

To: Valued Lincoln Partner
From: Mark Doherty, *MoneyGuard* Product Leader
Bob Klein, Managing Director *MoneyGuard* Distribution
Heather Milligan, Specialty Underwriting
Date: August, 2006
Re: **Selling *MoneyGuard*® Reserve is Faster and Easier than Ever**

A new retirement reality is upon us. As nearly 80 million baby boomers enter their retirement years, the fact is that 70% of American's age 65 or older will need some form of long-term care during their lifetime. The cost of paying for this care is rising rapidly, and will have a destructive effect on your clients' retirement income security if the risk is not managed.

MoneyGuard Reserve is more compelling than ever. While *MoneyGuard* Reserve is widely recognized as a powerful leverage tool, the six-to-eight week sales process has discouraged some advisors and their clients. Now, thanks to some key innovations, the sales process in most cases will be less than two weeks. Here's how we've made it faster and easier:

▶ **Simplify the Product**

We introduced the next generation of *MoneyGuard* late last year with benefits that are guaranteed for life and will never reduce. Now a simple, guaranteed-value Quote replaces the three complicated ledgers of the past. The product and Quote are as simple and powerful as the concept – adding ease and speed to the sales process!

▶ **Simplify the Story**

In May, we introduced the *MoneyGuard* Reserve name and supporting marketing materials. The materials emphasize the impact of long-term care on clients' portfolios and how *MoneyGuard* Reserve can help provide retirement income security by "moving money from your right pocket to your left."

▶ **Finally...Simplify the Process!**

With Streamlined Underwriting we will cut our process from as much as six to eight weeks down to as little as **six to eight days**. The retail representative will be responsible for minimal point of sale paperwork and we will eliminate all APS requirements and the time associated with waiting for those records. A Personal History Interview will replace all previous Underwriting requirements. In addition, all signatures (with the exception of 1035 business and replacement forms) will be obtained upon delivery, thus eliminating an extra step for the retail representative.

The rollout package for the new streamlined process is available on-line at LFD.com and will be hardcopy mailed. The package includes:

- Overview of the new streamlined underwriting process
- A step-by-step outline of the streamlined process
- The pre-qualifying tool (8 pre-screening questions)
- Sample copy of the new *MoneyGuard* Reserve ticket
- The Personal History Interview Instructions that should be left with the client in order to prepare for the interview

Effective **Monday, August 21, 2006**, the streamlined underwriting process will replace the traditional *MoneyGuard* underwriting process for the *MoneyGuard* Reserve product in all states except those which continue to sell the Original Series products. The states still selling the Original Series product are Illinois, Massachusetts, Minnesota, North Carolina, Pennsylvania, Utah, Vermont and Virginia. Any *MoneyGuard* Reserve applications currently in-house will continue to be underwritten using the traditional process. We will continue to accept applications for the traditional underwriting process if the applications are signed by Friday, September 29th and received in the Hartford home office no later than Friday, October 27th, 2006. After October 27, 2006, the streamlined underwriting process described must be used for ALL *MoneyGuard* Reserve sales. There are no exceptions. Once one of the excluded states approves the *MoneyGuard* Reserve product, it will replace the Original Series product and the business will immediately begin using the Streamlined Underwriting process in that state (there will be no transition period).

It's the same great product, with a new easy sales approach and fast process! We look forward to the extraordinary success ahead of us and invite you to join us in taking *MoneyGuard* Reserve to the next level.

MoneyGuard® Reserve is issued on Policy Form LN850 (8/05) and Convalescent Care Benefits Rider on Form LR851 (8/05) and state variations by The Lincoln National Life Insurance Company, Fort Wayne, IN. Products and features are subject to state availability.

Lincoln Financial Group is the marketing name for Lincoln National Corporation and its affiliates.

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MoneyGuard[®] Reserve Quick View

Streamlined Underwriting Impairment Guide

Clients should be prepared to provide as much of this information as they can in their phone interview.

Declines for MoneyGuard Reserve in Streamlined Process

<ul style="list-style-type: none"> ADL deficits AIDS Alcoholism (active) ALS (Lou Gehrig's Disease) Alzheimer's/Dementia Arthritis (Rheumatoid): on Rx steroids, methotrexate Ascites (present) Balance Disorder Bi-polar Disease Build – in excess of 300 lbs. (any height) Cane/Walker/Wheelchair use Cardiomyopathy 	<ul style="list-style-type: none"> Cirrhosis CHF (congestive heart failure) Depression (severe or hospitalized within 5 years) Diabetes (poor control: complications=nephropathy, neuropathy, retinopathy) Emphysema (current smoker) Falls (>1 in past year) Fibromyalgia: chronic, moderate/severe Gait Impairment Glomerulonephritis Handicap parking placard, plate or sticker Hepatitis C (current, chronic) 	<ul style="list-style-type: none"> Hydrocephalus Kidney Failure Leukemia Lupus (systemic) Macular Degeneration (progressive) Memory Loss Mental Retardation Multiple Myeloma Multiple Sclerosis (MS) Muscular Dystrophy Myasthenia Gravis Osteoporosis (T>-3.5; Fractures) Oxygen Use 	<ul style="list-style-type: none"> Paralysis Paraplegia/*Quadriplegia Parkinson's Disease Polymyalgia Rheumatica – on steroids Polycystic Kidney Disease Scleroderma Stroke (within 6 mos.); residuals Transplants (any internal organ) Resides in Assisted Living Facility (including Continued Care Retirement Communities) Receives disability benefits
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Impairments that may be acceptable (for MG Reserve in Streamlined Process)

Addison's Disease – stable	Epilepsy – no seizures past 2 years
Alcoholism – recovered for 4 yrs	Hypertension (high blood pressure) – stable; on Rx
Angina – past history only; no current symptoms; favorable cardiovascular risk factors (BP, build, lipids)	Hypothyroidism – on Rx
Anxiety – mild; stable on Rx	Incontinence – minor problem; does not interfere with lifestyle
Aortic/ Mitral Insufficiency – mild; asymptomatic; no anticipated surgery	Mitral Valve Prolapse – stable
Asthma – mild sx; no oral steroids	Osteoporosis – mild; on Rx. Depending on bone density T score
Atrial fibrillation – no complications; stable; no co-existing heart condition, stroke or diabetes history	Pacemaker – inserted > 1 yr; stable
Bronchiectasis – mild, few sx	Paget's Disease
Cancer (see separate guide below)	Peripheral Vascular Disease – surgical treatment, fully recovered, no post-op symptoms
Coronary Artery disease: (angioplasty or bypass) – onset > age 60; favorable risk factors (BP, build, lipids, aspirin use); no ongoing symptoms; no other chronic health impairments	Sleep Apnea – mild, stable, controlled (+/- CPAP)
Crohn's Disease – stable; mild symptoms, no weight loss; no oral steroids	Stroke – single mild episode; no residuals; fully recovered; no co-existing CAD or diabetes
Depression – mild; stable on Rx	TIA – no residuals
Diabetes – adult onset; good control; favorable cardiovascular risk factors (BP, build, lipids)	Ulcerative Colitis – (see Crohn's Disease)

Postponement Periods:

(>6 months+ from the date of the event – do not submit until this time has elapsed)

<ul style="list-style-type: none"> Stroke TIA CAD – Bypass surgery, angioplasty Heart Attack Carotid Artery surgery Heart Valve Replacement surgery 	<ul style="list-style-type: none"> Joint Replacements (recovered, normal activity level, released from doctor's care, no devices for ambulation) Surgery pending (will wait to review until after surgery and recovery period) Cancer – Treatment with radiation or chemotherapy (wait 6 months from date treatment is completed)
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Cancers:

Must have completed all treatment (including surgery, chemotherapy, radiation)

- The underwriting decision (Breast, Prostate, Colon, others) depends on the pathology report data which should include: ***stage, grade, size of tumor, lymph node involvement, type of treatment.**
- Skin Cancer: non-melanoma; localized
- Prostate Cancer: treated with prostatectomy or radiation; undetectable PSA level; regular follow-up care with physician.
- Breast Cancer: localized disease, no lymph node involvement, early stage, completed treatment (lumpectomy or radiation/chemo or mastectomy)

MoneyGuard[®] Reserve is a universal life insurance policy with a rider that accelerates the specified amount of death benefit to pay for covered long-term care expenses. MoneyGuard Reserve is issued on Policy Form LN850 (8/05) and Convalescent Care Benefits Rider on Form LR851 (8/05) and state variations by The Lincoln National Life Insurance Company, Fort Wayne, IN. Products and features are subject to state availability. This policy has exclusions and limitations and is subject to policy terms and conditions. Two year suicide and contestability provisions apply (one year in some states). LLA0609-02221

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MoneyGuard® Reserve

New Underwriting Process

Key points

- Dramatically decrease time in Underwriting
- 6-8 days versus 6-8 weeks
- Quicker process means quicker payday!

* What do you mean by client commitment?

1) Collect Premium and Temporary Insurance Agreement Premium amount must be at least 10% of the single premium

or

2) Execute 1035 Exchange Agreement or Non Qualified Replacement paperwork

or

3) Obtain a Letter Of Authorization (LOA) to move funds

NOTE: Coverage is not bound with Replacement Paperwork or LOA until funds are received at Lincoln

Streamlined Underwriting Process

Retail Representative

- Identify Prospect
- Review MoneyGuard Story
- Ask Pre-Qualifying Questions
- Obtain Client Commitment*
- Overnight the Ticket and Illustration or Quote to Lincoln or your Company as required

Lincoln

- Confirm Agent Appointment and License
- Conduct Client Interview
- Render Underwriting Decision

Accept

Decline

Overnight Delivery Package to mailing address noted on ticket

Send declination letter to client
Provide notification of declination to mailing address noted on ticket

- Meet with Client to obtain signatures and fax to Lincoln
(Must be faxed back within 30 days)

Place policy in-force within 48 hours upon receipt of signatures

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MoneyGuard® Reserve

Pre-Qualifying Tool

➤ Pre-Qualifying Tool

Clients answering “NO” to ALL of the following questions are good candidates for MoneyGuard. All others should be directed to alternative solutions.

- | | NO | YES |
|---|--------------------------|--------------------------|
| 1 Has your client ever been diagnosed with Alzheimer’s disease or dementia, or is he/she taking any medication for memory loss? | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 Does your client use a cane (any variety), walker, or wheelchair on a regular or intermittent basis? | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 Does your client have emphysema, Chronic Obstructive Pulmonary Disease (COPD), chronic lung disease or congestive heart failure? Is he/she using oxygen for any reason? | <input type="checkbox"/> | <input type="checkbox"/> |
| 4 Has your client been diagnosed with Parkinson’s disease, multiple sclerosis, or muscular dystrophy? | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 Has your client been diagnosed with rheumatoid arthritis or are they taking methotrexate, prednisone, Enbrel, or Remicade for joint pain? | <input type="checkbox"/> | <input type="checkbox"/> |
| 6 In the past 6 months, has your client had a stroke, Transient Ischemic Attack (TIA), heart attack, heart or carotid artery surgery? | <input type="checkbox"/> | <input type="checkbox"/> |
| 7 Is your client currently being treated for cancer or have they had cancer diagnosed within the past three months (other than non-melanoma skin cancer)? | <input type="checkbox"/> | <input type="checkbox"/> |
| 8 Is your client currently collecting disability benefits of any kind? | <input type="checkbox"/> | <input type="checkbox"/> |

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MoneyGuard® Reserve Streamlined Underwriting Process Frequently Asked Questions

Presented by: Individual Markets-Product Promotion and Distribution Support

Ticket Submission Process Questions

Question: What are the most common reasons for delays in the streamlined underwriting (UW) process?

Answer:

- Incomplete ticket- Every category needs to be filled in with the agent's signature at the bottom
 - No Client Commitment checked off
- Missing illustration
- Full Illustration not signed
- Agent validation issues

Question: What is considered a complete ticket package?

Answer:

- MoneyGuard® Reserve fully completed ticket
 - The form of Client Commitment must be checked off on the ticket and attached. (If the agent has authorization to transfer funds, proof or form is not needed) In addition, the following paperwork is required depending on the type of commitment obtained:
 - Premium with Temporary Life Insurance Agreement signed by the client, or
 - 1035 Exchange paperwork.
- Full illustration signed by client or copy of Simplified Quote (which ever was used with the client).
- If required by the state – Important Notice: Replacement of Life Insurance or Annuities.
- If policy is replacing an LTC policy or another hybrid life/LTC product- Long Term Care Replacement form

Question: What do I need to OVERNIGHT to Lincoln or my MGA/Firm with the ticket?

Answer:

- MoneyGuard® Reserve completed ticket
 - The form of Client Commitment must checked off on the ticket. In addition, the following paperwork is required depending on the type of commitment obtained:
 - Premium with Temporary Life Insurance Agreement signed by the client, or
 - 1035 Exchange paperwork.
- Full illustration or Simplified Quote.
- If required by the state – Important Notice: Replacement of Life Insurance or Annuities.
- If policy is replacing an LTC policy or another hybrid life/LTC product- Long Term Care Replacement form.

Question: Can I fax the ticket to Lincoln instead of mailing it?

Answer: No, we are reviewing the possibility of accepting faxed tickets in the future. However, for now we **do require that they be mailed** to us with any replacement forms or premium as applicable to the case.

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Question: What do I need to leave with the client after I fill out the ticket?

Answer:

- Personal History Interview Instructions
- State specific Outline of Coverage
- Outline of Coverage Table from the Illustration output

Question: Does the Outline of Coverage need to be delivered to the client when the ticket is completed or can it be delivered to the client during the policy delivery?

Answer: Per state regulation, the state specific Outline of Coverage must accompany the solicitation of the *MoneyGuard*® Reserve sale, so it must be given at the time the ticket is completed.

Question: Should clients give their social security number on the ticket?

Answer: Shortly, we will be modifying the ticket to ask for the social security number. We have discovered that some clients are unwilling to give their social security number out over the phone. To avoid any delays, please obtain the social security number when the ticket is completed.

Question: What part(s) of the illustration should be submitted with the ticket?

Answer: A copy of the Simplified quote or full illustration should be sent with the ticket including the new business data page.

Question: What if an agent is splitting commissions with another agent...where should we note that on the ticket?

Answer: As a part of our ticket modifications in the future, we will be adding a place for co-agent name and social security number for cases where the agents are sharing a case. In the interim period, please note the splitting agent's full name and social security number and the percent of the split between the agents on the bottom or the back of the ticket.

Question: What will happen to a ticket that is submitted with incomplete information?

Answer: Lincoln will notify the wholesaler and the contact person on the ticket. We will not be able to begin the streamlined underwriting process until the ticket is completed in full and in "good order".

Question: Do we need to send money in with the ticket?

Answer: We strongly encourage you to submit business with premium. We have significant data that shows placement rates are much higher when premium accompanies the business. It is important to remember that if you do collect premium that you need to complete a Temporary Insurance Agreement.

In the event the funds identified to purchase *MoneyGuard*® Reserve are in an investment that the client does not wish to liquidate until they are approved for coverage, you should get commitment from the client and authorization to liquidate those funds once he/she is approved for coverage. If this is the case, you would check off the box indicating this type of commitment on the ticket and would not need to submit any authorization to Lincoln.

Question: What paperwork is required to execute a 1035 Exchange?

Answer:

- Absolute Assignment Form (1035E)
- Replacement Appropriateness Form (Form 33555)
- Some states require the Important Notice: Replacement of Life Insurance or Annuities Form (Form 33503). Check the forms bundles in your state regarding whether this form is required and the appropriate state variation of this form). ***This document must be signed by the client and the advisor. A copy must also be left with the client.***
- Internal Exchanges ONLY - Life policy Exchange Form (32462 – state variations apply)
- If policy is replacing an LTC policy or another hybrid life/LTC product- Long Term Care Replacement Form (Form LTC06291).

Question: Is the “Important Notice Replacement Form” number 33503 needed for the states that have NAIC replacement guidelines?

Answer: Yes, per NAIC guidelines, this form is needed whether or not this is replacing a policy. The form is bundled with the streamlined point of sale forms for your convenience.

Question: When will the 1035 Exchange paperwork be sent to the other company?

Answer: At time of case approval. You will receive a letter stating that the 1035 exchange has been initiated with the other company. The application and policy package will be sent to the representative when the money arrives at Lincoln.

Question: I have a client who lives in a state where the *MoneyGuard*® Reserve product is available, but also has legitimate situs in a state where the *MoneyGuard*® Original Series product is available. Should I have my client go through streamlined underwriting or traditional underwriting?

Answer: This situation has more to do with which version of the product you feel best suits your client's needs. *MoneyGuard*® Reserve provides guaranteed death and long-term care benefits in addition to a lifetime return of premium. The long-term care rider charges are all level and guaranteed for the life of the contract. The product may be more appealing to your client because of the simplicity, leverage and guaranteed benefits.

Original Series *MoneyGuard*® provides three levels of performance: Guaranteed, Guaranteed Enhancement Rider benefits and Current performance. The product provides greater leverage on a current performance basis, but your client may feel as though it is more complicated than *MoneyGuard*® Reserve.

Question: When should I call to check on a status of a case?

Answer: All streamlined UW cases are available for viewing on pending status systems. Please utilize these tools wherever possible to obtain status of a case. The following are established service levels that you can expect for the streamlined UW process:

- Receipt of ticket into Lincoln in good order- data collection and referral to Underwriting within 24 hours
- Once received in Underwriting- initial call to client will be placed within 24 hours
- Once the underwriting decision is communicated to New Business- policy will be issued and mailed within 48 hours. If policy is a 1035, the 1035 will be initiated at that time and the policy will be issued within 24 hours of receiving the proceeds
- Delivery requirements received in good order- the policy will be placed in-force within 48 hours

If the client cannot be reached within 5 business days of referring to Underwriting, the primary contact for the case will be notified to assist. At that time, no further outgoing calls will be placed. If you have cases that are outside these service level parameters, please contact the Sales Desk for assistance.

Phone History Interview (PHI) Questions

Question: What type of questions will my client be asked during the PHI?

Answer: The client will be asked:

- Beneficiary(ies) full name, SSN and relationship to client
- To participate in a memory exercise. The client should complete the interview in a room with no distractions (i.e.. TV, radio, children or other adults)
- Details regarding medical history and will be asked to verify incidence of multiple diagnoses, conditions and symptoms
- Details regarding medication usage including names of medications, vitamins, herbal supplements and their dosages and frequency taken
- Details regarding past and future medical treatments, hospitalizations and medical tests
- Details regarding other insurance/disability/long term care policies in place, pending and or any claims for these policies
- Details regarding social history such as tobacco use, alcohol use, type of residence etc...
- Details regarding functional status and ability to complete daily tasks
- Details regarding family history (mother, father and siblings) for a few conditions

Question: Does the Phone History Interview (PHI) Instructions tool need to be submitted with the ticket?

Answer: No, the PHI tool was designed as a tool to leave behind with clients to help them prepare effectively for the phone interview. Lincoln does not need a copy of the document.

Question: If my client is not prepared for the interview and cannot answer all of the questions, what will our underwriters do?

Answer: In terms of preparation, you should discuss the process and leave the Phone History Interview Instructions tool with your client to make sure they are fully prepared. However, in the event that the client is not ready or cannot answer some questions, our underwriters will make (3) attempts to allow the client to call back with pertinent information so this should not be an issue. After several attempts, the case may be declined due to a lack of information to appropriately assess the risk.

Question: Can I request a specific time for the interview on the ticket?

Answer: No, not for the initial call. When the information is sent to our underwriters, they will attempt to reach the client. If they do reach the client and it is not a convenient time to complete the interview, they can determine with our underwriters at that time when the call will be completed.

Question: How many times will your underwriters try to call my client, if they cannot reach him/her?

Answer: According to calling protocols, a minimum of 2 calls per day will be made for the first 5 days (leaving 3 messages if a machine is available). If we are unable to contact/schedule the client within those 5 days, we will hold the case and an email will go to the primary contact indicating that we have been unsuccessful in completing/scheduling the PHI. We will not make any more calls until the client calls back requesting to complete the interview or the primary contact informs us that he/she has contacted the client and he/she wishes to proceed with the interview. At that time the case will be re-activated for another 5 day sequence of calls.

Question: Will your underwriters allow an agent or a son/daughter to be on the phone with the client during the PHI?

Answer: No, the client must be the only one on the phone. If someone asks to have his/her son or agent sit with them, that would be acceptable, but only the client can be on the phone (no speakerphone). It needs to be very clear that the answers must come from the applicant. Any sign of "coaching" or "giving" answers from a third party will not give the underwriter clear assessment of the individual's cognitive ability. Consequently, the application would be declined.

Question: How and when can I check on the status of the Personal History Interview?

Answer: We are pleased to announce you can call 800 544-4326 to check on the status of the Personal History Interview for your clients for the Streamlined UW process. This number should only be utilized to obtain information regarding the interview process. No other information (such as Underwriting decision, outstanding requirements or declination information) will be provided if you call this number. Any other status questions should be directed to your *MoneyGuard*[®] Sales Desk: MGA Division- 877-533-0114 Direct- 877-546-2647. Also, please note that you should not contact this number for information until you know that the case has been sent for Underwriting as they will not be able to provide you with any updates until they receive the request for the interview.

Medical Underwriting Questions

Question: Is there a list of impairments that are definite declines?

Answer: Yes, we have a *MoneyGuard*[®] Reserve Quick View Streamlined Underwriting Impairment Guide (on LFD.com). This indicates impairments that are declines and others that “may” be accepted. Please prepare your client to provide as much detail on his/her condition as possible. The outcome will depend on the information conveyed during the Phone History Interview. This does not imply the streamlined UW process will automatically accept your client.

Question: When do you get an Attending Physician Statement (APS)?

Answer: For the Streamlined UW process, decisions are based solely on the Phone History Interview. APS’ will not be required to make an underwriting decision.

Question: Do your underwriters use the Medical Insurance Bureau (MIB)?

Answer: We currently do not access nor do we report MIB codes for either *MoneyGuard*[®] Original Series or *MoneyGuard*[®] Reserve.

Question: Is there additional underwriting at claim time?

Answer: You will notice that the policy delivery package will include a HIPAA form as a delivery requirement. We will handle claim situations the same as we do today. Since we are obtaining a signed HIPAA form, we may order medical records to investigate a claim if there was any material misrepresentation or fraud.

Question: Does the eight question Pre-Qualifying tool need to be submitted with the ticket?

Answer: No, the Pre-Qualifying tool should be used to determine if *MoneyGuard*[®] Reserve is a good fit for the client given his/her medical history. Lincoln does not need a copy of the document.

Question: Under the accept category, does my client need to be really healthy?

Answer: Under the accept category, the streamlined UW process uses expanded standard guidelines that accept health impairments that would normally fall into standard to table 4 ranges. (The Quick View UW tool is posted on the Web for Guidance on what could potentially qualify in those ranges. Remember this will only be a guide).

Question: If my client has a condition that is not covered in the eight Pre-Qualifying questions, such as Diabetes, that would normally be a rated case, should I still send in a ticket?

Answer: Yes, you should still submit the ticket and the outcome will depend on the information conveyed during the Phone History Interview. Please prepare your client to provide as much detail on medical conditions as possible. (This does not mean it is an automatic approval).

Question: Question eight of the Pre-Qualifying tool asks if my client is currently collecting disability benefits of any kind. If my client has a Handicapped Parking sticker, is that considered “collecting disability benefits”?

Answer: Yes, if the client has a Handicapped parking sticker, he/she would need to respond “Yes” to that question and would not be a good fit for *MoneyGuard*[®] Reserve.

Underwriting Decision Questions

Question: When and How are clients notified when coverage is declined?

Answer: The contact person on the ticket will be notified via email and a letter sent to the client within 5 business days of the declination. The letter includes instructions on how to proceed if additional information regarding the decline is needed. Please keep in mind all medical information is self reported--therefore, no medical records are reviewed. It is unlikely there will be additional information to share with the applicant other than what is stated on the letter.

Question: If we have clients that said, they were declined for a condition that they do not believe they have or deny saying something to the phone history interviewer that caused that decision, what should I do?

Answer: In this rare case, you should remind them that the conversation was recorded and that, if they feel strongly about it, you can request to have the tape reviewed. If they still want to pursue the request, discuss the case with your wholesaler.

Question: If clients are declined for a *MoneyGuard*® Reserve Streamlined UW policy, and they later apply for a life policy, do they have to disclose that Lincoln previously declined them? In addition, does that mean they would be declined for a regular life policy?

Answer: Yes, clients should mention the decline however; they should be advised to disclose that it was for a simplified issue life product that was not fully underwritten. Clients may be declined solely on a LTC issue and does not mean that someone applying for a regular life policy would be declined. The *MoneyGuard*® Reserve Streamlined UW process assumes mortality only up to table 4 and is not fully underwritten. Therefore, it is feasible that someone could be insurable for a life policy based on full medical underwriting requirements. Also, with *MoneyGuard*® Reserve, clients may be declined solely based on a LTC impairment and does not necessarily have an impact on their mortality for a life application.

Question: As a MGA/Firm, whom can I call to get a review of the underwriting decision and is there an appeal process?

Answer: No, we will not entertain appeals on our underwriting decisions. The underwriting process for *MoneyGuard*® Reserve Streamlined Underwriting was designed with a compliant and sophisticated review of all medical conditions that we used to define our acceptance criteria. If the decision on a case is a decline, we will not entertain appeals to the case because we will have already made our most aggressive underwriting offer up front in this new streamlined process.

As a MGA/Firm, if you have a case or concern about a decline, please talk with your wholesaler. Please be assured that we are monitoring this program closely with special review of all declined cases. If the case has a decline offer, we will not consider appeals because of the robust review we already have in place to monitor the *MoneyGuard*® Reserve business.

Question: If my client was previously declined in the fully underwritten process, could I submit a ticket through the streamlined UW process?

Answer: If a client was previously uninsurable due to a health impairment, it stands to reason that this client will still be uninsurable and be declined in the streamlined UW process.

Question: How will Lincoln know if a client has previously been declined by Lincoln? (i.e. the client does not admit to this)

Answer: A name search is conducted in our systems on every new applicant linking that insured to any previously underwritten file. This takes place before the case is sent to the underwriters. If the case should not move forward based on information in that prior file, the agent will be notified.

Question: If my client was previously postponed due to a pending surgery of a benign nature (i.e. orthopedic, hysterectomy), can I now submit through the Streamlined UW process?

Answer: Yes, the client should be at least 3 months post-operation, fully recovered, back to 100% full activity, and released from doctor's care.

Question: If my client is scheduled for a pending surgery of a benign nature (i.e. orthopedic, hysterectomy), or is currently recovering from a surgery, should I submit a ticket?

Answer: No, you should wait until the client is at least 3 months post-operation, fully recovered, back to 100% full activity, and released from doctors' care.

Question: If my client was previously postponed due to a health impairment that could have improved over time and/or with treatment, can I now submit through the streamlined UW process?

Answer: Lincoln may reconsider certain health conditions if the previous decline was due to:

- o new onset diabetes (now controlled),
- o new onset elevated blood pressure (now controlled),
- o elevated lipids (now controlled),
- o build (there must be evidence that weight loss has been maintained), or
- o cancer (now at least 5 years post treatment)

The above criteria are only guidelines. This does not imply the streamlined UW process will automatically accept your client.

Question: If my client was previously declined with Lincoln, should I submit a ticket?

Answer: Every attempt should be made with your client to find out the reasons of the decline. Once that has been done, should you still have questions, a request should be made through your wholesaler to research the case history before the ticket is submitted. These requests should be made only on a rare occasion.

Question: What if my client has been declined/postponed with another carrier?

Answer: Every attempt should be made with your client to find out the reason(s) of the decline/postpone. If the decision was based on a condition that is not covered by the eight pre-qualification questions, then you should submit the ticket and the outcome would depend on the information conveyed during the Phone History Interview. Please prepare your client to provide as much detail on their condition as possible. (This does not mean it is an automatic approval)

Question: If my client is declined because of incomplete information, what are they told? Will there be an appeal process?

Answer: The declination letter will say something to the affect of, "your application has not been approved due to your inability to provide complete information during the interview process". They are given multiple chances to provide as much information as they can, but if they simply cannot remember, then there is potentially significant cognitive –related issues. There will not be an appeal process for these kinds of situations.

Question: If I have an offer for a table 2, 3 or 4 with a fully underwritten *MoneyGuard*® Reserve case in house, can I resubmit the case through streamlined underwriting to qualify for a potential standard rate class?

Answer: No, cases underwritten fully through the current process will not be reconsidered through the streamlined underwriting process. The new process is priced to consider cognitive impairment questioning which does not occur in the fully underwritten process today. If you have an offer on a fully underwritten case, your client can either accept the offer or withdraw the case; we will not resubmit through the streamlined underwriting process.

Question: I submitted a case 6 months ago through the fully underwritten process and the client decided at the time not to proceed with purchasing a *MoneyGuard*® policy. Now the client wishes to proceed with *MoneyGuard*® Reserve, could I submit a ticket through the new Streamlined process?

Answer: Yes, as long as the client passes the eight pre-qualifying questions and we have reviewed their case 6 months or more from today's date, we will consider the case "new" and put it through the Streamlined UW process.

Agent Validation Questions

Question: Will Lincoln still wait to appoint a representative until they submit their first case?

Answer: Yes, it is very important that all of the appointment paperwork is complete and submitted to Producer Solutions when the ticket is submitted. We will expedite the appointment when this occurs.

Question: Will you continue with the streamlined UW process if you do not have all of the License & Appointment Paperwork in order?

Answer: No. We cannot proceed until all of the license and appointment paperwork is in good order. In the event validation cannot be resolved within 24 hours, the contact on the ticket will be notified.

Question: Do we need to re-appoint a representative for *MoneyGuard*® Reserve and the Streamlined UW Process?

Answer: No, this is not a product change – it is simply a process change. If the representative is appointed to sell *MoneyGuard*® Reserve, then there are no additional appointment steps he/she would need to take in order to submit business via the streamlined UW process.