuing to implement stay-at-home orders, along with facility closures and other state restrictions, we recognize that you may experience delays as a result of the inability to retrieve an APS and medical records, criminal reports and/or obtain exams or labs. While these requirements will not be waived, to help keep business moving forward, Lincoln will:
  - Attempt to obtain information needed for Underwriting in alternative ways, including but not limited to: obtaining Electronic Medical Records, PHI calls for medical history information and/or clarification, Claims Billing Data, and asking the client to obtain medical information from their Patient Portal(s)
  - Work with clients to schedule exams and/or obtain necessary information as normal business operations begin to resume, including scheduling out farther than the current 45-day limit
  - Honor insurance applications for 1 year from the date of submission and Lincoln will keep the file open as we work to obtain outstanding requirements
  - As vendors are making updates to their processes, we are committed to helping keep you informed here: [Vendor Service Impacts](#). The information included in this document is updated frequently and is subject to change at any time. You can also find a link to this information on our agent-approved landing page: [www.LFG.com/GoDigital](http://www.LFG.com/GoDigital).

### Working from home and doing business electronically

- Lincoln offers options for you to conduct business digitally with your clients – from policy submission to policy delivery, and in between. The following resources will help guide you through the process:

#### Conducting business

- [Policy Submission Guide](#)
- [Policy Delivery Guide](#)
- [Self-Service Pending Case Status](#)

#### Obtaining Signatures & Requirements

- [Photo Image Acceptance](#)
- [eNIGO](#)
- [DocuSign eSignature](#)

## NEW – Full Application to *LincXpress*® Tele-App

Available beginning April 13, 2020

With the continued spread of COVID-19, states are continuing to implement stay-at-home orders and other restrictions which may cause a delay in Lincoln receiving the necessary exam and lab results. Additionally, our vendors are seeing an increase in the number of applicants rescheduling or cancelling their exam appointments due to hesitancy of an examiner entering their home.

To help you continue to do business with Lincoln in the most efficient and effective manner and to help prevent delays due to exams and labs, for cases that meet Lincoln's Lab-Free criteria, agents can now easily switch a pending full application submission to a *LincXpress*® Tele-App ticket and be considered for the lab-free process.

### What You Need to Know

**A process switch to the *LincXpress*® Tele-App is only available for pending cases that meet the criteria for Lab-Free consideration, including:**

- Client is between the ages of 18-60
- Face amount is \$1 million or less
- A decision for the Lab-Free process will be made during underwriting and is not guaranteed. If labs and vitals are required, Lincoln will order them
- If the original case was submitted for a face amount over \$1 million, the face amount **must be reduced to \$1 million or less to be considered for the Lab-Free process**
- Available for *Lincoln LifeElements*® Level Term and all UL, IUL, VUL, products (including survivorship)
- ***LincXpress*® Tele-App, including lab-free consideration, is not available in New York**
- For more details on the *LincXpress*® Tele-App or Lab-Free process, reference the following:
  - [LincXpress® Tele-App Agent Guide](#)
  - [Lab-Free Prequalification Guide](#)

### Getting Started

**Traditional Paper Application/eApp switch to a *LincXpress*® paper ticket.**

- Agent submits a written or email request to the Lincoln New Business Associate (NBA) indicating a request to the switch to a *LincXpress*® paper ticket
- Once received, the NBA will withdraw the full application and generate a new policy number for the Tele-App case
- Case will be reviewed for any outstanding requirements. The client's phone number will be required for completion of the Tele-App interview
- After the case is deemed in-good-order, Lincoln sends an email to the client with a link to schedule their tele-app interview
- **Please note: The client will be required to complete a full Tele-App interview**

**Traditional Paper Application/eApp switch to a *LincXpress*® eTicket**

- Agent submits a written or email request to the Lincoln New Business Associate (NBA) indicating a request to the switch to a *LincXpress*® eTicket
- Once received, the NBA will withdraw the case submitted via a full application
- Agent will submit a new eTicket online
- **Please note: The client will be required to complete a full Tele-App interview**

## Other Information

- If a Temporary Insurance Agreement (TIA) was submitted with the original application and is deemed in-good-order and is not expired, it will carry over to the new case.
- **As a reminder, if the client has applied for a *Lincoln LifeElements*<sup>®</sup> Term, UL, IUL or VUL product, a product switch to *Lincoln TermAccel*<sup>®</sup> will not be allowed.** *Lincoln TermAccel*<sup>®</sup> rates are based on a streamlined, fully-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 *Lincoln LifeElements*<sup>®</sup> Level Term.
- For more information on Lincoln's policy submission options, view the [Lincoln Policy Submission Guide](#).

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

## Secondary Addressee Notification Annual Mailing

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.

## United States Postal Service – International Temporary Service Suspension

Due to service disruptions related to the COVID-19 pandemic, the United States Postal Service<sup>™</sup> (USPS) received notice that various postal operators are no longer able to process or deliver international mail or services originating from the United States (U.S.).

As a result, effective April 3, 2020, the Postal Service<sup>™</sup> is currently unable to accept items destined for affected countries at any Post Office<sup>®</sup> or postal facility location, until further notice.

Lincoln has been asked to refrain from submitting postal items addressed to any of the impacted countries into the USPS system effective immediately.

For policy disbursements and death benefits, we will work closely with policyowners and beneficiaries in impacted countries to obtain required bank documentation, so that funds may be disbursed via electronic wire.

This [link](#), provides more information from the Postal Service<sup>™</sup> including the list of impacted countries.

# Lincoln Support for Policy Owners Impacted by COVID-19

*Reprinted from the April 06, 2020 Lincoln Life Leader*

We remain focused on helping our policy owners during these challenging and unprecedented times. Lincoln holds firm its commitment to be there for our customers when they need us most. As a result, we will temporarily adjust several of our business processes for individual life insurance policyholders impacted by COVID-19, including:

## Premium Payments

- Upon request, any policyholder with COVID19-related hardships will be offered a 60-day grace period extension.
- Automatic bank-drafts will continue as usual but may be discontinued upon customer request
- Adjustments to premium mode will be made upon request
- We offer several ways to make payment, including electronic fund transfer, home banking, wire transfer, check and payment by phone in select cases

## Loans and Withdrawals

- Loans and withdrawals will be expedited upon request

## Claims

- We will continue to ensure expeditious review of claims, exploring all possible methods for approval
- We will review beneficiaries' individual circumstances before considering funds unclaimed

Please note, any adjustments are on a case-by-case basis and will comply with any formal direction provided to Lincoln by the varying state Insurance Departments.

Customers should contact Lincoln Financial Group with any questions or to request any of the above-mentioned adjustments. We are available to assist at (800) 487-1485, Monday – Friday, 8 a.m. to 6 p.m. ET.

Remember, Lincoln offers many digital ways to do business with us. Customers and Financial Professionals can view information online and complete select service requests, such as address changes and fund transfers, at LincolnFinancial.com, 24/7. We also offer an online option for claim notification and e-Signature for claimant statements. To register, please visit: LincolnFinancial.com and select **Log In/Register** in the upper right-hand corner.

We'll continue to provide up-to-date information on the actions we are taking so you can confidently communicate with policy owners during this rapidly evolving situation. Please visit <https://www.lfg.com/public/COVID-19/Life> or <https://lincoln-financial.lfd.com/GoDigital> for current FAQs.

# Policy Prints Temporarily Suspended

Lincoln Life and MoneyGuard® effective March 27, 2020

Reprinted from the March 30, 2020 Lincoln Life Leader

During this rapidly changing environment, Lincoln is operating with an abundance of caution and closely following the guidance of the Centers for Disease Control (CDC). Helping to protect the health and welfare of our employees is among our top priorities. On March 16, 2020, Lincoln implemented a mandatory work-from-home for the majority of employees, including the Underwriting and New Business Team.

Beginning March 30, 2020, all underwriting and new business employees will operate under the mandatory work-from-home guidance and therefore we will not be printing life insurance policies from our office for an undetermined amount of time.

## What You Need to Know

- For policies issued on or after 12:00pm ET on Friday, March 27, 2020, traditional paper policy prints will be unavailable for all life insurance products, including Lincoln MoneyGuard® solutions
- Electronic policy delivery (ePolicy Delivery) and PDF policy delivery options will remain available and must be leveraged for policy delivery during this time when paper policies are unavailable
- If you would like to receive a duplicate printed paper policy after offices re-open and normal business operations resume, please notify your Lincoln New Business Associate. (subject to firm approval, if applicable, and not available for Lincoln TermAccel®)
- Please contact your dedicated Lincoln Underwriting and New Business Team with questions or to get set-up for ePolicy Delivery

## Policy Delivery Options

Reference the Policy Delivery Guides below for details on available options:

**Lincoln Life Policy Delivery Options**  
Life insurance products, including Lincoln MoneyGuard®

For policies issued on or after 12:00pm ET on Friday, March 27, 2020, traditional paper policy prints will temporarily be unavailable for all life insurance products. Electronic policy delivery and PDF policy delivery will remain available.

Please contact your dedicated Lincoln Underwriting and New Business team with any questions or to get set up with ePolicy Delivery.

	DocFast eSignature® ePolicy Delivery	DocuSign Live™ ePolicy Delivery	Digital PDF Policy	Traditional Print Policy
<b>What it is?</b>	Secure online review of policy, with electronic signing for agent and client. After all signing parties have completed the process, the policy is immediately available for download.		Digital download of Policy PDF for review.	
<b>Product</b>	All Term, UL, RA, VUL, Lincoln MoneyGuard®	Lincoln MoneyGuard® only*	Lincoln (all products), Term, UL, RA, VUL, Lincoln MoneyGuard® (not available for Lincoln TermAccel®)	Temporarily unavailable for policies issued on or after 12:00pm ET on Friday, March 27, 2020
<b>Workflow</b>	Determined by agency Agency → Agent → Client Agent → Client	Agent → Client	Determined by agency Agency → Agent → Client	
<b>How to access</b>	1. You must be registered for DocFast through Pipeline 2. Email link to: LINCOLNLIFE@LINCOLNLIFE.COM/DocFast 3. Indicate delivery by the method on the Cover Letter	Indicate eDelivery as the method on the Cover Letter	1. Lincoln producer pending website (self-service download) 2. Request Secure Email from Lincoln New Business Associate. Indicate on Cover Letter	To request a printed policy to be mailed at a later date, please notify your Lincoln New Business Associate. (not available for Lincoln TermAccel®)
<b>Other</b>	Subject to firm approval. Initial DocFast setup may take up to 2 weeks.	Subject to firm approval	Delivery Notice Options: 1. Wet Signature – email or fax to Lincoln 2. Download – if an agreement with Lincoln is public, the delivery notice can be downloaded. Download for an signature.*	

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## Policy Delivery Options

**Lincoln Policy Delivery**  
What options are available for Individual Life Insurance Products?

**NOTICE: Traditional Paper Policy Prints Temporarily Unavailable**

All Underwriting and New Business employees are operating under a mandatory work-from-home guidance and therefore we will not be printing life insurance policies from our office for an undetermined amount of time.

**What you need to know**

- For policies issued on or after 12:00pm ET on Friday, March 27, 2020, traditional paper policy prints will be unavailable for all life insurance products, including Lincoln MoneyGuard® solutions.
- Electronic policy delivery (ePolicy Delivery) and PDF policy delivery options will remain available and must be leveraged for policy delivery during this time when paper policies are unavailable.
- If you would like to receive a duplicate printed paper policy after offices re-open and normal business operations resume, please notify your Lincoln New Business Associate. (subject to firm approval, if applicable, and not available for Lincoln TermAccel®)
- Policy Print Notice Communication (PNCN000002)

**Digital Policy Delivery Options**

The following options will be available for policy delivery of life insurance and Lincoln MoneyGuard® policies and must be leveraged beginning for policies issued after 12:00 p.m. ET on March 27, 2020.

1. Electronic Policy Delivery (ePolicy Delivery)
2. Digital Policy PDF Delivery

**PDF** (not available for Lincoln TermAccel®)

**Lincoln Policy Delivery Options Comparison (0000000000)**

Contact your dedicated Lincoln Underwriting and New Business team with any questions.

**PLEASE NOTE:** All digital policy delivery options are subject to firm and/or state availability.

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## Policy Delivery Guide

All-in-One Guide for Policy Delivery



# Access the Latest News and Updates: 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: [LFG.com/GoDigital](https://www.lfg.com/GoDigital). Here, you will find:

- Latest News **\*UPDATED April 13, 2020\***
- Life Operations FAQs **\*UPDATED April 13, 2020\***
- **NEW** Temporary Underwriting Updates
- Policy Submission & Delivery Guides, Vendor Service Impacts, and more!

The image shows two overlapping screenshots of the Lincoln Financial Group website. The background screenshot is a landing page titled "Work from Home with Lincoln" with a red header. It features a "TIMELY RESOURCES" section with links for "Latest News", "Building Confidence in Times of Crisis", "Building Trust with Clients", and "Lincoln's Strength and Stability Filer". A red arrow points to the "Latest News" link. Below this is a "PROCEDURAL CHANGES" section with a list of documents including "Life Operations FAQs", "Vendor Service Impact", "Foreign Travel Underwriting Updates", "Policy Print Delivery Impact", "Policy Submission Guide", "Policy Delivery Guide", and "DocuSign eSignature Guide". The foreground screenshot is a "Life Operations COVID-19 Impacts" page with a "Frequently Asked Questions" section. The questions include: "How is Lincoln's Life Underwriting & New Business team operating in the current environment?", "Is Lincoln able to continue working at full capacity while working from home?", and "How is Lincoln's Life Underwriting & New Business team operating in the current environment?". The answers provide details on operational status and remote work arrangements.

## State Approvals

Updates since March 16, 2020

### Initial Rollout:

- **Lincoln TermAccel® (2019) – 04/13/20**

[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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