

The Lincoln Leader

July 29, 2019 – Vol. 17 Issue 14

2019 Transition and Placement Guidelines

Applicable for any Lincoln life insurance product, including *MoneyGuard*®, not PBR and/or CSO compliant

Reprinted from the July 15, 2019 Lincoln Life Leader

Lincoln's Underwriting & New Business department is committed to helping you meet your year-end goals and objectives. To comply with the new impending regulation changes this year, Principle-Based Reserving (PBR) and the 2017 Commissioners Standard Ordinary (CSO) Table, Lincoln is focused on making the transition as seamless as possible for you and your clients.

The following submission and placement guidelines will apply to any product that is not PBR and/or 2017 CSO compliant.

	Non-Compliant Products [Non-NY Products not compliant with PBR and 2017 CSO]	Formal Application Submission Deadline	Placed with Premium Deadline
GROUP 1	<i>Lincoln VUL^{ONE}</i> (2014)	September 13, 2019	December 31, 2019
	<i>Lincoln ConversionSM</i> UL [Non-NY]		
	<i>Lincoln LifeReserve</i> ® UL (2009) [Nationwide & NY]		
	<i>Lincoln LifeElements</i> ® Term with CPE †		
GROUP 2*	<i>Lincoln AssetEdge</i> ®/Exec VUL (2015)	November 1, 2019 For all 1035 Exchanges, Tele-App submissions and Premium Finance cases, Lincoln suggests application submission by October 1, 2019	December 31, 2019 To help ensure policy placement, Lincoln suggests all premium(s) and delivery requirements be received in-good-order by December 27, 2019
	<i>Lincoln LifeCurrent</i> ® UL		
	<i>Lincoln LifeGuarantee</i> ® UL (2013)		
	<i>Lincoln LifeGuarantee</i> ® SUL (2013)		
	<i>Lincoln MoneyGuard</i> ® II (2019)		
	<i>Lincoln PreservationEdge</i> ® Survivorship VUL		
	<i>Lincoln SVUL^{ONE}</i> (2016) ‡		
<i>Lincoln WealthAccumulate</i> ® IUL (2019)-2/11/19			
<i>Lincoln WealthPreserve</i> ® IUL (2017)-2/11/19			
	<i>Lincoln WealthPreserve</i> ® Survivorship IUL		
	Non-Compliant Products – New York [NY Products not compliant 2017 CSO]	Formal Application Submission Deadline	Placed with Premium Deadline
NEW YORK	<i>Lincoln AssetEdge</i> ®/Exec VUL (2015)	November 1, 2019 For all 1035 Exchanges, Tele-App submissions and Premium Finance cases, Lincoln suggests application submission by October 1, 2019	December 31, 2019 To help ensure policy placement, Lincoln suggests all premium(s) and delivery requirements be received in-good-order by December 27, 2019
	<i>Lincoln LifeCurrent</i> ® UL		
	<i>Lincoln LifeReserve</i> ® IUL Accumulator (2014)		
	<i>Lincoln WealthAdvantage</i> ® IUL		
	<i>Lincoln WealthPreserve</i> ® Survivorship IUL		

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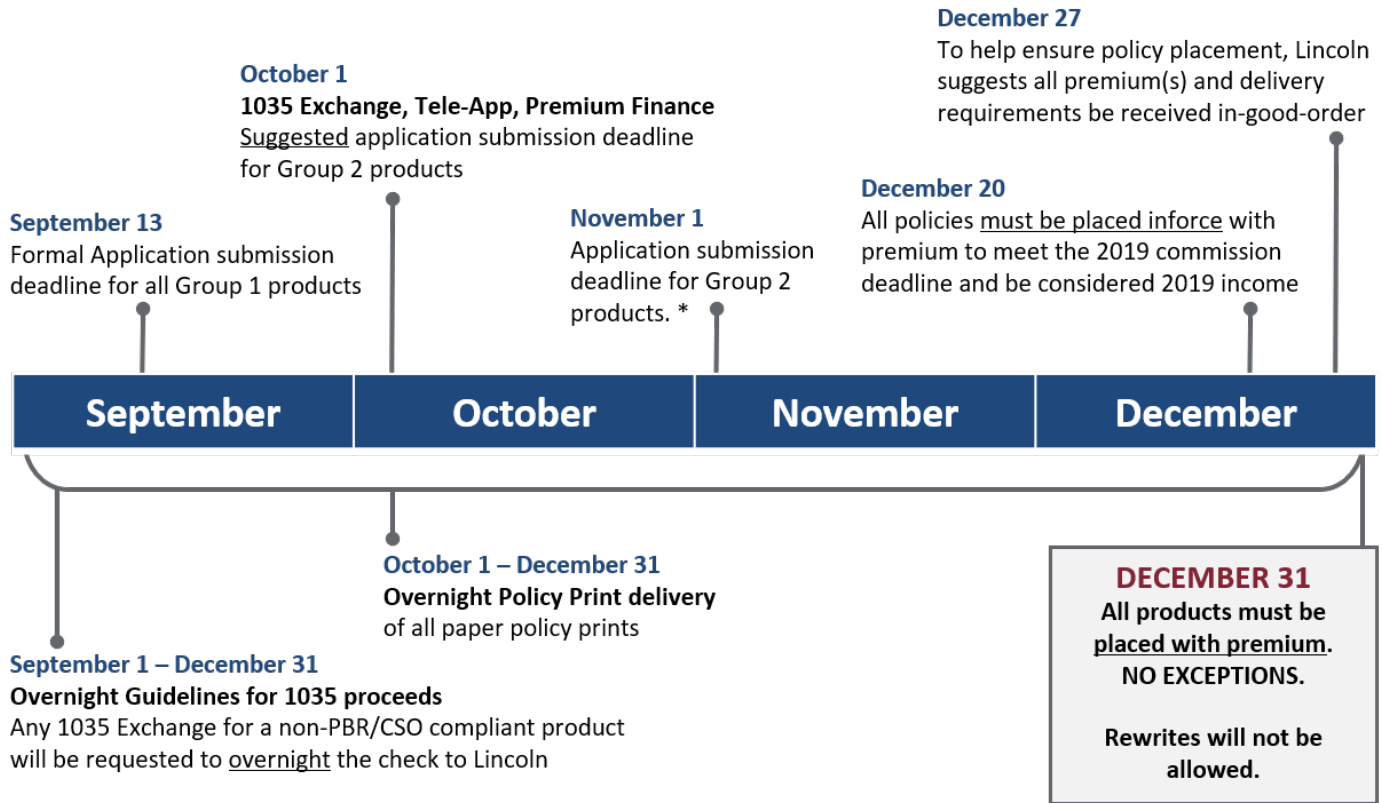
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Life Policy Transaction Requests and Illustrations

† Conversion Products Enhancement.
‡ Includes *Lincoln SVUL^{ONE}* (2013) in PA.

Key Dates and Transition Timeline



* Subject to ICC/State Approval.

Reference Material

Click on the images or links below to view.

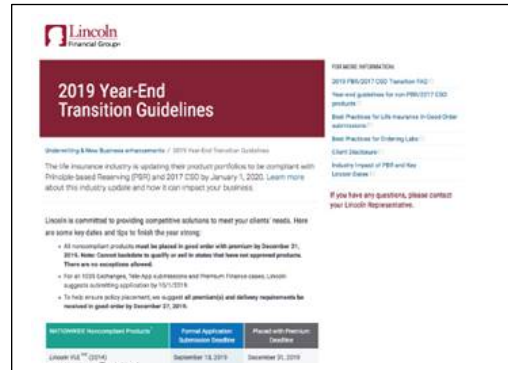
<p>2019 PBR/CSO Transition Guidelines Webpage</p>	<p>Lincoln PBR and 2017 CSO Agent FAQ</p>	<p>Life Product Submission Best Practices</p>
<p>www.lfg.com/YearEnd2019</p>		

Introducing your one-stop for all Lincoln PBR process updates.

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Bookmark this page for the latest year-end submission guidelines, FAQs and PBR/2017 CSO product updates:

www.lfg.com/YearEnd2019



Lincoln TermAccel Best Practices

Lincoln TermAccel® offers affordable term protection with competitive premiums and advantages of a fully-electronic, paperless, underwriting process, including:

- **Paperless, electronic ticket** Tele-App process with automated underwriting
- **Lab-Free** opportunity for qualifying clients
- **No APS requirement** for all submissions
- **Dedicated, in-house Lincoln TermAccel** Underwriting & New Business team
- **Electronic policy delivery** on all cases
- **Up-to-date self-service access** for pending case status

For a more streamlined and efficient experience, please consider the following best practices for your case submissions:

eTicket Submission

When completing the electronic ticket, be sure to include the following:

- **Agent Code** for each agent, including percentage split, if applicable. It's best to also include your affiliated up-line.
- **Case Manager contact information** to ensure communications are sent to the appropriate person.

Online Scheduling of Tele-App Interviews

Clients can schedule or reschedule their interview online, at a time that's convenient for them.

Upon ticket submission, the client will receive an email with a link to schedule their interview. If the interview is not scheduled online, a Lincoln Tele-App specialist will call the client to schedule.

- Agents can schedule the *TermAccel* interview appointment by visiting: <https://lfg.appointment-plus.com/location/8/zipanddate>
Please note: This link can only be used for *TermAccel* interview appointments.
- Share the Interview Prep Guide with your client to help them prepare: [UW-TELE-FLI003](#).

Ordering Labs

Your client may qualify for the lab-free process. The automated rules engine will determine if labs and vitals are required. If your client does not qualify for the lab-free process, **Lincoln must order labs and vitals for your client and cannot accept exams completed through other companies.**

For additional information on the lab-free process, please refer to the [TermAccel Agent FAQs](#).

eDelivery Registration

Electronic policy delivery (eDelivery) is required for all *TermAccel* cases and must be done through iPipeline's DocFast® platform. There is NO COST for registration and you do not have to be an iPipeline subscriber.

- To get started:
 1. Register for DocFast setup at LincolnFinancial.com/eDelivery.
 2. Complete contact information and user registration.
 3. Sign up for a training session at LincolnFinancial.com/eDeliveryTraining.
 4. For training resources, including instructional videos and cheat sheets, visit: LincolnFinancial.com/eDeliveryResources
- If you are a new user and have additional questions regarding registration, please email: Sarah.Oehling@LFG.com

Pending Case Status – Self-Service Access

You can access **up-to-date status** on your pending cases from your Lincoln Producer website or through the auto-generated status update emails.

- **From the Pending Business section of Lincoln's producer website**, access the Pending Details tab of your policy to:
 - ✓ View key dates and action items at-a-glance from the Case Tracker
 - ✓ Quickly satisfy outstanding questions and/or requirements on a case
 - ✓ Click-to-Chat in real-time with a New Business Associate to obtain answers on administrative questions for a specific case
 - ✓ Easily download up to 5 issued policies at one time from the Pending List
- **Auto-Generated Email Notifications** are sent within 1 hour of a status change on the pending policy

Pending Case Status – Dedicated *TermAccel* Team

There is a team of dedicated *TermAccel* case specialists in place to promptly respond to inquiries on your cases. For more efficient case processing and to help ensure a quicker response time on your case inquiries, please leverage the contact information below for all case questions:

Case Management, New Business Processing & Underwriting

Email: TermAccelUWNB@LFG.com
Toll-Free: (844) 815-6925

Tele-App

Email: TermAccelTeleAppTeam@LFG.com
Toll-Free: (844) 815-7582

eDelivery Registration for New Users

Email: Sarah.Oehling@LFG.com

Product Availability

- Clients Age 18-60
- Face amounts \$100,000 to \$1,000,000
- 10-, 15-, 20-, 30-year terms
- **If the client has applied for a *Lincoln LifeElements*® Term, UL, IUL or VUL product, a product switch to *Lincoln TermAccel*® will not be allowed.**

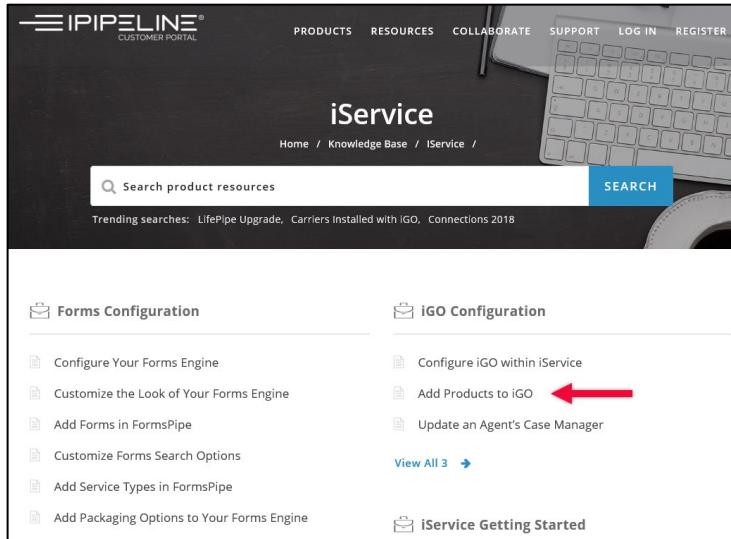
For Additional Information:

	Order code	Audience
<i>TermAccel</i> Process Overview & Prequalification Checklist	TO-PROC-FLI001	Agent
<i>TermAccel</i> Client Guide	TA-CLT-FLI003	Client
<i>TermAccel</i> Agent FAQs	Agent FAQ	Agent

iPipeline® Users – Adding a New Product to iGo

When new life insurance products become available, as a reminder, iPipeline® users must add any new products to their account within iGo and iService. If you have specific questions or need instructions, you can access additional information from the iPipeline Customer Portal:

<https://www.customerportal.ipipeline.com/kb/iservice/>.



Improvements Coming to LFD.com

Access, navigation, search capabilities and more

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Later this summer, there will be visible improvements to LFD.com and the producer websites, making it easier for users to access the information and resources needed to do business with Lincoln.

Users' account information will continue to be available and there is no need to re-register; however, there are several enhancements including:

- An **optimal experience** whether accessing from a computer, tablet or smartphone.
- **Faster access** to information through simplified navigation, better search capabilities, and the option to make the book of business page the default homepage.
- A new **“Favorites” feature** to save and manage frequently visited pages, such as product content, sales and marketing materials or important servicing tools like pending business, correspondence and statements or illustrations.

User input was incorporated into the development process and feedback from advisors and back office staff helped shape many of the new features.

Two New Suitability and Best Interests Training Requirements for New York Effective February 1, 2020 for Life

New York has amended its ***Suitability and Best Interests Life Insurance and Annuity Transactions (Insurance Regulation 187)*** to include producer training requirements. The new regulations will take effect on February 1, 2020, for **life insurance** policies (August 1, 2019 for annuities).

Effective February 1, 2020, **producers soliciting life insurance in New York** will need to complete the “*NY Regulation 187 Suitability and Best Interests*” module AND life product training (currently under development). These are BOTH presale requirements.

Presale Requirement 1: NY Regulation 187 Suitability and Best Interests training

The NY Regulation 187 Suitability and Best Interest modules are being provided as outlined below.

There are several training options available. Lincoln will accept a combined Life and Annuity course provided by insurance education vendors. Please note, however, that certain vendors may not offer a combined course and may only offer separate courses.

Contact your back office for approved vendors. Several examples of how the NY Reg 187 Best Interests training course may appear are shown below:

Vendor	Course Title
RegEd	<ul style="list-style-type: none"> NY Reg 187: Suitability and Best Interest of Clients in Life Insurance and Annuity Transactions (484_NY, a 4 to 5 Hour CE course) <u>or</u> Best Interest of Clients in Life Insurance or Annuity Transactions: NY Reg 187-1 Hour Course (485_NY)
LIMRA	Overview of State Best Interest Requirements
Kaplan	<ul style="list-style-type: none"> New York Suitability and Best Interests in Annuity Transactions (<u>Annuity</u> only), <u>or</u> New York Suitability and Best Interests in Life Insurance and Annuity Transactions (<u>combination</u> course), <u>or</u> New York Suitability and Best Interests in Life Insurance Transactions (<u>Life</u> only) <p>Versions of the courses shown above are also available for producers holding a New York Non-Resident Insurance License.</p>
QuestCE	<ul style="list-style-type: none"> (NYCS-261350) New York’s Best Interest Amendment to Regulation 187 (BI CE), <u>or</u> (BI-New York) New York’s Best Interest Amendment to Regulation 187 (BI)
SuccessCE	N.Y. Regulation 187 and NAIC Suitability

Lincoln requires the ***NY Reg 187 Best Interests training*** be taken prior to submitting New York business. Once this requirement is met, Lincoln does not require retraining. However, check with your back office for your firm’s specific Best Interests training requirements.

Presale Requirement 2: Life Product Training

Lincoln is developing Life Insurance product training modules to comply with this regulation. The new modules will be accessed via a third-party testing vendor and are scheduled to be completed and made available in October 2019. These modules will be required pre-sale for Variable Universal Life, Universal Life, Indexed UL, Term and *MoneyGuard*® life insurance business.

As we get closer to the February 2020 date, more specific information and timelines for the **life business** will be released.

Life Policy Transaction Requests and Illustrations

Lincoln is committed to continuously improving the end-to-end customer experience, including helping our field partners submit in-force life policy transaction requests.

Life policy transaction requests may be submitted to Lincoln via a:

- **Policy Service Request Form**
Must be signed by the policyowner and any specific transaction details must be included in the Special Request section of the form.
- **Written Letter**
Lincoln will also accept a written letter of instruction that outlines specific transaction request details and is signed and dated by the policyowner.

It is important to note:

- **In-force Illustrations**
In-force illustrations created to include future policy transactions and show go-forward policy performance **do not** represent an actionable transaction request but may accompany a Policy Service Request Form or a Written Letter as outlined above. In addition, any unique requirements represented on the illustration must be articulated on the Special Request section of the form or in the letter of instruction.
- **Variable Requests**
Lincoln is unable to “hold” the request for a future date for Variable Universal Life (VUL) transaction requests. All VUL transaction requests received in good order will be processed effective as of the date received (prior to 4:00pm EST).
- **Fixed Life Policies**
For fixed policies, Lincoln recommends submitting requests in writing at least five business days in advance of the policy monthly anniversary date to allow enough time to verify that the request is in good order and additional requirements are not needed for processing. Policies update each month on the policy anniversary. Most requests are processed on the policy anniversary.

Please send all requests to Lincoln Financial, P.O. Box 21008, Greensboro, NC 27420-1008. For additional questions contact Customer Care at 800-487-1485 between the hours of 8:00 a.m. and 6:00 p.m. Eastern Time, Monday through Friday.

State Approvals

Updates from July 15, 2019

Initial Rollout:

Lincoln LifeGuarantee® UL (2019) - 07/15/19

Lincoln ConversionSM UL (2019)

Lincoln LifeElements® Level Term (2019) - 07/15/19

Lincoln TermAccel® (2019) - 07/15/19

Coverage Protection Guarantee Rider (CPG) ICC19CPG-7035/CPG-7035 used with *Lincoln LifeGuarantee® UL (2019)* - 07/15/19

Return of Premium Rider (ROP) ICC19ROPR-7070/ROPR-7070 used with *Lincoln LifeGuarantee® UL (2019)* - 07/15/19

[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.

[View index of past Lincoln Life Leader articles](#)

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