

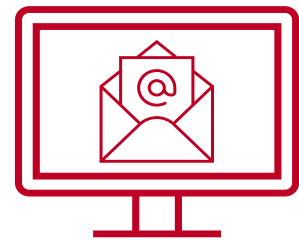
Automated Follow-Up Email eReply Portal

A fast and convenient way to complete outstanding pending case requirements

Lincoln's Underwriting & New Business department offers a robust variety of tools to assist our partners with managing their pending Life Insurance and Lincoln *MoneyGuard*® cases. **Beginning Sept. 26, 2022**, we are excited to announce the newest addition to our pending case tools: the Automated Follow-Up (AFU) Email eReply Portal. Lincoln's pending case status AFU emails will include a link to the new eReply Portal, allowing the recipient to satisfy outstanding requirements with no log-in required.

What you need to know about the eReply Portal:

- Portal link is available in Life Quote and Outstanding Requirement AFU emails, and MoneyGuard Outstanding Requirement AFU emails
- Enables users to reply directly to outstanding requirements, accept/reject Life Insurance underwriting offers and upload documents or forms
- Requirements will be updated and reviewed faster
- The portal will display the case indicated in the AFU email only – if the user has multiple pending cases, those requirements will not be shown
- Requirements will be removed from the eReply portal dashboard once resolved
- eNIGO capable items will be acknowledged with an asterisk (*) and a link will be included to transfer to the eNIGO platform where users can electronically complete and sign forms



Who can use the eReply Portal:

- Available to any case contact or producer who receives pending case status via automated follow-up email*
- No log-in required
- Being a registered user of the pending website is not required

To learn more about this exciting new tool, please watch our [eReply Portal Training Video](#).

**Not currently available for Lincoln MoneyGuard Direct Firms.*

Life insurance issued by The Lincoln National Life Insurance Company, Fort Wayne, IN 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.