



# How to reach Lincoln Financial

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## Call

Customer Service Center: 800-423-2765

Monday through Thursday, 8 a.m. to 8 p.m., Eastern  
Friday, 8 a.m. to 6 p.m., Eastern

**Step 1:** Press **1** to indicate that you're an insured member.

**Step 2:** Enter your Social Security number (SSN) or the policyholder's SSN (if different).  
If your SSN cannot be located or isn't yet in the system, you can select from the following options:

- Claims and verification of benefits
- Member service (enrollment status, evidence of insurability, and continuation of options)

**Step 3:** Select the type of coverage you're calling about:

- Press **1** for absence management, disability, accident, critical illness, or hospital indemnity.
- Press **2** for dental.
- Press **3** for life.
- Press **4** for vision.



## Email

[ClientServices@LFG.com](mailto:ClientServices@LFG.com) for benefit questions

[Claims@LFG.com](mailto:Claims@LFG.com) for claims inquiries and questions on existing claims

[LifeClaims@LFG.com](mailto:LifeClaims@LFG.com) to submit life insurance claims

[DisabilityClaims@LFG.com](mailto:DisabilityClaims@LFG.com) to submit disability claims



## Visit

Visit [LincolnFinancial.com](http://LincolnFinancial.com) for real-time benefit information.

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[LincolnFinancial.com](https://LincolnFinancial.com)

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LCN-4944366-091222

MAP ADA 9/22 **Z04**

**Order code: GP-EECG-FLI001**



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