

# Now Available: eNIGO Automation

For Lincoln Life Insurance and *MoneyGuard*® Cases

---

Starting Feb. 13, 2023, Lincoln has enhanced the Lincoln life insurance and *MoneyGuard*® pending case process to enable quicker resolution of outstanding form requirements. eNIGO packets will automatically generate and send to agents and/or case managers for issue restrictive requirements on all online interview (eInterview) cases\*.

## What is eNIGO?

eNIGO leverages DocuSign technology to offer agents and clients the opportunity to electronically satisfy and sign not-in-good-order (NIGO) form requirements. This feature helps close the submission to placement gap when signatures, new forms, or corrections to already submitted forms are required.

## What has changed?

Previously, agents and case managers must manually initiate the eNIGO process from the Lincoln producer pending website, automated follow-up emails, or by requesting from the new business case manager. The agent/case manager will select the eligible forms to include in an eNIGO packet before it is passed to the agent then to the client for completion and eSigning. Starting Feb. 13, the eNIGO envelope will generate automatically on all eligible eInterview policies. This automation will reduce the manual step in which the case managers/agents need to select the proper forms and initiate the eNIGO process.

The automated eNIGO envelope will only contain form requirements that are issue-restrictive and in a “needed” status\*\*. Duplicate envelopes containing the same documents will not be sent via eNIGO automation, regardless of if they were sent via automation or manually.

## For Additional Training, Please Review Our Resources:

[eNIGO Agent Overview](#)

[eNIGO FAQ](#)

[eNIGO Training Brainshark](#)

\* *Direct Agency not included*

\*\* *Illustrations and Amendments are not eligible for eNIGO*