

Best Practices for “In Good Order” Submissions

Underwriting & New Business

Lincoln *MoneyGuard*® solutions

Lincoln’s Underwriting and New Business team is dedicated to streamlining the submissions process to help you place your Lincoln *MoneyGuard*® cases more quickly. To improve your in-good-order submissions and help expedite the Underwriting and New Business process, please reference the following submission tips and best practices.

Please reach out to your dedicated Lincoln *MoneyGuard*® Underwriting and New Business team with any additional questions.



AGENT LICENSING AND APPOINTMENTS

- **All producers must be properly licensed and appointed with Lincoln, prior to soliciting a Lincoln *MoneyGuard* application.** Lincoln cannot accept an application until the producer is licensed and appointed.

- **For Life Long-Term Care Education State Insurance Licensing and Training Requirement,** contact Lincoln Producer Solutions at 877-546-2647, option 3, option 2.



LINCOLN *MONEYGUARD* COVERSHEET

- **Always include special instructions and additional details on the Lincoln *MoneyGuard* cover sheet**
[Form MG11672; state variations]

- Indicate the method for completion of LTC and Medical Supplements: In person (submitted with Part I) OR Personal History Interview (PHI)

- **Reference any prior submissions with proper file number.**

- **Include Case Manager contact information** to ensure communications are sent to the appropriate person.

- **For multiple cases within the same family,** indicate the case is submitted with a partner case.



FORMS

- **All forms need to be completed in their entirety,** including the Part I application.

- **Get signatures and dates on all forms.** Refer to the Application Checklist [Form MG11718; state variations] for all required forms.

- **Use black ink only when completing all forms.** Blue and other colored inks do not scan well.

- **Forms must be signed in the capacity in which the owner is acting.** Trust/Corporate owned policies require that all trustees/officers sign **with their title**.

- **Submit the correct State Variation of all required forms, including the Projection of Values (illustration).** Current versions of all forms can be obtained on the Lincoln producer website. Note: Versions change frequently; please ensure you are using the current version of all forms prior to your case submission.
- **Firm-specific form(s) and suitability process must be completed and submitted,** where applicable, according to Firm procedures and guidelines.
- **Provide the Agent's Report to ensure compensation is paid correctly:** Include the correct agent code for each agent, including percentage split, if applicable. It is best to also include your affiliated up-line.
- **SITUS:** The contract state must be the state in which the policy owner has a bona-fide residence or state of employment. For Trust-Owned policies, the contract state must be where the trustee or insured has a bona-fide residence or state of employment. Contact your Lincoln representative or for more information, review Lincoln's Corporate Situs Guidelines.
- **Do not use correction fluid/tape on forms.** If you need to change an answer, draw a line through the mistake and have the party responsible for the answer ***initial and date each alteration.***
- **If corrections or changes are made to a form after submission,** all pages of the corrected form must be re-submitted to Lincoln.
- **Replacement Form Requirements:** Replacement Notice [Form 33503; state variations] must be signed on/or before the application signature date; otherwise the package could be rejected.
 - **If replacing Long-Term Care Insurance,** [Form LTC06291] must also be signed and submitted with the application.
 - **In New York** all Replacement Forms must be signed on/before the signature date on the application and all other forms; otherwise a new ticket packet will be required. For additional reminders and best practices, [click here](#).
- **English as a Second Language Certification** [Form MG06808; MG06808NY in New York] must be provided with application submission, if applicable.



PROJECTION OF VALUES (ILLUSTRATION)

- **Include the New Business Data Pages** and ensure information on Application Part I aligns with the information provided on the New Business Data Page in your illustration.
- **For policies approved or issued other than originally illustrated,** an illustration that reflects 'revised' on each page is required.
- **In New York, the Illustration** must be signed on/or before the signature date on the application and all other forms.



PREMIUM PAYMENTS & 1035 EXCHANGES

- **The remitter of premium payments must have a relationship to both the insured and the policy.** The type of payment must fall within [Lincoln's Monetary Policy](#). Please review Lincoln's guidelines regarding Cash Equivalent payments.
- **Electronic Funds Transfer (EFT)**
 - Available for all modes, including monthly, quarterly, semi-annual and annual payments.
 - EFT is required for monthly payment modes.
 - Available as a **one-time draft** to satisfy the outstanding balance due for expedited policy placement. The EFT form can be submitted, in lieu of a premium check, to obtain the balance due. **Please include instructions for a one-time draft on the coverletter or EFT form.**
 - Access and download a copy of the EFT Form [CS06711] on the Lincoln Forms Tool.

- **1035 Exchanges:** Complete the Exchange Agreement/Absolute Assignment for Life Insurance [[Form LF06591](#)] in its entirety.
 - Only one carrier per form
 - Multiple policies for the same carrier can be listed
 - Make sure all check boxes have been addressed
 - Type of Insurance
 - Collateral Assignment
 - Lost or destroyed policy (recommended to be checked)
 - Existing loan
 - If trust or corporate owned, must add title to signature
 - Printed name for all, include title for trust or corporate owned
 - Do not write below the thick bold line on page 3 – as this is for Internal Use by Lincoln only
-



Online PHI Scheduling and eDelivery

- **Utilize Lincoln's digital processes to help expedite processing from submission to placement.**
-

- **Online Scheduling for the Tele-App interview appointment** enables your client to self-schedule (or reschedule) their interview, at a time that's convenient for them. Upon Part I Application submission, the client will receive an email with a link to schedule their Tele-App interview online.
 - **eDelivery offers a quick and secure electronic delivery process — with faster turnaround times — at NO cost.**
 - **Same day delivery** of issued policies and quicker revisions on issued policies, if needed
 - **24/7 access** to view policies with mobile compatibility
 - **Expedited compensation payouts**
 - **Eliminate postage and paperwork** with convenient eSignature capability
-



PENDING CASE STATUS

- **Access up-to-date status on pending cases** from your Lincoln Producer website or in Automated Emails.
 - From the **Pending Details tab** in Lincoln's pending website:
 - **View key dates and action items** at-a-glance from the Case Tracker.
 - **Quickly satisfy** outstanding questions and/or requirements on a case.
 - **Easily download up to 5 issued policies** at one time directly from the Pending List.
-

Life insurance issued by The Lincoln National Life Insurance Company, Fort Wayne, IN and Lincoln Life & Annuity Company of New York, Syracuse, NY, 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.