

eReply Portal Q&A

Common questions regarding use of the eReply tool

Last year, Lincoln announced the Automated Follow-Up (AFU) Email eReply Portal which allows recipients to satisfy outstanding requirements directly from their Life and MoneyGuard AFU emails, no log-in required. Since its launch, you have satisfied questions and requirements faster than ever!

Below we have compiled the most popular questions we've received about the eReply Portal, as well as an image of the eReply Portal, to help you better understand and utilize this powerful pending tool.

Question	Answer
<i>How do I access the eReply Portal?</i>	You can access the eReply Portal directly from your Automated Follow-Up (AFU) email. Look for the sentence: "Please click this link to satisfy outstanding requirements."
<i>Who can use the eReply Portal?</i>	The eReply Portal is available to any case contact or producer who receives pending case statuses via automated follow-up email*. No log-in is required, and you do not need to be a registered user of the pending website.
<i>Do I need to click submit after I respond to each requirement?</i>	You should click submit on the eReply Portal after you have completed all of your responses. Clicking submit multiple times or after you complete each reply creates multiple notifications to the New Business Case Manager and can increase processing times.
<i>Can I view my submitted responses?</i>	Currently, there is not a way to view previously submitted responses.
<i>How do I know Lincoln received my responses?</i>	When you successfully respond to a requirement on the eReply Portal, the requirement that you responded to will disappear. If it does not disappear, you may refresh your browser to check that the response was submitted. If the requirement does not disappear after a refresh, please submit the response again. There is an indicator at the bottom of the requirement list that shows the number of requirements outstanding, which will decrease as replies are submitted. Additionally, the outstanding requirement on the pending website will be updated to a 'received' status. Pending websites are updated hourly.
<i>What happens if my response was not submitted successfully?</i>	Our New Business team has methods for monitoring the eReply Portal and will be notified if replies are not successfully transmitted. The requirement will re-appear the next time you launch the portal.
<i>Can I sign my issued policy via the eReply Portal?</i>	Neither Lincoln's AFU emails nor the eReply Portal have links to take you to electronic delivery signing platforms (DocuSign/DocFast). You will receive an email from DocuSign or DocFast with instructions and a link to review/sign your issued policy on their platform.

Can I sign/correct individual forms in the eReply Portal?

eNIGO capable items will be acknowledged with an asterisk (*) and a link will be included to transfer to the eNIGO platform to electronically complete and sign forms.

The following image is an example of what users could see when they launch the eReply Portal:

The screenshot displays the Lincoln eReply Portal interface. At the top left is the Lincoln Financial Group logo. The main heading is "Lincoln eReply Portal" followed by "POLICY ENDING IN XXXX" and "Requirements". Below this is a table with columns: CLIENT NAME, REQUIREMENT, COMMENT, REPLY, and FORM. The table lists 10 requirements for "V CLIENT", including items like "Situs", "Answer to question on app", "Delivery Notice", and "MG Agent's Report". Each row has a comment, a speech bubble icon, a reply icon, and a form icon. Below the table is a pagination control showing "Show 1- 10 of 25" and "1 2 ... 3" with "Prev" and "Next" buttons. A note states: "* AVAILABLE FOR ENIGO. TO ESIGN YOUR FORMS VIA OUR ENIGO PLATFORM, PLEASE [CLICK HERE](#)." At the bottom is a blue "SUBMIT" button.

CLIENT NAME	REQUIREMENT	COMMENT	REPLY	FORM
V CLIENT	Situs	Please provide d...	🗨️	📄
V CLIENT	Answer to question on app	Primary Benefici...	🗨️	📄
V CLIENT	Answer to question on app	Primary beneficia...	🗨️	📄
V CLIENT	Answer to question - for underwriting	Need primary ca...	🗨️	📄
V CLIENT	Answer to question on app	Need contact cor...	🗨️	📄
V CLIENT	Illustration	Please submit a ...	🗨️	📄
V CLIENT	Delivery Notice	Delivery Notice	🗨️	📄
V CLIENT	Answer to question on app	Inflation Protecti...	🗨️	📄
V CLIENT	MG Agent's Report	MoneyGuard Age...	🗨️	📄
V CLIENT	Answer to question - for underwriting	Insured - Need c...	🗨️	📄

To learn more about this tool, please review the following training materials:

[eReply Overview Flier](#)

[eReply Portal Training Video](#).

**Not currently available for Lincoln MoneyGuard Direct Firms.*

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.