

Annuity Operations COVID-19 Impacts

Frequently Asked Questions – updated effective March 23, 2020

We continue to actively monitor the spread of the coronavirus (COVID-19) and are committed to helping you navigate the rapidly changing environment. The COVID-19 virus has changed the way we work and impacted the economy however, **we remain focused on serving our customers and producers.** Our mission to provide Americans with protection and security solutions are most needed in times like these.

The information in this document is subject to change at any time. Please contact your dedicated Relationship Manager with any questions.

Question	Answer
Operations	
Will Lincoln's hours of operation change?	The Annuity Care Center hours will remain Monday – Friday 8:00AM – 6:00PM EST. We will continue to monitor and communicate any changes.
Will Lincoln's service levels change?	There are no current plans to change our service levels. Lincoln is committed to maintaining the current service levels. We will continue to monitor and communicate any changes.
How might service be impacted if Lincoln employees are affected by the coronavirus?	Our top priorities are helping our employees understand what actions to take to protect themselves and their families, as well as providing unwavering service to our customers like you. We remain confident that we will be able to take advantage of our flexible work from home policies to continue to provide service. Lincoln is prepared to enact business continuity protocols should they be needed.
Product	
Do you anticipate any material and imminent product changes due to interest rate/market volatility?	Lincoln is committed to proactively managing our business in this current environment based on our future expectations to ensure we are operating responsibly for the long-term. As we have always done, we continue to monitor the external environment, and if necessary, as part of our disciplined approach to financial and risk management, we will make responsible product adjustments, guided by our long-term objective of honoring commitments to policyholders. By remaining nimble, we are confident in our continued success partnering with you to meet the needs of your clients.
Licensing & Appointment	
Will the appointment process change?	The process has not changed for licensing and appointments. Financial professionals will need to work with their BD/MGA back offices to complete process/paperwork. LFG does not require a wet signature on the L&A/contracting paperwork for any line of business. We will accept faxed or scanned images of these documents. Fax # is (603) 226-5311 and the email address is contracting@lfg.com.
In the event financial professionals are unable to sign, scan or email documents, what alternatives are available for them?	LNA Access, available through DTCC, is a consideration for the broker-dealer. DTCC does not assess a fee for a broker-dealer to use this service, nor will LFG. LFG is currently reviewing our licensing and appointment processes, applicable to all product lines, to explore other alternatives for broker-dealers and financial professionals who are having trouble in completing or transmitting the required documents.

New Business	
Will the application submission process change?	The process for annuity applications has not changed. The financial professional will submit the annuity application using a firm supported Annuity Order Entry System (AOES) or paper application. As an alternative for firms that do not have a supported AOES, AppAdvantage is a Lincoln supported tool on the financial professional page of LincolnFinancial.com. This tool has full e-Signature capability.
Can we use a firm supported e-Signature tool for annuity applications?	Firms with current e-Signature agreements can utilize the tool and submit e-signed annuity applications. To inquire if an e-Signature agreement is on file or how to enter into an agreement, please contact your annuity operations relationship manager.
How can we submit required paperwork for applications?	Any required forms can be submitted via fax or email, including secure email to AnnuityForms@lfg.com. Forms completed through the AppAdvantage tool will transmit electronically and any additional forms or attachments can be uploaded during the application completion process to transmit electronically. While Lincoln will accept copies, images, and electronic signatures of all required forms, paperwork for 1035 Exchanges and Qualified Transfers may still require original paperwork or wet signatures based on the surrendering carrier requirements.
How is contract delivery impacted?	Lincoln offers e-Delivery capability through Docufast. The client will need to select the e-Consent option on the annuity application and provide a valid email address. Contract delivery will continue to follow the current agreement with the firm. Changes can be made to the agreement to allow contract delivery directly to the client if firm offices are closed.
Inforce	
How do I request a withdrawal or a contract change?	Option A: Firms should continue to submit inforce transactions through their order-entry platform, if available. Option B: Inforce transactions, including withdrawals may be requested via the www.lfg.com (any dollar amount) or via our Customer Contact Center (<\$50k). Option C: An image of an executed withdrawal form (PDF or photo) may be emailed to www.annuityforms@lfg.com.

Contact your dedicated Lincoln Relationship Manager with additional questions.

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.