

Policy Prints Temporarily Suspended

Effective March 27, 2020

We're continuing to actively monitor the impact and spread of the coronavirus (COVID-19), and we're committed to helping you navigate this 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.**

During this time, Lincoln is operating with an abundance of caution and closely following the guidance of the CDC. Helping to protect the health and welfare of our employees is among our top priorities. On March 16, 2020, Lincoln implemented a mandatory work-from-home for the majority of employees, including the underwriting and new business team.

Beginning March 30, 2020, all underwriting and new business employees will operate under the mandatory work-from-home guidance and therefore we will not be printing life insurance policies from our office for an undetermined amount of time.

What you need to know

- **For policies issued on or after 12:00pm ET on Friday, March 27, 2020, traditional paper policy prints will be unavailable for all life insurance products, including Lincoln *MoneyGuard*® solutions.**
- Electronic policy delivery (ePolicy Delivery) and PDF policy delivery options will remain available and must be leveraged for policy delivery during this time when paper policies are unavailable
- If you would like to receive a duplicate printed paper policy after offices re-open and normal business operations resume, please notify your Lincoln New Business Associate. (subject to firm approval, if applicable, and not available for *Lincoln TermAccel*®)

ePolicy Delivery

Electronic policy delivery offers secure online review of your policy and enables electronic signing for the agent and client from a computer or mobile device. After all signing parties have completed the process, the policy is immediately available for download.

1. **DocFast via iPipeline:** Available for all Lincoln life insurance products at no cost.
 - Register for DocFast through iPipeline: LincolnFinancial.com/eDelivery
 - Initial set-up may take up to 2 weeks, and an acknowledgement agreement is required
 - Indicate eDelivery as the method on the Cover Letter at submission
 - Agent FAQ [[DOWNLOAD](#)]
2. **Lincoln *MoneyGuard*® Direct DocuSign eDelivery:** Available for Lincoln *MoneyGuard* only and the policy is electronically sent directly to the agent and client.
 - Contact your Underwriting and New Business team to get started.
 - Initial set-up can be completed within 24 hours. (not available in New York)
 - Indicated eDelivery as the method on the Cover Letter at submission
 - Agent FAQ [[DOWNLOAD](#)]

Digital PDF Policy Delivery

Lincoln generates and provides a PDF of all issued life insurance policies, excluding *Lincoln TermAccel*[®]. This PDF is acceptable for policy delivery to your client.

Access the policy PDF two ways:

1. **Lincoln producer pending website:** Download up to 5 policies at one time from the Pending List
 - Self-service Policy PDF Access [[DOWNLOAD](#)]
2. **Request Secure Email from Lincoln New Business Associate:** If you do not have access to Lincoln's producer pending website, you can request a policy PDF on the Cover Letter, or you may contact your Lincoln New Business Associate

Policy PDF Delivery Notice Options:

1. **Wet Signature:** Scan and email or fax a copy of the signed policy back to Lincoln
2. **DocuSign:** If a DocuSign agreement with Lincoln is in place, the Delivery Notice can be loaded into DocuSign to obtain an electronic Signature from the client. (not available for Lincoln *MoneyGuard* in New York)

Resources

The image shows a document titled "Lincoln Life Policy Delivery Options" with a table comparing three delivery methods: Paper, Digital, and Electronic. The table includes columns for "What it is", "Pros", "Cons", "How to access", and "Other".

| | Paper Policy Delivery | Digital Policy Delivery | Electronic Policy Delivery |
|----------------------|--|--|--|
| What it is | Physical policy document delivered to the policyowner or agent. | PDF policy document delivered to the policyowner or agent. | PDF policy document delivered to the policyowner or agent. |
| Pros | • Familiar format • No need for internet access | • No need for internet access • No need for physical storage | • No need for internet access • No need for physical storage |
| Cons | • Physical storage required • Risk of loss or damage | • Risk of loss or damage • Risk of unauthorized access | • Risk of unauthorized access • Risk of data breach |
| How to access | • Policyowner or agent • Policyowner or agent | • Policyowner or agent • Policyowner or agent | • Policyowner or agent • Policyowner or agent |
| Other | • Not available for all policies • Not available for all policies | • Not available for all policies • Not available for all policies | • Not available for all policies • Not available for all policies |

[Policy Delivery Options](#)



DocFast ePolicy Delivery Training Videos

[DocFast Agency/Distributor Experience](#)

[DocFast Agent Experience](#)

[DocFast Client Experience](#)

Please contact your dedicated Lincoln Underwriting and New Business Team with 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.