

Frequently Asked Questions – Underwriting & New Business Process

Forms and Application Process	
QUESTION	ANSWER
What is the application process for Lincoln MoneyGuard® II – New York?	<p>The new application forms package will replace the ticket, creating a more efficient application process and a better client experience by reducing the redundancy of questions asked during the interview process.</p> <p>Part I — Contains the nonmedical questions currently included on the Lincoln MoneyGuard application allowing financial professionals the opportunity to assist clients in answering questions that previously caused confusion</p> <p>Medical LTC Supplement — Contains medical questions used to determine a client’s initial underwriting for Lincoln MoneyGuard</p> <p>Part II — Contains the additional medical questions needed to complete the underwriting process</p>
Why is Lincoln replacing the ticket process?	<p>The new forms are replacing the ticket to eliminate the redundancy of nonmedical questions being asked to the client during the interview process, therefore creating a shorter, customized Personal History Interview focused only on medical information.</p> <p>Lincoln is also leveraging technology to capture application information, reducing time to acknowledge receipt by Lincoln and reduce Not In Good Order tickets (NIGO).</p> <p>Lastly, based on consumer preference, Lincoln is offering clients the option to choose how they would prefer to complete the medical information: over the phone with a Lincoln representative or via paper with their financial professional.</p>

How is the Lincoln *MoneyGuard* II Part 1 different than the Lincoln *MoneyGuard* Reserve “ticket”?

The new Part I will include all the information from the ticket, plus the following categories of information:

Proposed insured information: citizenship, email, marriage status, driver’s license number

Policy information: specified amount

Billing information: premium, mode, source

Client replacement questions: six questions regarding inforce insurance and replacements (Agent/Financial Professional answers for client)

Agent replacement questions: replacement questions (currently answered by Agent/Financial Professional at delivery)

Inflation protection check box

Contact information: For owner and beneficiary

Optional:

Payor information: name, address, Social Security number, relationship

Protection against unintended lapse: name, address, phone

What are the required forms for submission prior to the Personal History Interview?

MoneyGuard® Cover Page – Form MG11672 (firm variations)

MoneyGuard® Application for Individual Life Insurance and Individual Long-Term Care Part I – Form MGF11612A-18A

NOTE: Please be certain to give a copy of the Important Notice from Part I to the client (first 3 pages)

Agent’s Report – Form MG11724-18 (to be completed by the Agent/Financial Professional only)

MoneyGuard® Projection of Values (signed by Applicant, Owner, Agent/ Financial Professional)

Long-Term Care Insurance Personal Worksheet – Form MGF10656-18A

Confirmation of Personal Worksheet Financial Information Opt Out – Form LF10581 [This form is required if the client opts out of completing the financial information on the Long-Term Care Personal Worksheet.]

Authorization for Release of Information (HIPAA) – Form LF02896

If the case is a replacement or if there is existing inforce life insurance, the following forms are required:

Replacement of Life Insurance or Annuities—Form 33503 (state variations) — must be signed on or before the application signature date. All yes and no check boxes must be answered.

Appendix 10C Important Notice Regarding Replacement or Change of Life Insurance or Annuities – Form LFF10995-18

Appendix 11 Definition of Replacement – Form LFF10994-18

Authorization to Disclose Policy Information – Form 29603NY

Note: Additional conditional replacement forms may be required.

See *MoneyGuard* Checklist – Form MB11718 – for a complete list of all required forms.

Are the new forms mandatory, or can I continue to submit through the paper ticket process?

The new forms and application process are mandatory for Lincoln *MoneyGuard* II – New York.

<p>What if my client does not answer all the questions on the application?</p>	<p>Any answers to missing questions will be required prior to policy issue. Lincoln New Business will create an amendment to the application, to be signed on delivery, and will become part of the contract.</p>
<p>What if there is a 1035 exchange and my client does not answer all the questions required for an Underwriting decision?</p>	<p>Any questions that are needed to render an underwriting decision must be amended on the application and signed by the client, prior to initiating a 1035 exchange, to ensure accuracy of the clients' medical history.</p>
<p>What is the process for split 1035 exchanges between Life, <i>MoneyGuard</i>, and/or an Annuity?</p>	<p>You can split a 1035 exchange the following ways, between a:</p> <ul style="list-style-type: none"> - Life policy and a <i>MoneyGuard</i> policy - <i>MoneyGuard</i> policy and an annuity - Life policy and an annuity <p>1035 exchanges must be initiated on the Life/<i>MoneyGuard</i> side. A letter of instruction, signed by the policy owner, outlining how to split the funds is required OR a signed illustration with the correct 1035 amounts (the two illustration 1035 amounts must equal the amount received).</p> <p>When planning to split a 1035 exchange between two policies, this should be advised up front, so policies can be documented. Exchange paperwork is required for both policies.</p>
<p>If my client answers “yes” to any of the questions on the Medical LTC Supplement during the phone interview, what happens?</p>	<p>If the client answers “yes” to any question on the Medical LTC Supplement, the Tele-App specialist conducting the Personal History Interview will continue asking all 14 questions on the supplement and will conclude the interview once all questions have been asked. The Part II will not be completed at this time. The Lincoln Underwriter will receive the package and deem the case as “declined or postponed”. The Lincoln wholesaler can then deliver the message to the case contact.</p>
<p>If I submit all forms on paper, including the Part I Application, Medical LTC Supplement and Part II with the application package, will my client still receive a phone call?</p>	<p>If all required forms are completed on paper and the following conditions are met, no phone call with the client will be required and the case will be approved for issue.</p> <ul style="list-style-type: none"> - All forms are received by Lincoln in-good-order. Refer to the <i>MoneyGuard</i> Checklist [MB11718] for a complete list of all required forms. - Based on the answers provided on the Medical LTC Supplement, the client is deemed eligible for Lincoln <i>MoneyGuard</i> II. - The client is under age 61, and no cognitive screening is required. - There are no additional questions needed by underwriting, based on answers provided on the Application Part I, Medical LTC Supplements or the Application Part II.

<p>If I have multiple cases for the same family or for spouses, can they be grouped together?</p>	<p>Yes, cases for spouses or the same family should be grouped together to ensure the same experience during the Personal History Interview (PHI). These cases are referred to as “Keep Together” cases.</p> <p>Best practice: Indicate any Keep Togethers on the <i>MoneyGuard</i> cover sheet of each case.</p>
<p>Will an interpreter be available to conduct phone interviews in a language other than English?</p>	<p>Yes, interpreter-assisted tele-interviews are available upon request. Please complete and submit the following form with the Application Part I and point-of-sale forms:</p> <ul style="list-style-type: none"> – English as a Second Language Certification – Form MG06808NY
<p>What marketing resources are available that outline the process?</p>	<p>Agent use: Overview flier [MG-NY-FLI005] Agent guide [MG-NY-FLI004] Underwriting-at-a-Glance [MG-ADV2-BRC001]</p> <p>Client use: Pre-Submission Tool [MG-QUA2-FLI001] Personal History Interview Instructions [MG-PHI2-FLI002]</p> <p>Marketing materials are subject to firm approval.</p>
<p>How will agents or case contacts receive pending status updates?</p>	<p>The case contact will continue to receive case status emails throughout the Underwriting and New Business Process.</p> <p>Additionally, case status can be obtained through the Pending Business Tool by logging in to the Lincoln producer website or by contacting their Lincoln representative.</p>

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