

FIXED ANNUITIES

The Lincoln Leader

MARCH 26, 2021
VOLUME 14, ISSUE 3

Updated login process and two-factor authentication New two-factor authentication process effective April 24, 2021

Lincoln is committed to protecting our customers and their personal data. Two-factor authentication has become the industry standard for account security, and we are taking steps to improve the performance of the existing login and authentication process. Lincoln is implementing a cloud-based solution for identity management that will have a new look and feel.

Already using a two-factor authentication process? No action is required; you will retain your current username, password and two-factor authentication settings.

New to two-factor authentication? After April 24, 2021, you will be prompted to set up two-factor authentication during login. You can choose either a phone authorization or utilize an authenticator application.

Two-factor authentication is a mandatory security feature for all users of the Lincoln secure site, unless accessing the site through single-sign-on from a partner website.

You may wish to bookmark the new login page:
[Lincolnfinancial.com/secure/login](https://lincolnfinancial.com/secure/login).

For more information and for sample login screens, view our Two-Factor Authentication Update [Frequently Asked Questions](#) document.

HEADLINES

[Two-factor authentication](#)[Max issue ages for SPIA/DIA changed](#)[Online account management tools](#)[Proof of Life – new attestation process](#)[Company holiday April 2nd](#)[Electronic capabilities for conducting business](#)[Regulatory round-up](#)[Paperwork can be sent to Lincoln via email](#)[Idaho annuity illustrations](#)[NIGO Tip of the month](#)[NAIC training updates](#)[Contact information](#)

Maximum issue age changes for income annuities

*Lincoln Insured Income*SM immediate annuity and *Lincoln Deferred Income Solutions*SM annuity changes effective April 5, 2021

We are temporarily suspending sales of “Life only” payouts for individuals over age 59 for *Lincoln Insured Income*SM single premium immediate annuity (SPIA) and *Lincoln Deferred Income Solutions*SM deferred income annuity (DIA).

We are increasing the maximum issue age to age 70 for *Lincoln Deferred Income Solutions*SM annuity for qualified payouts with a guaranteed minimum amount of income.

The updated issue ages are as follows:

SPIA	Nonqualified and qualified: <ul style="list-style-type: none">▪ Life only payouts: Ages 15 through age 59▪ Payouts with a guaranteed minimum amount of income: Age 15 through age 85 (<i>no change</i>)▪ Period certain: Ages 0-95 (<i>no change</i>)
DIA	Nonqualified, ROTH IRA and QLAC: <ul style="list-style-type: none">▪ Life only payouts: Ages 18 through age 59▪ Payouts with a guaranteed minimum amount of income: Age 18 through age 80 (<i>no change</i>)▪ Period certain: Ages 18-80 (<i>no change</i>) Qualified: <ul style="list-style-type: none">▪ Life only payouts: Ages 18 through age 59▪ Payouts with a guaranteed minimum amount of income: Age 18 through age 70▪ Period certain: Ages 18-70

Note: The oldest age of the Owner, Joint Owner and Annuitant will be used to determine the issue age availability. Age nearest birthday is used to determine issue age requirements.

SPIA and DIA “Life only” payment options include:

- Single Life Only and Joint & Survivor Life Only
- Joint & Percent to Survivor Life and Contingent Joint & Percent to Survivor Life

Transition guidelines:

In order to receive a contract with a “Life only” payout issued above the age of 59, applications with a valid illustration must be received at Lincoln prior to April 5, 2021, and issued within the timeframe specified on the illustration.

Illustrations for "Life Only" SPIA and DIA payouts will be temporarily unavailable from the Lincoln ForeSight Annuity illustration system as of April 5, 2021. Illustrations for “Life only” SPIA and DIA payouts for clients age 59 and under can be generated from the CANNEX system.

Annuitant's proof of life may be required – new attestation process

Letters being sent to those receiving a lifetime payout

Lincoln is currently reviewing all active contracts that have regular payments to confirm whether the Annuitant is alive.

According to the terms of our contracts, Lincoln reserves the right to request proof that the Annuitant is living on any date prior to a scheduled payment.

A letter and Proof of Life Affidavit will be sent to Annuitants and/or Joint Annuitants of contracts that are currently distributing a lifetime payout. Letters will be sent in the birth month of the Annuitant.

Proof of life attestation will be requested for lifetime payouts from:

- All contracts with a lifetime benefit rider that have a zero-account value or near zero account value
- Structured Settlement business
- Annuitants with foreign addresses
- Underwritten SPIA business
- Contracts with an annual payout of \$100,000 or more
- Contracts with Annuitants who are 90 years of age and older with an annual payment of \$10,000-\$99,999 (pension and annuitized business only)

If no response is received within 90 days from the date of the letter, payments will stop until we receive valid proof that the Annuitant is still living.

Individual Annuity Contact Center: Holiday hours

As a reminder, the Individual Annuity Contact Center will be closed on Friday, April 2, 2021 for the Good Friday holiday.

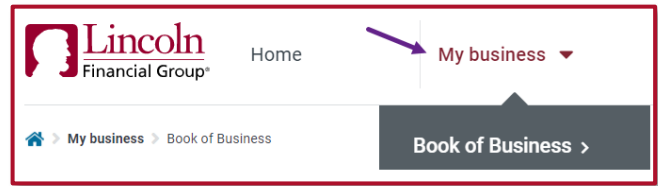
Online account management tools – information at your fingertips

Book of business tool, correspondence, alerts and more

Lincoln continues to enhance our online capabilities so that conducting business with us is as seamless as possible. Register for access and take advantage of the following tools:

Book of Business tool (provides secure access to accounts)

- View account values, rider information, download the contract, and more. With the Book of Business tool, you have 24/7 access to account information.
- View your clients' accounts, search for a client, or sort and compile a list of clients using specific criteria.
- Conduct certain transactions; with proper authorization, you and your clients can request a withdrawal, view beneficiary info, and access service forms.
- Reallocate eligible interest accounts for fixed indexed annuities.
- Sign-up to receive statements and confirmations electronically.
- Calculate and request the required minimum distribution.



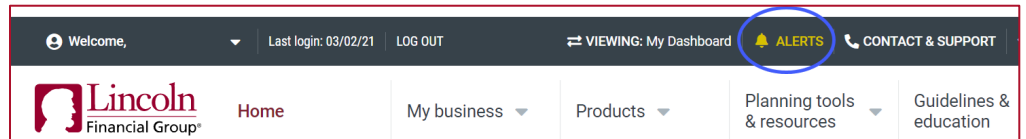
Note: All options may not be available for some older contracts; some transactions are subject to firm approvals.

Correspondence and statements (helps you stay informed)

View Lincoln communications sent to your client, including confirms, letters and statements.

Alerts and notifications (provides status updates and reminders)

You can receive alerts via text and/or email to give you the status of your annuity new business accounts. This makes it easier to stay on



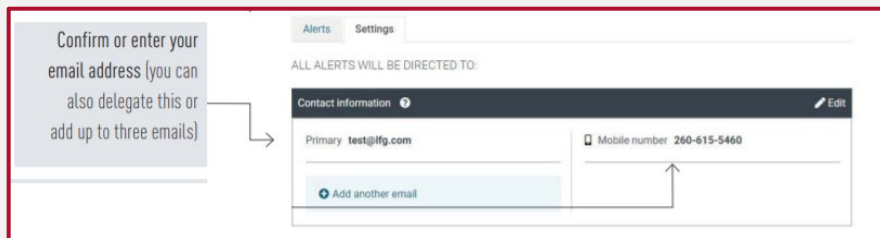
top of which new accounts are in good order—and which ones need further action. You can also receive alerts for client reallocation windows so you can reach out in a timely manner to assist them.

- Receive alerts and notifications on the status of pending business: in good order/not in good order, status of transfers & exchanges, and more
- Receive an alert when a reallocation window is available; this simple reminder can provide an additional service opportunity.

Learn more and [Sign up for new business & reallocation alerts.](#)

New: Add up to 3 emails to receive Alerts and Notifications

Now you can add up to three email addresses, allowing others to help you manage your business.



Subject to firm approval; also some firms require using company-assigned email addresses. Check the protocol for your firms.

If you haven't already registered for online account access, sign up on [LincolnFinancial.com](#) now. View our video to learn how to register and access client information on the website: [LFG Agent Statements Registration Demo.](#)

Use of electronic capabilities for conducting business with Lincoln

Digital First strategy takes hold

And as we continue to work in this virtual environment and become virtual virtuosos, Lincoln has created a one-stop-shop site to [help you do business today](#).

Lincoln's *Digital First* strategy includes the use of electronic capabilities, and is the preferred method for conducting business with Lincoln.

Our [Go Digital Annuities](#) site provides tips for working with clients virtually, resources for getting the conversation started, and links to helpful tools and reference materials.

From application submission through contract delivery, Lincoln's electronic capabilities offer many benefits for distribution partners, producers and clients, including faster turnaround times and an increase in good-order submissions.

Our online account management tools provide access to client contract information.

The *Digital First* strategy also helps to reduce paper consumption, minimizing the impact of our operations on the environment.

Other helpful links include:

- [New Brokerage Resource Center](#)
- [MGA Resource Guide \(Annuities\)](#)
- [Run an Illustration](#) (available for *Lincoln OptiBlend*[®] and *Lincoln New Directions*[®] fixed indexed annuities, *Lincoln Insured Income*SM immediate annuity and *Lincoln Deferred Income Solutions*SM annuity.

Resources for an evolving regulatory environment

Stay informed with Lincoln's site

It can be challenging to stay up to date on all the changes and requirements — many of which could have a big impact on your business and how you serve your clients. Visit our [Regulatory Roundup resource](#) center for timely and comprehensive updates on regulations, legislative changes, requirements, and even pending proposals.

Lincoln Financial Group

Helping you do business today

0:00 / 1:50

Helping investors — and the financial professionals who guide them — through a challenging market is nothing new to Lincoln or our industry; it's part of our DNA.

Access resources quickly to help your clients stay confident and focused.

A Message from Lincoln's CEO
Watch the video: [Building Confidence in Times of Crisis](#)
[The Lincoln Difference](#)
[Lincoln Financial Group Newroom](#)
[Doing Lincoln Annuity Business: COVID-19 FAQ](#)

Resources for an evolving regulatory environment

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BETTER CLIENT CONVERSATIONS

- [Building Confidence in Times of Crisis](#)
- [Digital experience: Own the outcome](#)
- [Taxes: Control What You Can](#)
- [Barron's Top 100 Annuities](#)
- [Timely Market Commentary](#)
- [Alliance Resource Center](#)

SIMPLIFY BUSINESS WITH US

- [Request a customized VA illustration](#)
- [Request a customized FA illustration](#)
- [Checklist to sell Lincoln annuities](#)
- [Learn the most common reasons for NIGOs](#)

HAVE BUSINESS WITH US?

- [Access book of business](#) [Watch Video](#)
- [Video: Web correspondence tool](#)
- [Sign up for new business & reallocation alerts](#)
- [Statements on demand \(VA only\)](#)
- [Video: Statements on demand \(VA only\)](#)
- [Video: Additional investment calculator \(VA only\)](#)
- [Encourage clients to sign up for eDelivery](#)
- [Client transaction authorization form](#)

QUESTIONS? CONTACT US

Sales desk: (877) 533-0265, Option 3
Contract licensing: (877) 533-0265, Option 2
In-force business: 877-ASK-LINC (877-275-5156)
LFD Web Support: 877-533-1022

Lincoln Financial Group

Regulatory Roundup

OVERVIEW | REG BI | SECURE ACT | CARES ACT | REVISED NAIC SUITABILITY | NY REG 187 | AG49-A | SECTION 7702

Regulatory changes can impact the way you do business and serve your clients. How do you stay on top of it all?

Reminder: Annuity paperwork can be sent to Lincoln via email

Annuity email address designed for forms submission

As a reminder, email is an available option when sending certain paperwork for new business and transactions for Lincoln annuities. While you can still mail or fax paperwork, it may be more efficient to attach the completed forms to an email and send them to AnnuityForms@lfg.com.

Note: this option is not available with all firms.

As a convenience to our clients, we are including a reference to the Lincoln annuity email address to the address information on new business and service forms as other updates occur.

Documents must be sent as a .PDF, .TIF or .PNG without encryption or passwords.

The following are some answers to commonly asked questions about the email submission option:

Question: Will the actual body content of the emails be monitored?

Answer: The AnnuityForms@lfg.com inbox will be for form submissions only. **If special processing instructions are needed, please include them as part of the attachment.**

Question: What type of paperwork may be accepted via email?

Answer: Basically, any form that can currently be 'faxed in' can be sent via email. However, in some instances for 1035 business, the surrendering carrier may want the original signature. In this situation, Lincoln will notify the representative to obtain the originals.

Question: How can I make sure the emails I send are received on a secure connection?

Answer: You are under your own firewall protection until the submission is received within Lincoln email. Lincoln may be able to establish a secure encryption associated with your domain (e.g. @lfd.com, @lfg.com). Some domain names or companies may already have a secure encryption process established. In addition, your company may have specific instructions for sending secure emails; please contact your company if you have further questions regarding sending a secure email. For establishing a secure encryption, please contact Lincoln's customer service area for more information.

Question: What if a secure encryption cannot be established with my email address?

Answer: If a secure encryption cannot be established for the email address you plan to use, the security of the document may vary until it is received at Lincoln. Your security will depend on what you have in place on your computer or what your company may have in place for sending secure emails.

Submitters must ensure they have approval from their back office to email forms to Lincoln rather than fax or mail.

Idaho annuity illustrations – add full Lincoln company name to cover page

Required prior to presenting illustration to prospective client (reprint)

Idaho requires the complete name of the actual insurer to be clearly identified on the first page of all advertisements (we have the insurer's name on the last page).

We are updating all annuity illustrations to include this information as of April 5, 2021.

In the meantime, it is important for you to include the full company name on the front cover page of the illustration before sharing it with your client. Writing in "Insurer: The Lincoln National Life Insurance Company" in the bottom left corner of the first page will satisfy this requirement.

If an electronic copy of an illustration is provided, the representative should call attention to the company name in the accompanying correspondence: "I've attached an illustration for [product name] issued by The Lincoln National Life Insurance Company".

Lincoln
Financial Group

Wealth protection and growth potential

Lincoln New Directions® 8 fixed indexed annuity

Valued Client	Valued Client	Prepared by
Owner	Annuitant	Financial Professional
Gender: Male	Gender: Male	
Age: 60	Age: 60	

State of Issue
Idaho

Insurer: The Lincoln National Life Insurance Company

Nonqualified
© 2001 Lincoln National Corporation
Lincoln Financial Group
Lincoln Financial Group is a
marketing name for Lincoln National
Corporation and its affiliates.
Affiliates are separately
responsible for their own financial
and contractual obligations.
MGA111
5.2.41.81
LIN 259265-05219

A fixed indexed annuity is intended for retirement or other long term needs. It offers principal protection, access to interest accounts, options for guaranteed income (available for an additional charge), and beneficiary protection. It is intended for a person who has sufficient cash or other liquid assets for living expenses and other unexpected emergencies, such as medical expenses.

The purpose of this illustration is to show you how the annuity contract works using amounts of low interest calculated and credited to each of the interest accounts selected. While the contract allows for reallocations, this illustration does not reflect these. Hypothetical values are shown for illustrative purposes and are not guaranteed.

For complete product details including information about each of the interest accounts selected, please see the prospectus and all applicable disclosures. Disclosures and disclaimers apply. The exact terms of the annuity are contained in the contract and any attached riders, endorsements and amendments, which will control the issuing company's contractual obligations.

THIS IS AN ILLUSTRATION, NOT A CONTRACT, AND IS NOT COMPLETE UNLESS ALL PAGES ARE INCLUDED.

For use by financial professionals with the general public.

Not a Contract Not FDIC-insured May go down in value
Not insured by any federal government agency
Not approved by any state or account association

Page: 1 of 11

NIGO tip of the month

Replacement Information Boxes — Pages 2 and 4 of the Application

Reminder: both "Yes/No" boxes must be answered (client and representative attestation). The answers MUST be consistent between the two pages.

Replacement Information - Required (All information needs to be completed.)

- Yes No Do you own any existing annuity contracts or life insurance policies?
(Representative/Agent: If Yes, the appropriate state version of Form 33503 is required for applications signed in NAIC states.)
- Yes No Will the proposed contract replace or change any existing annuity or life insurance?
(Representative/Agent: If Yes, complete the information below with the contract information being replaced AND provide the applicable state replacement form(s) for the state where the application is signed.)

Representative/Agent Signature - Required (All information needs to be completed.)

- Yes No Does the applicant have any existing annuity contracts or life insurance policies?
(If Yes, the appropriate state version of Form 33503 is required for applications signed in NAIC states.)
- Yes No Will the proposed contract replace or change any existing annuity or life insurance?
(If Yes, complete the applicable state replacement form(s) for the state where the application is signed.)

NAIC Annuity Transaction Model Reg – training required

Several states now require additional training; other states anticipated to follow

The NAIC has amended the Annuity Transaction Model Regulation to align with the best interest standard of care for annuity sales. As part of this Model Regulation, producers will need to complete additional training.

Producer training requirements for states who have adopted the 2020 NAIC Model

- **New annuity producers** are required to complete a new four-credit training course that covers the new requirements.
- **Existing producers** who have previously completed a four-credit training are required to complete a new one-credit training course (a new four-credit course will also meet the requirement). Completion of this training is required within six months after the effective date of the Model Regulation in each state.
- **All Producers:** Product-specific training will continue to be a requirement for new and existing producers prior to solicitation of an annuity product.

Note: Where Lincoln is conducting the suitability review, the Acord 660 form or “Appendix A”, (“Insurance Agent (Producer) Disclosure For Annuities”) is required with the application in states that have adopted the new NAIC Model Regulation. If this form is missing from applications received after the Effective Date of that state’s adoption, the business will be deemed Not in Good Order (NIGO).

The new state-approved NAIC courses are currently available on vendor sites and will be accepted immediately.

Current state adoptions

The following states have recently adopted the revised NAIC Suitability in Annuity Transaction Model Regulation. Producers soliciting annuities in these states will need to complete the general annuity and product-specific training. State-specific requirements are shown below:

	Effective Date	General annuity deadline if licensed prior to effective date	General annuity deadline if NOT licensed prior to effective date	Product-specific (carrier training) deadline	Reciprocal
Arkansas ¹	12/29/2020	6/30/2021	6/30/2021	6/30/2021	Yes
Arizona	12/31/2020	6/30/2021	Prior to Solicitation	Prior to Solicitation	Yes
Iowa ²	1/1/2021	6/30/2021	Prior to Solicitation	Prior to Solicitation	Yes
Michigan	7/1/2021	12/31/2021	Prior to Solicitation	Prior to Solicitation	Yes
Rhode Island	4/1/2021	9/30/2021	Prior to Solicitation	Prior to Solicitation	Yes
Delaware	8/1/2021	2/1/2022	Prior to Solicitation	Prior to Solicitation	Yes

¹ Arkansas: Awaiting additional guidance from the state regarding General Annuity and Product Specific Training.

² Iowa: Producers who intend to sell fixed and variable indexed annuities in Iowa will need to complete a four-credit indexed product training course.

Future state adoptions

The following states are pending adoption of the 2020 NAIC Model (others may follow): Alabama, Idaho, Kentucky, Massachusetts, North Dakota, Nebraska, Nevada, New Jersey, Ohio, Tennessee, Texas, Wisconsin.

The Annuity Education Requirements 50-State Chart includes this new requirement, and is available by logging onto LFD.COM > GUIDELINES AND EDUCATION > COMPLIANCE GUIDELINES. Updates will be published on a continual basis as states adopt the 2020 NAIC Suitability in Annuity Transaction Model Regulation.

Looking for an article?

The Index of Articles for past issues of the Fixed Annuity Lincoln Leader can be found on the Lincoln Leader archive page of producer websites.

Products and features subject to [state availability](#).

Certain products are only available in select distribution channels. Check your selling agreement for availability.

Not a deposit
Not FDIC-insured
Not insured by any federal government agency
Not guaranteed by any bank or savings association
May go down in value

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LCN-3491684-031321



Fixed annuity contact information

Sales Desk

Product questions/ Sales ideas/
Illustrations/ Website training
Operating hours: 8:00 a.m. – 7:00 p.m. ET

Annuity Sales Desk *Agent Use Only*

Sales Desk: 888-895-4830, Option 2
FixedAnnuitySales@LFD.com

Customer Solutions

Appointments/ Contracting/
Compensation
Operating hours: 8:00 a.m. – 6:00 p.m. ET

Appointments/Contracting

Call Center: 800-238-6252, Option 1, Option 2

New Contracting Paperwork Submission:

Contracting@LFG.com
Fax: 603-226-5311

NAIC Training Questions:
AskAnnuityNAIC@LFG.com

Appointment Status Updates:
LicensingStatus@LFG.com

Compensation

Call Center: 800-238-6252, Option 1, Option 1
Commissions@LFG.com

New Business and Post-Issue

Operating hours: 8:30 a.m. – 5:00 p.m. ET

FAX Numbers

New business: 260-455-0271 (fax)
Post-Issue: 260-455-0263 (fax)

Pre-Issue Good Order (GO) Team

Contact the appropriate New Business Case Coordinator

Forms Submission

AnnuityForms@LFG.com

Overnight Servicing Address

Lincoln Financial Group
Individual Annuity Operations
1301 S Harrison St., Ft. Wayne, IN 46802-3425

Servicing Address

Lincoln Financial Group
P.O. Box 2348
Fort Wayne, IN 46801-2348

Contact Centers

For agent/client use
Operating hours: 8:00 a.m. – 6:00 p.m. ET

Fixed and Fixed Indexed Annuity

888-916-4900

Lincoln Insured Income, Lincoln Deferred Income Solutions, Lincoln SmartIncome and annuitization:
800-487-1485 x8529

Lincoln Long-Term Care: 877-534-4636

Lincoln fixed, fixed indexed and income annuities are issued by The Lincoln National Life Insurance Company (Lincoln), Fort Wayne, IN. The Lincoln National Life Insurance Company does not solicit business in the state of New York, nor is it authorized to do so. **Contractual obligations are subject to the claims-paying ability of The Lincoln National Life Insurance Company.**

Contracts sold in New York are issued by Lincoln Life & Annuity Company of New York (Lincoln), Syracuse, NY. **The contractual obligations are subject to the claims-paying ability of Lincoln Life & Annuity Company of New York.**