

FIXED ANNUITIES

The Lincoln Leader

JULY 21, 2023
VOLUME 16, ISSUE 7

Market Intel Exchange – As of June 30, 2023

Inflation, Federal policies, midterm elections & more

Lincoln's quarterly [Market Intel Exchange \(PDF\)](#) (MIE) provides financial professionals and clients timely insights into today's complex markets — and more.



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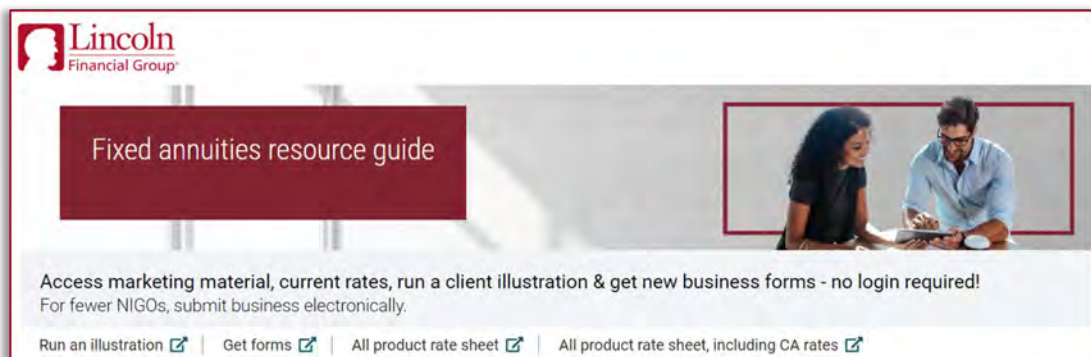
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The banner features the Lincoln Financial Group logo on the left. A dark red box contains the text 'Fixed annuities resource guide'. To the right, there is a photograph of a woman and a man sitting at a table, looking at documents. Below the photo, the text reads: 'Access marketing material, current rates, run a client illustration & get new business forms - no login required! For fewer NIGOs, submit business electronically.' At the bottom, there are four links with external icons: 'Run an illustration', 'Get forms', 'All product rate sheet', and 'All product rate sheet, including CA rates'.

Bookmark this site: <https://www.lincolfinancial.com/public/microsite/mgaguide#godigital>

The Lincoln Leader contains product and business implementation information for Lincoln fixed, fixed indexed and income annuities. Products and features are subject to state and firm availability. Check with your Lincoln representative for availability.

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Lincoln MYGuaranteeSM Plus updates effective August 21, 2023

Buying a fixed annuity simplified with electronic submissions; updates to rate lock procedures

We are dedicated to offering clients the guaranteed growth they want for their retirement savings with *Lincoln MYGuaranteeSM Plus* fixed annuities. Beginning August 21, 2023, electronic applications will be required to submit business and we are updating our rate lock procedures.

Electronic applications make submitting annuity business simple, streamlined and secure. Using electronic applications will help contracts get issued faster and reduce not in good order (NIGO) issues, making it easier to do business with Lincoln.

Electronic applications will be required to submit business.
Paper applications will no longer be accepted as of August 21, 2023.

Even if an agent's firm does not specifically support an order entry platform, financial professionals are able to access the *Lincoln AppAdvantage[®]* electronic application tool (powered by FireLight) by logging into LincolnFinancial.com.*

Lincoln AppAdvantage[®] uses thousands of built-in business rules to help guide a producer toward creating an "in good order" application. By using this tool:

- Paperwork requirements are automatically identified,
- Repetitive fields will be auto-populated, and
- Any missing information will be flagged to help ensure your business is in good order.

*Some firms may restrict the use of *Lincoln AppAdvantage[®]*; in this situation, the link will not be available to representatives of that firm. Other firms may allow access but require a customized link (contact your Lincoln representative for more information). Lincoln Financial Network representatives have access to Lincoln Annuity eApp (powered by FireLight) via AdviceNext Gateway.

Updated rate lock procedures

The new rate lock procedures will use the "Application received date" instead of the "Application signed date" to determine rate lock eligibility. The updated document (Form FA-05042) outlining the rate lock procedures will be available from the Lincoln Forms Tool on or around August 21, 2023.

In order to lock in rates before a rate change, the electronic application must be received in Annuity New Business by 4:00 pm ET on the business day prior to the effective date of the rate change.

– If the electronic application is received after the cutoff, the contract will receive the new rate.

- **Cash with application:** Cash must be received and the contract must be issued within 7 calendar days from the date the application is received.
- **1035 Exchange/Qualified Trustee-to-Trustee transfer:** A 45-day rate hold will apply to Lincoln-initiated 1035 exchanges and qualified trustee-to-trustee transfers beginning on the date the application is received, and the contract must be issued within 45 calendar days from the date the application is received.
 - If the rate hold period expires, the contract will receive the current interest rate in effect.
- **Transfer of funds (nonqualified)** from noninsurance accounts to nonqualified annuities are treated as cash with application, such as mutual fund shares, CDs, brokerage accounts, or any other financial institution funds selected in section 2B of the ACORD transfer form (ACORD951). Proceeds must be received and the contract must be issued within 7 calendar days from the date the application is received.

(Continued on next page)

Summary of changes to rate hold rules for *Lincoln MYGuarantee*SM Plus fixed annuity
 Effective August 21, 2023

	New rate hold rules (as of August 21st)	<i>Existing</i> rate hold rules
Rate hold eligibility deadline	Application Received Date	Application Signed Date
When does the application have to be received?	<ul style="list-style-type: none"> • App received in Annuity New Business prior to a rate change effective date. • The submitted file date is the application received date at Lincoln. 	<ul style="list-style-type: none"> • App signed prior to a rate change effective date and has 14 days from the application signed date to be received at Lincoln's home office.
Cash With App	The Contract must be issued on or prior to the 7 th calendar day from the received date to receive the Rate Hold on the rates.	Funds must be received within 14 calendar days of the application signed date.
1035/Qualified Transfers	The Contract must be issued on or prior to the 45 th calendar day from the received date to receive the Rate Hold on the rates.	Funds must be received within 60 calendar days of the application signed date.

Contact your Lincoln representative with any questions.

Top NIGOs

Applications received not in good order (NIGO) result in processing delays

Here is a list of recent top NIGOs; remember to check all requirements and forms prior to submitting new business to Lincoln.

- Replacement form needed (Certain states require a replacement form, even if you are not replacing any existing insurance or annuities with this application; check to see if this applies to your case)
- Suitability – Additional information needed (Reminder - the guide, *“How to complete the suitability form”* is available from the Lincoln Forms Tool: AN11545)
- ACORD form – Information and Owner signature needed
- Additional paperwork needed

Contact your Lincoln representative or your New Business Case Coordinator with any questions.

Consent for eTransmissions and eSignatures incorporated into website registration process

Now available

To protect our customers and Lincoln Financial Group we are updating e-consent acknowledgement on LincolnFinancial.com and My Lincoln Portal related to [eTransmissions](#) and [eSignatures](#).

Newly registering for website access

When users register on LincolnFinancial.com or My Lincoln Portal for the first time, the terms and conditions checkbox will include links to eTransmissions and eSignatures legal pages and will require acceptance to proceed with website registration.

Existing website users

Users who have previously registered will be prompted a single time at their next login for that same acknowledgement.

Website terms

Please review and accept the Lincoln Financial terms below before accessing the site.

eSignatures
eTransmissions

I have read and agree to the terms above

REGISTER

Consent required for to conducting business electronically

In order for an insurer to electronically deliver a document or conduct business electronically as part of an insurance transaction, including to an insured, policyholder, applicant, or claimant, the insurer must have obtained the recipient’s affirmative consent. Incorporating the e-consent process as part of accessing Lincoln’s secure websites ensures compliance with these requirements.

Lincoln Financial Group

Registration

Identity verification | **2. Login information**

Please create a username and password for future site logins.

Username

Between 5-35 characters, at least 1 letter, no special characters, spaces, or 9 consecutive numbers

Password

Between 8-40 characters, at least 1 number, at least 1 special character, cannot contain your username

Confirm password

Email

I have read and agree to the following:
[Online Terms and Conditions](#)
[eSignatures](#)
[eTransmissions](#)
[Two-Factor authentication](#)

REGISTER

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. **This mailbox only accepts emails with attachments.**

This option is not available with all firms.

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

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

Check out our online account management tool – Go digital!

Self-service options for you *and your clients*

Encourage your clients to register at LincolnFinancial.com for 24/7 account access. This service is:

- ✓ Convenient, easy to use and saves time
- ✓ Safe, secure and helps you and your clients monitor account activity
- ✓ Paperless and contactless

Lincoln continually strives to improve its web experience for existing clients and financial professionals, and offers the following self-service solutions:

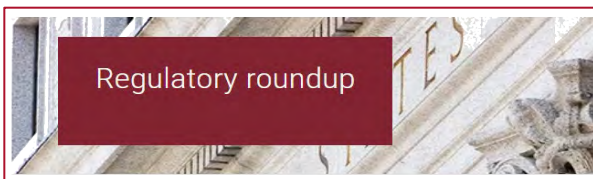
- Download a contract and correspondence
- Request a one-time withdrawal
- Establish or update an automatic withdrawal service
- Address changes
- Beneficiary changes
- Indexed account reallocations
- Contract level Required Minimum Distribution (RMD) amount/calculator
- Access to service forms

[Share this video](#) with your clients and help them get comfortable with online account management.

Not all features are available with all contracts and may not be supported by all firms.

Check out Lincoln's Regulatory Roundup

Your source for timely, comprehensive and simplified regulatory updates.



[Bookmark this resource](#) center to stay informed of current legislative changes and requirements and impending proposals—so you can optimize your business. Recent updates include SECURE 2.0 Act and Actuarial Guideline 49-A.

NAIC Annuity Transactions Model Reg – training required

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

The NAIC has amended the Annuity Transactions 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. Refer to the Frequently Asked Questions document found by logging in to [LINCOLNFINANCIAL.COM](https://www.lincolnfinancial.com) > GUIDELINES AND EDUCATION > COMPLIANCE GUIDELINES for more information.

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

- **New annuity producers** are required to complete a 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).

Recent state adoptions – Florida, Kansas, Oregon and Washington

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

State	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
Alaska	1/15/2023	7/14/2023	Prior to solicitation	Prior to solicitation	Yes
Florida	1/1/2024	6/30/2024	Prior to solicitation	Prior to solicitation	Yes
Georgia	8/1/2023	1/31/2024	Prior to solicitation	Prior to solicitation	Yes
Hawaii	1/1/2023	6/30/2023	Prior to solicitation	Prior to solicitation	Yes
Illinois	8/1/2023	1/31/2024	Prior to solicitation	Prior to solicitation	Yes
Kansas	1/1/2024	6/30/2024	Prior to solicitation	Prior to solicitation	Yes
Minnesota	1/1/2023	6/30/2023	Prior to solicitation	Prior to solicitation	Yes
North Carolina	1/1/2023	6/30/2023	Prior to solicitation	Prior to solicitation	Yes
Oregon	1/1/2024	6/30/2024	Prior to solicitation	Prior to solicitation	Yes
South Dakota	1/1/2023	6/30/2023	1/1/2023	1/1/2023	Yes
Tennessee	1/1/2024	6/30/2024	Prior to solicitation	Prior to solicitation	Yes
Washington	1/1/2024	6/30/2024	Prior to solicitation	Prior to solicitation	Yes
West Virginia	6/8/2023	12/7/2023	Prior to solicitation	Prior to solicitation	Yes
Wyoming	7/5/2023	1/4/2024	Prior to solicitation	Prior to solicitation	Yes

Future state adoptions

View the complete Annuity Education Requirements 50-state chart by logging onto: [LINCOLNFINANCIAL.COM](https://www.lincolnfinancial.com) > GUIDELINES AND EDUCATION > COMPLIANCE GUIDELINES.

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-5808514-071323



Fixed annuity contact information

Sales Desk

Product questions/ Sales ideas/
Illustrations/ Website training
Operating hours: **8:00 a.m. – 6:00 p.m. ET**

Annuity Sales Desk *Agent Use Only*

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

Producer 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 (*must have an attachment*)
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.