

FIXED ANNUITIES

The Lincoln Leader

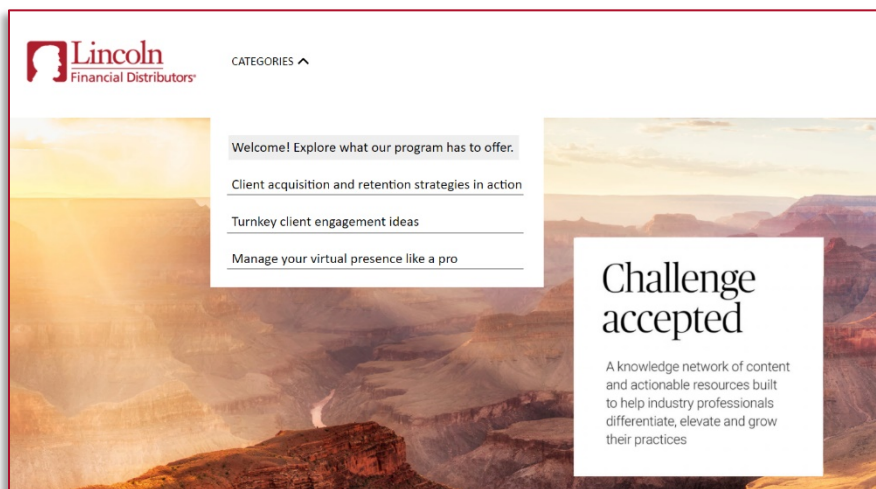
JUNE 18, 2021
VOLUME 14, ISSUE 6

Challenge accepted site

A knowledge network of resources for financial professionals

Check out [this new resource](#) for videos, tips and ideas on:

- Client relationships,
- Communication and engagement.
- Video calling tips, and more.



Share [our brochure](#) with your clients to inspire optimism and show them what confidence and action can do for their financial plans.

Holiday schedule

Lincoln is closed on Monday, July 5, 2021 in observance of the Fourth of July holiday.

HEADLINES

[Challenge accepted site](#)[eDelivery of annuity contracts](#)[Updates to the eDelivery experience](#)[Updates to account registration](#)[One-time bank draft \(ACH\) available](#)[Power of protection flyer](#)[IRS extends IRA 2020 contribution deadline](#)[Regulatory Roundup](#)[Additional NAIC training requirement: new MT](#)[Contact information](#)

[Check out our current rates](#) or [run an illustration](#) (no login required).

Phased-in approach for eDelivery of contracts to financial professionals

Digital First strategy for contract delivery




Lincoln is committed to helping our partners and customers do business with us seamlessly. In response to the evolving nature of our virtual world, we are rolling out an electronic delivery (eDelivery) requirement for annuities using a phased-in approach, beginning this month. We hope to have our distribution partners take full advantage of the eDelivery of contracts.

Lincoln's *Digital First* strategy provides an efficient method for the new business process and positions us to be more competitive in the marketplace. Once the *Digital First* strategy is implemented, the contract delivery method will be determined by the firm's contract delivery preference:

- If the firm's contract delivery preference is to have the contract sent to the financial professional, the contract will be sent via eDelivery:
 - After Lincoln issues the contract, an email is sent to the financial professional with a link to access the contract in DocFast.
 - After reviewing and approving the contract, the financial professional would then be prompted to trigger an email to the clients notifying them of their contract's availability.
 - The client will need to accept the contract. Refer to these [Talking points](#) for details and instructions.
 - The client must accept the contract within 10 days from when the contract is issued.
- If the firm's contract delivery preference is to have the contract sent to the client, the client would check the box on the application supplement to elect Electronic Transmissions and provide their email address for eDelivery.

For steps and tips on how to get started with eDelivery,
[check out our flier](#) or [watch this video](#).

Why eDelivery?

 It's convenient Easy to use and saves time	 It's safe Secure delivery and monitoring	 It's green Paperless and contactless
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Our [Talking points](#) will help you get the conversation started.

If you have any questions, please reach out to your Lincoln representative.

Updates to the contract eDelivery experience

Changes to emails and approval deadlines

When a contract is sent electronically, you or your client will receive an email with a secure link to DocFast, the platform Lincoln uses for the eDelivery of contracts.

The following changes have been implemented:

- Emails better reflect the situation being addressed.
- The emails now come from **Lincoln Annuity Contract** (contract@digitaldelivery.lfg.com).
- The link on the email to access the contract states "VIEW CONTRACT" vs. "ACCESS YOUR POLICY HERE".
- Clients must accept the electronic version of the contract within **10 days** after issue.
- Only two follow-up emails will be sent during this 10 day window (so not as many emails in your inbox):
 - Emails will be sent on the 3rd and 5th day after the initial notification that the contract is ready to review.
- If the client does not complete the signature process in 10 days, a paper contract will be mailed.

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Fixed Annuity Lincoln Leader – June 2021

Enhancements to the online account registration process

Use of phone numbers to verify identity for annuity owners

We have made enhancements to the online account management registration experience. We are phasing in a new telephone-based, identity verification process for annuity owners when registering for online access to their accounts.

There is no impact to clients or financial professionals that have already registered for online account access.

New online account registration experience for annuity owners – telephone number required

The current online registration process uses a Knowledge Based Authentication (KBA) process to verify the identity of the client or financial professional by asking a series of questions. Effective May 21, 2021, annuity owners (and annuitants of individual custodial accounts*) that register for online account access will experience the *new* telephone-based identity verification process. A telephone number (for either a landline or cell phone) will be required during the registration process and will be verified before the registration can be completed. This new identity verification process will help streamline the registrations and increase security for the account.

Email campaign to those not yet registered for online account access

Over the next few months, we will be reaching out to annuity owners (and annuitants of individual custodial accounts*) that have not yet registered for online account access. This email campaign will promote online account management.

Telephone identity verification phased in for financial professionals and other lines of business

We expect to implement the telephone-based identity verification process for financial professionals and clients of other Lincoln products and services during the summer months.

Streamlined registration

The updated registration screens are shown here as well as the steps in the identity verification process:

The image displays four sequential screenshots of the Lincoln Financial Group registration process, illustrating the identity verification steps. The first screenshot shows the registration form with fields for date of birth, SSN, and phone number, with a callout stating "A phone number is required". The second screenshot shows a "Please wait while we verify your identity" screen with a "Resend text" link, with a callout stating "Cell = text message with link". The third screenshot shows a "Thank You for verifying your identity" message, with a callout stating "Identity verified, continue with registration process." The fourth screenshot shows the "CONTINUE" button at the bottom of the registration form.

- The client enters required information, including a **phone number**.
- For a **landline**, a call will be made and a **verification code** given. The client will enter the code on the screen, and their identity will be confirmed.
- For a **cell phone**, a **text message** will be sent that includes a **link**; the client clicks on the link to verify their identity.
- Once the identity is confirmed, the registration process can be completed.

Please reach out to your Lincoln representative for more information or any questions.

*This registration process does not apply to trust-owned contracts.

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Fixed Annuity Lincoln Leader – June 2021

One-time bank draft for new issues

New form needed for authorization

Lincoln will now allow a one-time bank draft (ACH) to be established to fund a newly issued contract. The "One Time Bank Draft Authorization" form will need to be completed and submitted with the annuity application before the bank draft can be completed. This new form will be available in sales kits, on the Lincoln Forms tool and through annuity order entry platforms, when applicable.

Certain broker dealer restrictions apply.

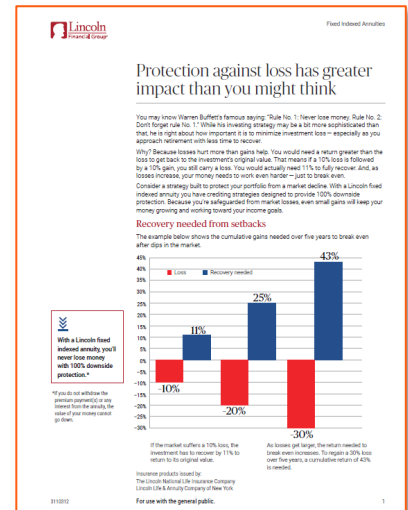
Check out this flier: Protection against market loss

Remind clients that losses hurt more than gains help.

Our client-approved flier "[Protection against loss has greater impact than you think](#)" helps clients understand what would be needed for them to bounce back from a market loss.

The flier provides examples showing that they would need a return greater than any loss in order to recuperate fully from the loss.

ORDER CODE: FA-RCVR-FLI001



IRS extends the 2020 IRA contribution deadline

Mailing date for Form 5498 also changed

The IRS extended the IRA contribution deadline and changed the 2020 Form 5498 mail date from May 31, 2021 to June 30, 2021.

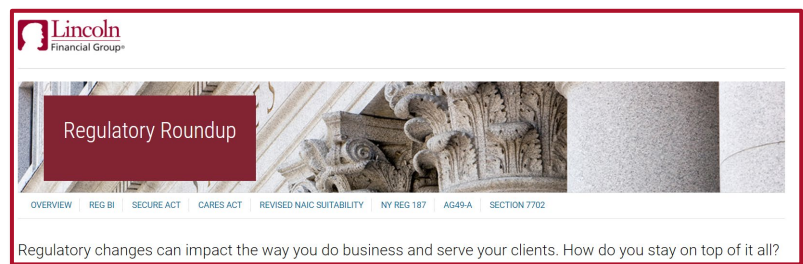
All states except Texas, Louisiana and Oklahoma had until **May 17, 2021** to postmark contributions for their Individual Retirement Account (IRA). Texas, Louisiana and Oklahoma will have until June 15, 2021 to postmark contributions.

Lincoln will mail all 5498 tax forms by June 30, 2021.

Resources for an evolving regulatory environment

Stay informed with Lincoln's Regulatory Roundup site

It can be challenging to stay up to date on all the changes and requirements — many of which could have a big impact on your business and how you serve your clients. Visit our [Regulatory Roundup](#) resource center for timely and comprehensive updates on regulations, legislative changes, requirements, and even pending proposals.



NAIC Annuity Transaction Model Reg – training required

Several states now require additional training; other states anticipated to follow

The NAIC has amended the Annuity Transaction Model Regulation to align with the best interest standard of care for annuity sales. As part of this Model Regulation, producers will need to complete additional training. Refer to the [Frequently Asked Questions](#) document for more information.

Producer training requirements for states who have adopted the 2020 NAIC Model

- **New annuity producers** are required to complete a four-credit training course that covers the new requirements.
- **Existing producers** who have previously completed a four-credit training are required to complete a new one-credit training course (a new four-credit course will also meet the requirement). Completion of this training is required within six months after the effective date of the Model Regulation in each state.
- **All Producers:** Product-specific training will continue to be a requirement for new and existing producers prior to solicitation of an annuity product.

Note: Where Lincoln is conducting the suitability review, the Acord 660 form or “Appendix A”, (“Insurance Agent (Producer) Disclosure For Annuities”) is required with the application in states that have adopted the new NAIC Model Regulation. If this form is missing from applications received after the Effective Date of that state’s adoption, the business will be deemed Not in Good Order (NIGO).

The new state-approved NAIC courses are currently available on vendor sites and will be accepted immediately.

Current state adoptions – new Montana

The following states have recently adopted the revised NAIC Suitability in Annuity Transaction Model Regulation. Producers soliciting annuities in these states will need to complete the general annuity and product-specific training. State-specific requirements are shown below:

State	Effective Date	General Annuity Deadline if licensed prior to effective date	General Annuity Deadline if NOT licensed prior to effective date	Product-specific (carrier training) deadline	Reciprocal
Arkansas	7/8/2021	1/1/2022	1/1/2022	1/1/2022	Yes
Arizona	1/1/2021	6/30/2021	Prior to Solicitation	Prior to Solicitation	Yes
Delaware	8/1/2021	1/31/2022	Prior to Solicitation	Prior to Solicitation	Yes
Idaho	7/1/2021	12/31/2021	Prior to Solicitation	Prior to Solicitation	Yes
Iowa ¹	1/1/2021	6/30/2021	Prior to Solicitation	Prior to Solicitation	Yes
Michigan	6/29/2021	12/29/2021	Prior to Solicitation	Prior to Solicitation	Yes
Montana ²	10/1/2021	3/31/2022	Prior to Solicitation	Prior to Solicitation	Yes
Nebraska ³	7/1/2021	12/31/2021	Prior to Solicitation	Prior to Solicitation	Yes
North Dakota	1/1/2022	6/30/2022	Prior to Solicitation	Prior to Solicitation	Yes
Ohio	2/14/2021	8/14/2021	Prior to Solicitation	Prior to Solicitation	Yes
Rhode Island	4/1/2021	9/30/2021	Prior to Solicitation	Prior to Solicitation	Yes

¹ Iowa: Producers who intend to sell fixed and variable indexed annuities in Iowa will need to complete a four-credit indexed product training course.

² Montana: Requires producers to have securities license if recommending the distribution of a security (including a variable annuity).

³ Nebraska: Compliance Training Effective date, 7/1/2021. Regulation Effective Date, 1/1/2022.

Future state adoptions

The following states are pending adoption of the 2020 NAIC Model (others may follow): Alabama, Connecticut, Kentucky, Maine, Nevada, Texas, Virginia.

The Annuity Education Requirements 50-State Chart includes this new requirement, and is available by logging onto LFD.COM > GUIDELINES AND EDUCATION > COMPLIANCE GUIDELINES. Updates will be published on a continual basis as states adopt the 2020 NAIC Suitability in Annuity Transaction Model Regulation.

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Looking for an article?

The Index of Articles for past issues of the Fixed Annuity Lincoln Leader can be found on the Lincoln Leader archive page of producer websites.

Products and features subject to [state availability](#).

Certain products are only available in select distribution channels. Check your selling agreement for availability.

Not a deposit
Not FDIC-insured
Not insured by any federal government agency
Not guaranteed by any bank or savings association
May go down in value

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Affiliates are separately responsible for their own financial and contractual obligations.

LCN-3628968-061121



Fixed annuity contact information

Sales Desk

Product questions/ Sales ideas/
Illustrations/ Website training
Operating hours: 8:00 a.m. – 7:00 p.m. ET

Annuity Sales Desk *Agent Use Only*

Sales Desk: 888-895-4830, Option 2
FixedAnnuitySales@LFD.com

Producer Solutions

Appointments/ Contracting/
Compensation
Operating hours: 8:00 a.m. – 6:00 p.m. ET

Appointments/Contracting

Call Center: 800-238-6252, Option 1, Option 2

New Contracting Paperwork Submission:

Contracting@LFG.com
Fax: 603-226-5311

NAIC Training Questions:
AskAnnuityNAIC@LFG.com

Appointment Status Updates:
LicensingStatus@LFG.com

Compensation

Call Center: 800-238-6252, Option 1, Option 1
Commissions@LFG.com

New Business and Post-Issue

Operating hours: 8:30 a.m. – 5:00 p.m. ET

FAX Numbers

New business: 260-455-0271 (fax)
Post-Issue: 260-455-0263 (fax)

Pre-Issue Good Order (GO) Team

Contact the appropriate New Business Case Coordinator

Forms Submission

AnnuityForms@LFG.com

Overnight Servicing Address

Lincoln Financial Group
Individual Annuity Operations
1301 S Harrison St., Ft. Wayne, IN 46802-3425

Servicing Address

Lincoln Financial Group
P.O. Box 2348
Fort Wayne, IN 46801-2348

Contact Centers

For agent/client use
Operating hours: 8:00 a.m. – 6:00 p.m. ET

Fixed and Fixed Indexed Annuity

888-916-4900

Lincoln Insured Income, Lincoln Deferred Income Solutions, Lincoln SmartIncome and annuitization:
800-487-1485 x8529

Lincoln Long-Term Care: 877-534-4636

Lincoln fixed, fixed indexed and income annuities are issued by The Lincoln National Life Insurance Company (Lincoln), Fort Wayne, IN. The Lincoln National Life Insurance Company does not solicit business in the state of New York, nor is it authorized to do so. **Contractual obligations are subject to the claims-paying ability of The Lincoln National Life Insurance Company.**

Contracts sold in New York are issued by Lincoln Life & Annuity Company of New York (Lincoln), Syracuse, NY. **The contractual obligations are subject to the claims-paying ability of Lincoln Life & Annuity Company of New York.**