

# Real-Time Offer is here

## Instant communication of underwriting approval

Beginning July 25, 2022, Lincoln is excited to provide you and your clients with a **Real-Time Offer** for cases that have been approved lab-free by our automated underwriting process.

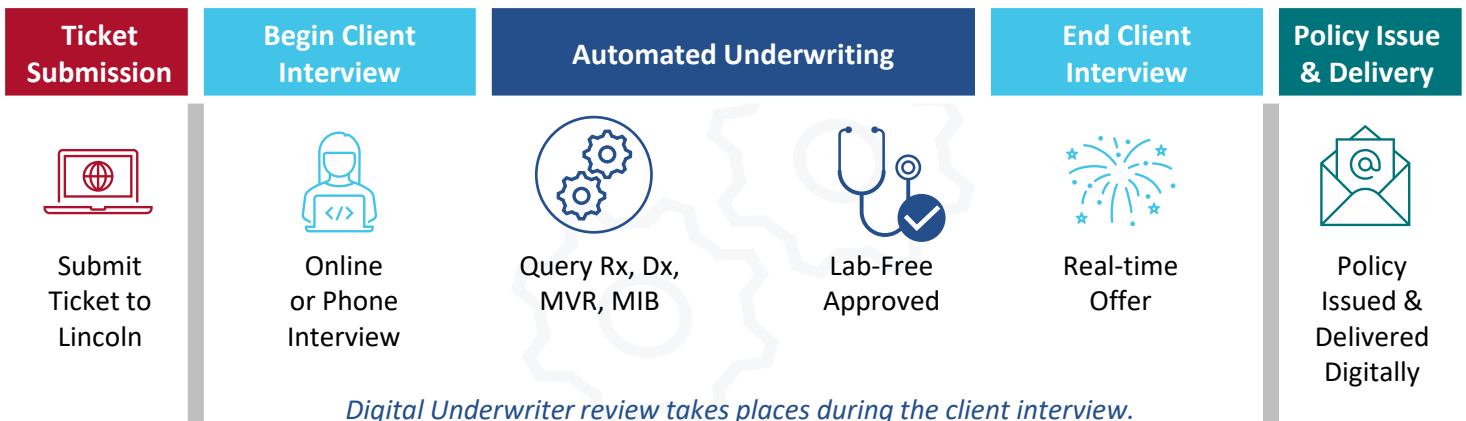
### What is “Real-Time Offer”?

To improve turnaround times for life insurance ticket submissions, Real-Time Offer will immediately communicate an approval decision to eligible clients, the writing agent and case contact after the online or phone interview is completed.

The approved underwriting offer may be ‘as applied for’ or ‘other than applied for’. The underwriting rate class will only be provided to the agent and case contact. If labs or other information is needed, or if the case is declined, the agent and case contact will be notified through Lincoln’s standard pending case status process.


### A quick, user-friendly process

Here's a workflow example of how the Real-Time Offer works.



The workflow examples assumes the client qualifies for the lab-free process and the case is approved. Any issue-restrictive outstanding requirements must be satisfied before the policy is issued and delivered.

### Eligibility




All ticket submissions that are eligible for real-time offer: 

Products	Lincoln TermAccel® LincXpress® submissions (single-life only): Lincoln LifeElements® Term, IUL, VUL*
Ages	18 - 60
Face Amounts	\$2.5 million and under
Underwriting Criteria	Automated Underwriting only Client must be approved lab-free Good Health Statement and Insurability Supplement is not required for cases approved via Real-Time Offer, if placed within 21 Days of policy issue

\*Survivorship policies are not eligible for automated underwriting or real-time offer.

## Communication of Underwriting Status

The following communications will occur at the end of the client interview based on the underwriting status:

	Client	Agent & Case Contact
<p><b>APPROVED LAB-FREE</b></p> 	<p><b>Real-Time Offer</b></p> <p>The client will be informed that the underwriting has been approved.</p> <p>They will be advised that their agent or Lincoln will contact them with details regarding the approval and next steps.</p>	<p><b>Real-Time Offer</b></p> <p>At the same time the client is notified of the approval, an email will be sent to the writing agent and case contact informing of the underwriting approval and the rate class.</p> <p>The offer may be 'as applied for', or 'other than applied for'.</p>
<p><b>The agent will be responsible for notifying the client of the offered rate class. Offers 'as applied for' will move forward to policy issue and delivery*</b></p> <ul style="list-style-type: none"> <li>• All issue-restrictive requirements must be satisfied before the policy will be issued</li> <li>• Term cases offered 'better than applied for', the case will move forward to policy issue and delivery</li> <li>• Permanent product cases offered 'better or worse than applied for', a revised illustration must be received by Lincoln prior to policy issue</li> <li>• All cases offered 'worse than applied for', the offer must be accepted before the case will be issued</li> </ul>		
<p>LABS or ADDITIONAL INFORMATION NEEDED</p> 	<p>The client will be informed that labs and/or additional information, which could include medical records, is needed to finish the underwriting process.</p> <p>Lincoln will inform the client about next steps for scheduling a lab appointment, if needed.</p>	<p><b>STANDARD PENDING CASE STATUS PROCESS:</b> The requirement (or declined underwriting decision) will be added to the case and the agent and case contact will be notified according to Lincoln's standard pending status process:</p> <ul style="list-style-type: none"> <li>• Pending website: Updated every 15 minutes</li> <li>• Auto follow-up email: Sent within 1 hour of the status change</li> </ul>
<p>DECLINED</p> 	<p>After the interview, the client will be informed that their agent will contact them for next steps.</p> <p>Lincoln <b>will not</b> communicate the decline decision to the client.</p>	<p>The agent will inform the client of next steps, as applicable for their pending case.</p>

Contact your dedicated Lincoln Underwriting & New Business team with questions.

\*Subject to any firm requirements

Life insurance issued by The Lincoln National Life Insurance Company, Fort Wayne, IN and distributed by Lincoln Financial Distributors, Inc., a broker-dealer. Contractual obligations are backed by the claims-paying ability of the issuing insurance company. The Lincoln National Life Insurance Company does not solicit business in the state of New York, nor is it authorized to do so. Lincoln Financial Group is the marketing name of Lincoln National Corporation and its affiliates.