



## Lincoln Life and Annuity Company of New York Customers

### Confidentiality for Domestic Violence Victims and Endangered Individuals

New York Insurance Law § 2612 provides for certain enhanced privacy protections for victims of domestic violence (including prevention of disclosure of the victim's address and telephone number). To benefit from these additional protections, an insured must deliver a valid protective order against the policyowner to the insurer.

§ 2612 also requires health insurers to accommodate a reasonable request by an insured to receive claim-related information by alternative means or at alternative locations. Once such request is made, a health insurer may not disclose to the policyholder: (1) the address, telephone number, or any other personally identifying information of the person who has made the request or child for whose benefit a request was made; (2) the nature of the health care services provided; or (3) the name or address of the provider of covered services without the express consent of the person making the request.

A child's rights under § 2612 may be asserted by the child's parent or guardian.

#### To ensure your information is protected:

1. Contact Lincoln (or have your legal representative do so):
  - a. For most Life products –  
**800-487-1485** (Mon-Fri 8:00 a.m.-6:00 p.m.), or  
Email: [CustServSupportTeam@LFG.com](mailto:CustServSupportTeam@LFG.com)
  - b. For Group products –  
**800-423-2765** (Mon-Thu 7:00 a.m.-7:00 p.m., Fri 7:00 a.m.-5:00 p.m.), or  
Email: [Clientservices@LFG.com](mailto:Clientservices@LFG.com)
2. Tell Lincoln's customer service representative what type of business you have with the company and that you have a domestic violence protective order in place and/or that you need to protect your contact information from disclosure for your or your child's personal safety.
3. Or, you may send us a letter of instruction with a valid protection order. [Click here](#) for mailing information.

Protected information includes your address, telephone number and email address. Lincoln will process the request within three (3) business days.

For further information on domestic violence services, **you can contact the NYS Domestic and Sexual Violence Hotline by dialing 1-800-942-6906** or by accessing the **New York State Office for the Prevention of Domestic Violence website**.