

In-Good-Order Best Practices Lincoln *MoneyGuard*® Solutions

Lincoln Life Underwriting and New Business

Lincoln's Underwriting and New Business team is dedicated to streamlining the submissions process to help you place your Lincoln *MoneyGuard*® cases more quickly. To improve your in-good-order submissions and help expedite the Underwriting and New Business process, please reference the following submission tips and best practices.



Go Digital with Lincoln

Lincoln offers multiple digital processes to expedite processing from submission to placement. These tools are available at NO COST. Look for the blue checkbox icon throughout this document to discover Lincoln's digital tools to assist you with processing your business. You may also visit the [Go Digital](#) website for more information.

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Please reach out to your dedicated Underwriting and New Business team with any additional questions.

Agent Licensing and Appointments

- All producers must be properly licensed and appointed with Lincoln, prior to soliciting a Lincoln MoneyGuard® application. We cannot accept an application until this is completed.
- For Life Long-Term Care Education State Insurance Licensing and Training Requirement, contact Lincoln Producer Solutions at 877-546-2647, option 3, option 2.
- Where available, **The Ready to Sell Lookup Tool** may be leveraged on LincolnFinancial.com to check on a Financial Professional's status 24/7.
 - Ready to Sell [FAQ](#) and
 - Ready to Sell [Overview](#)

Application Submission



IGO eAPP

- **Fully electronic traditional application** is available for the application Part I and point-of-sale forms.
 - Accessible through iPipeline or Lincoln's producer website – at no cost
 - **eApp is not currently available in CA**
- The LTC Supplement and Application Part II can be completed through einterview, Tele-interview or on paper.
- **eAPP resources:**
 - [Electronic Application Submission Guide](#)
 - [eApp Process Training Video](#)
 - [eApplication Submission Process](#)

Forms

General Tips

- All forms need to be completed in their entirety, including the Part I application
- Use **black ink only** when completing all forms. Blue and other colored inks do not scan well.
- **Get signatures and dates on all forms**. Refer to the Application Checklist [Form MG12227; state variations] for all required forms.
- Forms must be **signed in the capacity** in which the owner is acting. Trust/Corporate owned policies require that all trustees/officers sign with their title.
- For trust and corporate owned policies, please submit the **Certification of Trustee Powers** form or a **corporate resolution**, respectively
- **Submit the correct State Variation of all required forms, including the Projection of Values (illustration)**. Current versions of all forms can be obtained on the Lincoln producer website.
- **Agent's Report:** To ensure compensation is paid correctly, include the correct agent code for each agent, percentage split and your affiliated up-line.
- **Firm-specific form(s) and suitability process must be completed and submitted**, according to Firm procedures and guidelines.
- **SITUS:** The contract state must be the state in which the policy owner has a bona-fide residence or state of employment. For Trust-Owned policies, the contract state must be where the trustee or insured has a bona-fide residence or state of employment.
- **English as a Second Language Certification** must be provided with application submission, if applicable.

Coversheet

- Include special instructions and additional details on **the Lincoln MoneyGuard cover sheet** such as:

- Indicate the method for completion of LTC and Medical Supplements: In person (submitted with Part I) OR online or phone Personal History Interview (PHI)
- Case Manager contact information
- **For multiple cases within the same family**, indicate the case is submitted with a partner case.

Replacement forms

- For NAIC States, Replacement [Form 33503] is always required if the client has inforce insurance, regardless of if they are replacing the coverage
- Replacement Notice [Form 33503] must be signed on/or before the application signature date; otherwise, the package could be rejected
 - If replacing Long-Term Care Insurance, [Form LTC06291] must also be submitted with the application

Projection of Values (Illustration)

- **Include the New Business Data Pages** and ensure information on Application Part I aligns with the information provided in your illustration
- For policies approved or issued other than originally illustrated, the newly run illustration must be marked as “Revised”

Pending

Introducing Online PHI - eInterview

- If the online eInterview option is selected, the client completes the Personal History Interview online via a link which will be emailed to them after submission of the Part I and after New Business review
- Clients can complete their interview on-demand at the time most convenient for them

Scheduling the Phone Interview Online

- Your client can self-schedule (or reschedule) their phone interview at a time that’s convenient for them
- Upon submission of the Part I and after New Business review, the client will receive a text message with a link to schedule their interview online
- [Personal History Interview \(PHI\) FAQ](#)

Online Case status and communications

- 24/7 online access to up-to-date case status from your Lincoln Producer website.
- View key dates and action items at-a-glance from the Case Tracker
- Quickly satisfy outstanding questions and/or requirements on a case

ENIGO

- Electronically complete new forms as well as provide corrections to existing forms
- eSignature technology eliminates the need for wet signatures to update forms
- eNIGO provides quicker turnaround times and fewer in-person client touchpoints
- Making corrections outside of eNIGO:
 - All pages of the corrected form must be re-submitted to Lincoln
 - Do not use correction fluid/tape on forms. If you need to change an answer, draw a line through the mistake and have the party responsible for the answer initial and date each alteration
- [eNIGO Agent Training Presentation](#)

1035 Exchange

- Make sure all check boxes have been addressed on the Exchange Agreement/Absolute Assignment for Life Insurance [Form LF06591].
- Only one carrier per form (multiple policies for the same carrier can be listed)
- If the policy is trust or corporate owned, signers must add their title to signature
- Remember to add the printed name for all signers, include titles for trust/corporate owned policies
- Do not write below the thick bold line on page 3 – for Internal Use by Lincoln only

Approval, Delivery and Premium Payments

Approval/Issue/Placement Tips

- Providing the following will assist the UW/NBCM with approving/issuing the policy:
 - Ensure agent validation has been completed
 - Submit completed pre-issue requirements if outstanding
 - Revised illustration, if applicable, reflecting requested policy issue age, benefits, or premium
 - Advise preferred delivery method
- Providing the following will assist the NBCM with placing your policy inforce:
 - Submit completed pre-placement requirements with all pages included (not just signature pages) – the delivery notice captures all pre-placement requirements for reference
 - Payor information if a party other than the insured or policy owner is remitting premium
 - Completed EFT form if paying via electronic draft(s)



ePolicy Delivery

- Same day delivery of issued policies – at no cost
- Convenient eSignature capability to eliminate in-person touchpoints, paperwork and postage
- An electronic copy of the policy is available for download for your records
- [FAQ - Lincoln DocuSign ePolicy Delivery](#)

Premium Payments

- **The remitter of premium payments must have a relationship to both the insured and the policy.**
- **Premium modes include:**
 - Single, Annual, Semi-Annual, Quarterly, and Monthly (EFT required for monthly)
- **Acceptable payment methods include:**
 - Wire (preferred)
 - Electronic Funds Transfer (preferred) for one-time or ongoing drafts [Form CS06711]
 - Check – please write policy number on check

Life insurance issued by The Lincoln National Life Insurance Company, Fort Wayne, IN and Lincoln Life & Annuity Company of New York, Syracuse, NY, 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. Lincoln *MoneyGuard*® solutions are universal life insurance and variable universal life insurance policies with long-term care rider(s) that reimburse for qualified long-term care expenses.