

The Lincoln Leader

LIFE SOLUTIONS

June 1, 2020 – Vol. 18 Issue 15

Coming Soon – Lincoln AssetEdge® VUL (2020) and Lincoln AssetEdge® Exec VUL (2020)

Same death benefit protection offering significant market-driven growth potential

Effective June 15, 2020, subject to SEC and state approval, The Lincoln National Life Insurance Company is pleased to announce the newest product in its variable universal life portfolio, *Lincoln AssetEdge® VUL (2020)*. This product and its Business Solutions version, *Lincoln AssetEdge® Exec VUL (2020)*, offer a variety of quality Separate Account investment options across all asset classes along with the opportunity for predictability and reduced volatility through a total of **four** indexed account options.

Lincoln AssetEdge® VUL (2020) and *Lincoln AssetEdge® Exec VUL (2020)* provide death benefit protection with maximum upside potential during the accumulation phase with the *Lincoln Elite Series of Funds* and additional protection during the distribution phase with four indexed accounts.

These products will not be made available in New York at this time.

Product Highlights and Updates

Accumulation and Market-Driven Growth Potential

- **Elite Series of Funds**
 - Covers every major asset class
 - Leading investment managers
 - Check-the-box asset allocation funds
 - Multiple risk management strategies

Indexed Account Options

- **1-Year Point-to-Point (PTP) Conserve Indexed Account Option**

Earns the full PTP percentage increase of the S&P 500* Index (excluding dividends) up to an index growth cap declared at the beginning of the segment year. The cap at launch will be 7.75%. 1% Floor.
- **NEW! 1-Year Point-to-Point (PTP) Balance Indexed Account Option**

Earns the full PTP percentage increase of the S&P 500* Index (excluding dividends) up to an index growth cap declared at the beginning of the segment year and with a 49% guaranteed Index Credit Enhancement and 2% Asset Based Charge. The cap at launch will be 9.00%. 0% Floor.

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- **NEW! 1-Year Point-to-Point (PTP) Perform Indexed Account Option**

Earns the full PTP percentage increase of the S&P 500* Index (excluding dividends) up to an index growth cap declared at the beginning of the segment year and with a 56% Index Credit Enhancement and a 4% Asset Based Charge. The cap at launch will be 9.00%. 0% Floor.

- **NEW! 1-Year Point-to-Point (PTP) Perform Plus Indexed Account Option**

Earns the full PTP percentage increase of the S&P 500* Index (excluding dividends) up to an index growth cap declared at the beginning of the segment year and with a 56% Index Credit Enhancement and a 6% Asset Based Charge. The cap at launch will be 11.25%. 0% Floor.

Fixed Account- No Fixed Account transfer restrictions.

Dollar Cost Averaging available at issue with an enhanced Fixed Account interest rate to help address market volatility concerns.

Current persistency bonus beginning in year 3

Current M&E charge of 0% for all years

Right to Examine (freelook) Period for Return of Value states will now immediately invest into the client elected allocations. If exercised, the return of value will be equal to the accumulation value less debt plus any charges and fees.

External Rollover Loans are not commissionable

Decreases in Specified Amount are be subject to the full prorated surrender charge during the entire surrender charge period

Access to Cash Value

- **Fixed Loan wash loans in years 11+**
- **Indexed Account Participating Loan** creates an opportunity for cash value predictability during the distribution phase with a guaranteed loan interest charged rate of 5.5% in all years

Protection

A choice of optional policy enhancements that provide financial protection from either long-term care expenses (**Lincoln Care Coverage® Accelerated Benefits Rider**) or permanent chronic illness (**Lincoln LifeAssure® Accelerated Benefits Rider**).

Business Solutions

Lincoln AssetEdge® Exec VUL (2020) with the Exec Enhanced Surrender Value Rider designed for business owners who need a balance sheet sensitive solution.

Availability

New business applications will be accepted on **Monday, June 15, 2020**, in approved states. Please note, the new product will not initially be filed in New York.

Available Riders

Subject to state approval, the following riders are available on *Lincoln AssetEdge*® VUL (2020) and *Lincoln AssetEdge*® Exec VUL (2020):

- Accelerated Death Benefit Rider (with critical illness) (ABR- 5645) **, ¹
- Accelerated Death Benefit Rider (without critical illness) (ABR-5650) **, ¹
- *Lincoln LifeAssure*® Accelerated Benefits Rider (ICC18ABR-7052/ABR-7052)*
- *Lincoln LifeEnhance*® Accelerated Benefits Rider (LR-631)*, #
- *Lincoln Care Coverage*® Accelerated Benefits Rider (ICC18LTC-7059/LTC-7059)
- Benefit Selection Option, ¹(N/A)
- Change of Insured Rider (LR-496)*, ²
- Enhanced Surrender Value Rider (LR-541)*, ¹
- Exec Enhanced Surrender Value Rider (included automatically with Exec version) (LR-547)¹
- Overloan Protection Rider (included automatically) (ICCLR616/LR616)***, ¹
- Waiver of Monthly Deductions Rider (LR-436)*

* - Additional charge applies

** - There is a one-time charge for this rider if it is exercised

#*LifeEnhance* ABR is replaced by *Care Coverage* ABR in approved states

¹ Available with Simplified Issue and Guaranteed Issue

² Available with Simplified Issue

Coming Soon – Lincoln Enhanced ValueSM Rider Available on Lincoln WealthAccumulate® IUL (2019)

Flexibility of three options

Effective June 15, 2020, Lincoln is proud to introduce the new *Lincoln Enhanced Value*SM Rider, available on *Lincoln WealthAccumulate*® IUL (2019). This Rider will replace the current Alternate Cash Surrender Rider, also known as the Exec Rider.

The *Lincoln Enhanced Value*SM Rider (LEVR) allows business owners to reposition current assets of the company to purchase life insurance, while still being able to maintain the majority of the premiums paid as surrenderable liquid assets. It is primarily sold through Simplified Issue and Guaranteed Issue underwriting programs on multiple lives.

The surrender value upon full surrender of the policy to which this rider is attached will be increased to an Enhanced level so that it will be at least as large as the stated percentage of the summed premium contributions to date less Debt.

Rider Highlights

- Now offering more flexibility by adding two additional Benefit Options to the currently available 100% level on the EXEC rider:
 - 100% ROP
 - 93% ROP
 - 85% ROP

- There will be a charge for the rider which varies by Issue Age and Substandard
- Primarily sold through Simplified Issue/Guaranteed Issue on multiple lives
- 10-year benefit period that grades down in years 8+
- Levelized and Semi-heaped compensation structure that's in-line with competitors
- Normalized target premium to match base product target (at 100% benefit level)
- Target premium increases with each step down in ROP Benefit level
- Higher gross commission rates than the Exec Rider because of the normalization of target
- Payout percentages adjusted to pay a higher percentage in the early years
- Reduced payout schedule from 6 years to 5 years and reduced renewal % in year 6+
- New LEVR Comp Builders will need to be completed in order to sell the LEVR. The new Comp Builders can be located on the Forms Tool on LFG.com. Please call our CARE Center at 800-238-6252, Option 1, Option 2 if you need assistance.

Chargebacks and Compensation

- Commissions will be charged back on a two-year rolling basis upon policy lapse or surrender, meaning that the most recent two years of Commissions will be charged back upon any lapse at any point while the LEVR Rider is in force.
- No chargeback on Specified Amount decrease while the *Lincoln Enhanced Value*SM Rider is in force.
- Withdrawal does not chargeback comp, but a withdrawal will cause this rider to terminate, after which normal policy rules will apply.

COVID-19 Life Underwriting Update

Temporary Underwriting Guidelines June 2020

As communicated in April, Lincoln implemented temporary underwriting guideline changes applicable to all pending and new submissions of Lincoln individual life insurance policies, including Lincoln *MoneyGuard*[®]. These changes were put into place to effectively navigate the risks associated with the pandemic.

Based on the current environment and information from our reinsurance partners, these temporary guidelines remain in effect. **Lincoln will re-evaluate our position in September 2020, as the COVID-19 pandemic evolves and/or as the Centers for Disease Control and Prevention (CDC) and World Health Organization (WHO) give further guidance.**

PLEASE NOTE: These changes are temporary, subject to change, and will override any underwriting guidelines currently published in Lincoln's marketing or reference material.

Life Insurance Underwriting Updates

The following updates are temporary and will apply to all Term, Universal Life, Indexed Universal Life and Variable Universal Life policies. Formal applications in a *QUOTE*, *APPROVED*, *ISSUED* or *PLACED* status as of April 13, 2020 will not be impacted.

Internal Retention

Lincoln's Internal Retention will be reduced to the following limits:

- \$5 million maximum limit for term and permanent products
- Available up to age 65 only
- Preferred Plus, Preferred and Standard rate classes only

NOTE: There are no changes to Lincoln's auto-bind limit of \$60 million. Internal retention is only used for cases that are over Lincoln's jumbo limit of \$65 million, offers over the jumbo limit will be limited to \$5 million.

Table Reduction Program (TRP)

Temporary Table Reduction Program Guidelines:

- Ages up to 65: No changes to current TRP guidelines
- Ages 66-70: Limited offers with consideration up to Table 2 only. All other classes will be postponed
- Ages 71 and up: No changes to current TRP guidelines; TRP not available

Postpones

All cases meeting the following criteria will be postponed:

- Ages 65 and under, rated Table 5 and higher
- Ages 66-79, rated Table 3 and higher
- Ages 80-85, all classes
- All cases assessed with a Flat Extra greater than \$5 per \$1000
- All cases assessed with a Table Rating and Flat Extra

Accelerated Benefit Riders (ABR)

All applications for an ABR meeting the following criteria, the rider only will be declined:

- Ages 70 and up, with sub-standard rate classes
- Applicable for **Lincoln Care Coverage® ABR** and **Lincoln LifeEnhance® ABR** only

The base life insurance policy will continue to be reviewed for an Underwriting offer.

Lincoln MoneyGuard® Underwriting Updates

The following updates apply to all Lincoln MoneyGuard policies. Formal applications in a *QUOTE, APPROVED, ISSUED* or *PLACED* status as of April 13, 2020, will not be impacted.

Postpones

All cases meeting the following criteria will be postponed:

- Ages 70 and up, deemed to be sub-standard, up to Table 4
(Lincoln currently issues Lincoln MoneyGuard® cases up to Table 4 at a standard rating)

After the COVID-19 Underwriting restrictions have been lifted, clients who would have been eligible prior to this update could be considered for the Lincoln MoneyGuard® product available in the market at the time of the offer.

Underwriting Guidelines for Foreign Travel

The following guidelines apply to all Lincoln life insurance applications, including Lincoln *MoneyGuard*® Solutions.

- **Underwriting offers will be postponed indefinitely for:**
 - Any travel planned to a Level 3 country identified by the CDC, intended to be completed by September 30, 2020, or 14 to 30 days after the CDC lowers the alert status
- **Indication of planned travel after September 30, 2020, to a Level 3 country identified by the CDC will be evaluated on a case-by-case basis, depending on the situation.** Postponement is likely, but limited face amount options could be considered depending on the age and country
- If travel plans to a Level 3 country are cancelled or delayed until travel is determined to be safe by the CDC, Lincoln will amend the application and proceed with completing the underwriting process
- Each situation will be evaluated on its own merits and we will provide further guidance as more information is known about the pandemic status
- CDC website [[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)]

Verification of Health Status

Due to the ongoing pandemic and rapid spread of the coronavirus (COVID-19), Lincoln is requiring the **Declaration of Insurability (DOI) Form [ICC18LFF11709]** for all underwritten life insurance policies issued on or after March 30, 2020. This requirement is applicable for:

- All underwritten Term, UL, IUL, VUL products, excluding Lincoln *MoneyGuard*®
- All ages and face amounts
- Any exam completion date
- Any case that was previously closed and requested to be re-opened
- Any case with a Temporary Insurance Agreement (TIA) is in place

PLEASE NOTE: The signed Declaration of Insurability Form is valid for 10 business days from the client signature date on the form. A new DOI form will be requested if the policy is not placed within 10 days of the client signature date, as a result of other placement restrictive outstanding requirements – including, but not limited to: other delivery requirements, premium, or a revised illustration.

The Declaration of Insurability Form is available for completion through the eNIGO process, however this requirement should not be completed until after policy issue.

The DOI form is required to be signed after policy issue and will be a Delivery Requirement. For 1035 Exchanges, the DOI form will be required to initiate the exchange. The policy will not be placed in force until the DOI form has been signed and returned to Lincoln in good order.

If the client has COVID-19, it must be disclosed. Lincoln will then determine if it can continue to offer the policy or postpone until the client fully recovers.

Partnering with you

Obtaining medical records, labs and other requirements

As states continue to implement stay-at-home orders, along with facility closures and other state restrictions, we recognize you may experience delays as a result of the inability to retrieve an APS and medical records, criminal reports and/or obtain exams or labs. While these requirements will not be waived, to help keep business moving forward, Lincoln will:

- Attempt to obtain information needed for Underwriting in alternative ways, including but not limited to: obtaining Electronic Medical Records, PHI calls for medical history information and/or clarification, Claims Billing Data, and asking the client to obtain medical information from their Patient Portal(s)
- Work with clients to schedule exams and/or obtain necessary information as normal business operations begin to resume, including scheduling out beyond the current 45-day limit
- Honor insurance applications for one year from the date of submission; Lincoln will keep the file open as we work to obtain outstanding requirements

Working from home and doing business electronically

Lincoln offers options for you to conduct business digitally with your clients – from policy submission to policy delivery, and in between. The following resources will help guide you through the process:

Conducting business

- [Policy Submission Guide](#)
- [Policy Delivery Guide](#)
- [Self-Service Pending Case Status](#)

Obtaining signatures and requirements

- [Photo Image Acceptance](#)
- [eNIGO](#)
- [DocuSign eSignature](#)

Up-to-Date Life Operations FAQs and resources

Visit our NEW agent-approved website: www.LFG.com/GoDigital for the latest news and updates, FAQs and resources from Lincoln Underwriting and New Business and Customer Solutions.

- [COVID-19 Life Operations Frequently Asked Questions](#)

Temporary Underwriting Updates: Frequently Asked Questions

We know that you may have questions regarding our temporary Underwriting guidelines and the impact they could have on your business. If you have additional questions about these updates, please contact your dedicated Lincoln Underwriting team. For other questions related to COVID-19 Underwriting & New Business impact, reference the [Life Operations FAQs](#).

1. For these temporary underwriting guidelines, is Lincoln basing offers on attained age or insurance age?	Insurance age will be used.
2. If I received a tentative written offer on a Trial application prior to April 13, 2020, for a case now impacted by the temporary guidelines, will Lincoln honor the quote?	No, the Trial tentative written offer will not be honored. When a formal application is submitted, it will be subject to the temporary underwriting guidelines. For internal retention cases, see question 4.
3. If my case is in a <i>QUOTE</i> status, on a formal application (subject to receipt of additional information), received prior to April 13, 2020, will these temporary guidelines now apply to my case?	No. For a formal application, cases in a <i>QUOTE</i> status will be honored so long as the additional information is received as expected. If the case is not in a <i>QUOTE</i> status, the formal application will be subject to the temporary underwriting guidelines in place.
4. If I received a tentative written offer on a Trial application, prior to April 13, 2020, for an Internal Retention amount above the new temporary maximum limits, will Lincoln honor the quote?	Yes. The written offer will be honored as long as the formal application was received by Lincoln no later than April 24, 2020.
5. If my case is in a <i>QUOTE</i> , <i>APPROVED</i> , <i>ISSUED</i> , or <i>PLACED</i> status as of April 13, will my case be impacted by these temporary guidelines?	No, we are not pulling back offers for cases that were already in a <i>QUOTE</i> , <i>APPROVED</i> , <i>ISSUED</i> or <i>PLACED</i> status by April 13, 2020. The temporary guidelines will only apply to pending cases not already in <i>QUOTE</i> , <i>APPROVED</i> , <i>ISSUED</i> or <i>PLACED</i> status as of April 13, 2020 and any new submissions on or after April 13, 2020.
6. How does Lincoln define cases in a <i>QUOTE</i> , <i>APPROVED</i> , <i>ISSUED</i> or <i>PLACED</i> status?	QUOTE: The underwriter has made a written offer <u>and</u> updated the case to a <i>QUOTE</i> status in the system. There could be outstanding requirements that are needed to issue the case. APPROVED: All issue-restrictive requirements have been received and the underwriting decision has been deemed acceptable by the client. ISSUED: The policy/contract has been issued. PRINT: Policy has been printed, bound and mailed to the agent for delivery to the client. ELECTRONIC: ePolicy Delivery package has been initiated. PLACED: The policy/contract has been placed in force.
7. If Lincoln approved a case prior to April 13, and now the client wants a policy change, including an increase to the face amount, will the new temporary guidelines apply as a result of the change?	Yes. For any face amount increase or other policy change(s) that would require a new underwriting review, the temporary underwriting guidelines would apply. The client would also be required to sign another Declaration of Insurability Form after policy issue.

8. If my case was previously incomplete, withdrawn or postponed and reopened on or after April 13, 2020, will these temporary underwriting guidelines now apply?	Yes. These guidelines will apply to any pending case or new submission as of April 13, 2020. Reopened cases are considered new submissions but would retain the original policy number, as long as the application date and medical information is still valid.
9. Were there any changes to Lincoln's auto-reinsurance pool?	No. Lincoln's auto-bind remains the same at \$60 million.
10. Is Lincoln planning to expand Lab-Free consideration for higher face amounts?	No. Lincoln Underwriting & New Business is comfortable with our current risk profile and competitiveness of Lab-Free consideration for Tele-App submissions of cases up to \$1 million for clients age 60 and under, for all preferred plus, all preferred and most standard-rate classes.
11. Will Lincoln make an offer with a Flat Extra?	If a full application was submitted for a case that meets Lincoln's criteria for lab-free consideration, the agent can request a switch to the <i>LincXpress</i> ® Tele-App. The client will be required to complete a full Tele-App interview and the lab-free determination will be made during the underwriting process but is not guaranteed. Contact your New Business Associate to get started. Details here.
12. Will Lincoln make an offer for a Table Rating with Flat Extra?	Yes. Lincoln will accept a Flat Extra up to \$5 per \$1,000.
13. If my client was postponed for Lincoln <i>MoneyGuard</i> ® based on the temporary guidelines, can Lincoln re-open the case or will my client need to submit a new application and reapply?	No. Any table rating with Flat Extra will be postponed. Lincoln will re-open the case for consideration.
14. How does Lincoln define "sub-standard" for Lincoln <i>MoneyGuard</i> ® cases?	After the COVID-19 Underwriting restrictions have been lifted, clients who would have been eligible prior to this update could be considered for the Lincoln <i>MoneyGuard</i> ® product available in the market at the time of the offer.
15. Will any changes be made to Lincoln's Illustration software based on these temporary restrictions?	Table 2-4 would be considered sub-standard. Lincoln does not make offers above Table 4 for <i>MoneyGuard</i> .
16. Is Lincoln planning to postpone cases for "front line COVID-19" healthcare workers?	These underwriting updates are temporary; therefore, no changes will be made to the software.
17. How long will the postpone period be?	No. Lincoln is not taking any action against healthcare workers or first responders. The postpone period will last until the risks associated with COVID-19 have been lessened, as determined by Lincoln Management, at our sole discretion.

We appreciate your business and your partnership. If you have additional questions, please do not hesitate to reach out to your dedicated Lincoln Underwriting team.

Lincoln eSignature Agreement Update

Lincoln offers many solutions for distributors, agents and clients to manage their business electronically from submission to policy delivery. The following solutions are accessible from Lincoln's pending website, directly from iPipeline and/or by request from Lincoln's New Business team. **The use of these solutions does not require an eSignature Agreement with Lincoln.**

Policy Submission	iPipeline iGO eApp iPipeline eTicket
Pending	eNIGO DocuSign
Policy Delivery	iPipeline DocFast ePolicy Delivery Lincoln DocuSign ePolicy Delivery

Lincoln eSignature Agreement Updates & Requirements

For use of any non-Lincoln solution for electronic signatures (eSignatures), a **Lincoln eSignature Agreement** must be completed, submitted for review, and approved for use prior to **submitting any electronically signed documents**.

What you need to know

- Lincoln's new eSignature Agreement covers Life and Annuity new business
- Each business line must review and approve the solution requested for use
- Only Agency/Firm level Agreements will be reviewed for approval
 - Agent level accounts will not be accepted
- To request an eSignature Agreement for Lincoln Life and *MoneyGuard*® Underwriting & New Business Forms:
 1. Request an eSignature Agreement from your dedicated Underwriting & New Business team and provide the Agency/Firm's Legal Entity name for inclusion in the Agreement
 2. Lincoln will send the Agreement to the Agency/Firm for review and signature
 3. Once the signed Agreement is received by Lincoln, our team will review for approval
 4. If the Agreement is approved, Lincoln will sign and send the fully executed agreement back to the Agency/Firm
 5. The Agency/Firm can utilize the approved solution to collect electronic signatures from Agents and Clients for Underwriting & New Business

Resources

The following resources will help you manage your business electronically with Lincoln.

Conducting business	Obtaining signatures and requirements
<ul style="list-style-type: none">• Policy Submission Guide• Policy Delivery Guide• Self-Service Pending Case Status	<ul style="list-style-type: none">• Photo Image Acceptance• eNIGO• DocuSign eSignature

Please contact your dedicated Lincoln Underwriting and New Business Team with questions.

New Jersey Executive Order and Bulletin No. 20-16

Recently, New Jersey Governor Phil Murphy declared a state of emergency and public health emergency due to the COVID-19 pandemic. Governor Murphy signed a related Executive Order (Order) that impacts life insurance policies¹ and annuities issued in New Jersey for those policyholders who have experienced a financial hardship because of the COVID-19 pandemic. The Order became effective April 9, 2020.

The New Jersey Department of Banking and Insurance also issued a bulletin (Bulletin) that provides further guidance on this issue.


As the Order requires, Lincoln is sending a [letter to all policyholders](#) with inforce life insurance policies issued in the state of New Jersey. Please read this letter as it describes the pertinent provisions of the Order and Bulletin.

We will send servicing agents a listing of their clients who received the mailing along with a copy of the client letter. The [agent letter](#) provides additional details.

Questions? Contact our Customer Care Center at 800-487-1485, Monday through Friday, from 8:00 a.m. to 6:00 p.m. Eastern.

¹Policy(ies) are sometimes referred to as Certificate(s).

Policyholder Letter



Lincoln Financial Group
P.O. Box 26071
Greensboro, NC 27401
LincolnFinancial.com

May 12, 2020

<Name>
<Address>
<Address>
<Address>

IMPORTANT NOTICE

Policy: <Number>
Insured: <Name>

Dear Policyholder:

Thank you for placing your trust in Lincoln Financial Group (Lincoln). We are pleased to partner with you to help meet your insurance needs.

During this unprecedented time of uncertainty, Lincoln is here for you and we want to provide you with some valuable information regarding your policy¹.

Recently, New Jersey Governor Phil Murphy signed an Executive Order (Order) that impacts life insurance policies and annuities issued in New Jersey, for those policyholders who have experienced a financial hardship as a result of the COVID-19 pandemic. The New Jersey Department of Banking and Insurance also issued a bulletin (Bulletin) that provides further guidance on this issue.


The Order became effective April 9, 2020. In accordance with the Order and Bulletin, Lincoln will provide its customers who may be experiencing a financial hardship due to COVID-19 with the following:

- Policyholders or certificate holders who may be experiencing a financial hardship due to COVID-19 will be provided a 90-day emergency grace period to pay life insurance premiums so that insurance policies are not cancelled for nonpayment of premium during this challenging time;
- This emergency grace period is available to all policyholders whose policies were in force and not in the grace period as of March 1, 2020;
- During the 90-day period, Lincoln will waive late payment fees otherwise due, including any interest permitted, and not report late payments to credit reporting agencies;
- Allow premiums due but not paid during the 90-day period to be paid over the course of the following year in up to 12 equal installments; and

¹Policy(ies) are sometimes referred to as certificate(s).
Lincoln Financial Group is the marketing name for Lincoln National Corporation and its affiliates. [LincolnFinancial.com](#)
This letter applies to all policies and certificates issued in NJ by one or more of the following life insurance companies in the Lincoln Financial Group: The Lincoln National Life Insurance Company (Ft. Wayne, IN), Lincoln Life & Annuity Company of New York (Syosset, NY), First Penn Pacific Life Insurance Company (Ft. Wayne, IN), and Lincoln Life Assurance Company of Boston (Dover, NH). It also applies to any NJ issued policies for which one or more of the above-named life insurance companies acts as administrative agent.

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Agent Letter



Lincoln Financial Group
4H-08
1300 S Clinton St
Fort Wayne, IN 46802

May 27, 2020

<Agent Name>
<Address>
<Address>
<Address>

Re: Life Policies Issued in New Jersey

Dear <Agent Name>:

During the rapidly evolving COVID-19 situation, we want to provide you important information regarding life insurance and annuity coverage in New Jersey.

Recently, New Jersey Governor Phil Murphy declared a state of emergency and public health emergency, signing a related Executive Order (Order) that impacts life insurance policies¹ and annuities issued in New Jersey for those policyholders who have experienced a financial hardship as a result of the COVID-19 pandemic. The New Jersey Department of Banking and Insurance also issued a bulletin (Bulletin) that provides further guidance on this issue.

Attached is a copy of the notice we are sending to all owners of inforce life insurance policies issued in the state of New Jersey. Please read the notice, as it describes the pertinent provisions of the Order and the Bulletin. We have also attached a list of your policyholders who will receive the letter. The mailing will begin <date>. If you have annuity business with us, you will receive a separate letter regarding that business.

A copy of the Bulletin can be found at: https://www.state.nj.us/dobi/bulletins/bt20_16.pdf

If you have any questions, please call us at 800-487-1485. Our Customer Care Representatives are available Monday through Friday between the hours of 8:00 a.m. and 6:00 p.m. Eastern.

For additional information about Lincoln, visit our website at [LincolnFinancial.com](#).

Sincerely,

Life Customer Service and Claims

¹Policy(ies) are sometimes referred to as Certificate(s).
Lincoln Financial Group is the marketing name for Lincoln National Corporation and its affiliates. [LincolnFinancial.com](#)
This letter applies to all policies and certificates issued in NJ by one or more of the following life insurance companies in the Lincoln Financial Group: The Lincoln National Life Insurance Company (Ft. Wayne, IN), Lincoln Life & Annuity Company of New York (Syosset, NY), First Penn Pacific Life Insurance Company (Ft. Wayne, IN), and Lincoln Life Assurance Company of Boston (Dover, NH). It also applies to any NJ issued policies and certificates for which one or more of the above-named life insurance companies acts as administrative agent.

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Change to Electronic Delivery for Select Correspondence

Reprinted from the May 26, 2020 Lincoln Life Leader

As we all adjust to the far-reaching impacts of COVID-19, Lincoln is taking steps to ensure our customers and financial professionals can continue accessing the information they need, without interruption. One immediate step we are taking to maintain business continuity is to move client quarterly and annual statements, and VUL confirmations, exclusively online. (Please note: documents will still be printed and mailed to policyowners.)

Effective June 1, 2020, Lincoln will no longer print and mail hard copies of life insurance annual and quarterly statements, or VUL confirmations, to financial professionals. For easier, faster access, all materials are available electronically at LincolnFinancial.com.

In the past, Lincoln printed and mailed this correspondence to financial professionals and their offices. Due to increased work from home situations and safety precautions for both you and our staff, this move to electronic delivery is a natural step to ensure you continue to have access to the information you need.

There are many benefits of electronic correspondence, such as:

- **Speed:** Access correspondence anytime online, 24/7. Now you won't have to wait for mailed copies.
- **Convenience:** Historical correspondence is available from 2010 to today. That is ten years of information, all in one easy-to-access location!
- **Security:** Protect your customers' information and reduce your burden for handling and appropriately destroying confidential customer information.

If you are already registered on our website, no action is required. If you have not yet registered, please try to do so by May 29, 2020, to ensure that there is no interruption in service, and you are able to view future statements and VUL confirmations. You may register after May 29, 2020, but you will no longer receive hard copies of the correspondence beyond June 1, 2020.

If you are not registered, please take the following steps:

1. Go to LincolnFinancial.com and click on **LOG IN/REGISTER** in the upper right-hand corner
2. From the registration page, select **Industry Professionals**
3. Select **I Sell Lincoln Products**
4. Enter personal ID information and Lincoln-specific contact information

To view client correspondence and statements:

1. Log onto LincolnFinancial.com using your existing user ID and password
2. Under "**My business**" select "**Correspondence & statements**" to bring up all of the correspondence that is available for your policies.
3. You can filter your selection further using the criteria in the search box, as well as, sort by column. Otherwise, correspondence will show for all policies/contracts in chronological order.

[Click here](#) to view the FAQ and instructions to view an annual and/or a quarterly statement or confirmation statement. [Click here](#) for step-by-step web registration instructions. The registration takes just a few minutes to complete. If you have other questions, please contact LFD support at 877-533-1022, Monday through Friday, from 8:00 a.m. to 7:00 p.m. Eastern.

COVID-19 Operations Impact for Lincoln Life and *MoneyGuard*®

We remain committed to keeping you informed of any new updates, changes, and providing you with resources to help you navigate this rapidly changing environment.

For **up-to-date information** from Lincoln Life Operations, including Underwriting and New Business and Customer Service, please visit our Landing page: www.LFG.com/GoDigital.

Work from Home with Lincoln

The COVID-19 virus has interrupted the way we work and impacted the economy. However, we remain focused on serving our customers and advisors. It's times exactly like this when our mission to provide Americans with solutions that offer protection and security are most needed.

This page can be a resource for updates on our vendors and partners and to see what electronic capabilities we already have in place, like electronic applications, pending case tools and more.

To help you navigate the rapidly changing environment, refer to the following documents:

PROCEDURAL CHANGES	GUIDES
<ul style="list-style-type: none">Life Operations FAQsTemporary Underwriting Guideline Changes - Effective 4/13/2020Vendor Service ImpactPolicy Print Delivery Impact	<ul style="list-style-type: none">Policy Submission GuidePolicy Delivery GuideDocuSign eSignature Guide

And to help you continue to do business with Lincoln in the most efficient and effective manner, we would like to showcase the electronic capabilities you have.

Key Resources

- Life Operations FAQs ***UPDATED May 29, 2020***
- Temporary Underwriting Guidelines
- Vendor Service Impacts
- Electronic Capability Training & Resources
 - eSubmission
 - eNIGO
 - ePolicy Delivery
 - Self-Service Case Status

Latest News

- Temporary Underwriting Guidelines Remain in Effect
- Lincoln eSignature Agreement Updates

State Approvals

Updates since May 11, 2020

No Updates

[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.

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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.

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