



Lincoln Fixed and Fixed Indexed Annuities

Resolving NIGOs

Incomplete or incorrect application submissions may be deemed “NIGO” (Not in Good Order). Lincoln Annuity New Business will always try to resolve any issues by working with the servicing agent or representative.

Lincoln strives to make resolving NIGOs simple, streamlined and secure.

Types of NIGOs and ways to resolve them

Lincoln Annuity New Business will always try to resolve any issues by working with the servicing agent or representative. For the majority of NIGOs dealing with missing information, the NIGO may be resolved over a recorded line, or by emailing documents to AnnuityForms@LFG.com (Note: This mailbox only accepts emails with attachments).

Form	NIGO resolution
Application and application supplement	<ul style="list-style-type: none"> Any changes made to the application/supplement should be initialed by the owner. If the Owner did not initial the change, confirmation of the change will need to be provided over a recorded line or in writing (email, USPS mail or fax). Missing or incomplete information may be accepted over a recorded line.
Suitability form (where the suitability review is conducted by Lincoln)	<ul style="list-style-type: none"> Missing or incomplete information on the Suitability form (most states) may be accepted over a recorded line in most instances; confirmation may be required from the client via recorded line or email. Refer to the “How to complete the Suitability Form” guide for information and tips; this guide is available from the Lincoln Forms Tool: AN11545.
Transfer paperwork/ACORD form/Replacement forms	<ul style="list-style-type: none"> Any paperwork that will be sent to another carrier or institution will need to be completed and submitted to Lincoln; any missing information or changes will need to be supplied and the forms resubmitted to Lincoln.
Other forms	<ul style="list-style-type: none"> Other forms such as the Deceased Contract Request Form and Certification of Trustee Powers form may still need to be initialed and dated and submitted for corrections.

Note: if a form is completely missing, we will need the completed form submitted. However, if the form has been submitted, but is incomplete, information may be taken over a recorded line.

Not all items may be accepted on a recorded line, contact your Lincoln representative or New Business Case Coordinator for specific inquiries.

Reminder: Electronic applications help reduce NIGOs before they happen!

1035 exchanges: tips and reminders

Section 1035 of the Internal Revenue Code and “like kind” exchanges

Reminder: a 1035 exchange allows a tax-free exchange of an existing policy or contract for another policy or contract of like kind. The most common types of allowable transfers include:

- Life insurance policy for a life insurance policy
- Life insurance policy for non-qualified annuity contract
- Non-qualified annuity contract for non-qualified annuity contract

You cannot exchange an annuity contract for a life insurance policy (this is not considered “like kind”).

Contact your New Business Case Coordinator for help in executing an exchange.

Tips:

- ✓ The policy/contract structure of Owner/Annuitant/Insured must be the same for the old and new policy/contract.
- ✓ The ACORD 951 Form facilitates the exchange between the old and new carriers.
- ✓ **A 1035 Exchange is a type of replacement transaction and may require additional replacement information and forms.**
- ✓ Check with both the receiving and surrendering company for form requirements specific to the transaction that is being initiated.

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