

Lincoln MoneyGuard® II Application Process

Frequently Asked Questions

As a leader in the market, Lincoln has a long-standing commitment of helping protect clients' wealth from the risk of long-term care expenses. Effective July 9, 2018, we launched a new application package that improves efficiency and the overall Lincoln MoneyGuard® II submission process for both advisors and clients.

Lincoln MoneyGuard II Forms and Application Process

QUESTION	ANSWER
<p>What is the new application process for Lincoln MoneyGuard?</p>	<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> <ul style="list-style-type: none"> • Part I — Contains the non-medical questions currently included on the Lincoln MoneyGuard application allowing advisors the opportunity to assist clients in answering questions that previously caused confusion • Medical LTC Supplement — Contains medical questions used to determine a client's initial underwriting for Lincoln MoneyGuard • Part II — Contains the additional medical questions needed to complete the underwriting process
<p>Why is Lincoln making this change?</p>	<p>The new forms are replacing the ticket to eliminate the redundancy of non-medical 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 advisor.</p>
<p>How is the new Part 1 different than the 'ticket'?</p>	<p>The new Part I will include all the information from the ticket, plus the following categories of information:</p> <ul style="list-style-type: none"> • Proposed Insured Information: citizenship, email address, 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/Advisor answers for client) • Agent Replacement Questions: replacement questions (currently answered by Agent/Advisor at delivery) • Inflation Protection Check Box • Contact Information: For owner and beneficiary <p><i>Optional:</i></p> <ul style="list-style-type: none"> • 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 MG11672 (firm variations)

MoneyGuard® Application for Individual Life Insurance and Individual Long-Term Care Part I—Form MGF11612A (state variations) (6 pages) along with the Agent’s Report MG11724 (to be completed by the Agent/Advisor only) NOTE: Please be certain to give a copy of the Important Notice from Part I—First 3 pages—to the client.

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

Long-Term Care Insurance Personal Worksheet (state & product variations)

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 (state variations)

If the case is a replacement or if there is existing inforce life insurance and the state is an NAIC state, the following form is 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. (Replaces LF10087)

Note: Additional conditional replacement forms may be required.

See **MoneyGuard Checklist** [MB11718] for a complete list of all required forms.

What is the effective date of this new process?

Effective July 9, 2018, the new application process will be implemented. Following a 60-day transition period, the ticket will no longer be accepted.

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

Effective September 10, 2018, the new forms are mandatory for all states that have approved the new application process.

California and Virgin Islands are currently pending approval and will continue to follow their current workflow until approved. Once approved, there will be a 60-day transition period after which the new forms will be mandatory.

Note: Lincoln *MoneyGuard* II is not approved in New York. New York will follow their current workflow for Lincoln *MoneyGuard*® Reserve and requires full interview by the vendor.

What are the Transition Guidelines?

- From the date of state approval of the new application process, there will be a **60-day transition period**.
- Completed ticket and one other required point-of-sale form must be signed, dated, and received in good order by Lincoln’s home office by 11:59pm ET on the last day of the 60-day transition period to flow through the ticket process.
 - If a ticket is submitted prior to the cut-off date, the Personal History Interview (PHI) must be completed within 60 days of submission. In addition, the case must be placed within 90 days of the PHI. If these conditions are not met, the case will be closed. If a case is reopened, a new application package must be submitted.
- Effective September 10, 2018, the Part 1 Application and required point of sale forms will be required for all states that have approved the new application process. Tickets will no longer be accepted.
- Ensure that you are appropriately credentialed prior to submitting an application.

What if my case is still in pending status at the end of the transition window (September)?

If a ticket is submitted prior to September 10, 2018, the Personal History Interview (PHI) must be completed within 60 days of submission. In addition, the case must be placed within 90 days of the PHI. If these conditions are not met, the case will be closed. If a case is reopened, a new application package must be submitted.

<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>
<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 2 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 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 Checklist</i> [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> <p>English as a Second Language Certification [Form MG06808]</p>

What marketing resources are available that outline the process?

The following marketing resources will be available effective July 9, 2018. Subject to firm approval.

Agent Use:

Overview Flier [[MGR-PROC-FLI003](#)]

Agent Guide [[MGR-PROC-BRC002](#)]

Client Use:

Pre-Submission Tool [[MGR-QUA2-FLI009](#)]

Personal History Interview Instructions [[MGR-PHI2-FLI003](#)]

Contact your Lincoln representative with additional questions or for more information.

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Lincoln *MoneyGuard*® II, universal life insurance policy form LN880/ICC13LN880 with the Value Protection Rider (VPR) on form LR880 and state variations/ICC15LR880 Rev, Long-Term Care Acceleration of Benefits Rider (LABR) on form LR881/ICC13LR881, and optional Long-Term Care Extension of Benefits Rider (LEBR) on form LR882/ICC13LR882. Not available in NY.

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