

On the heels of [our last touch base](#) on Thursday, the Coronavirus (COVID-19) situation continues to evolve rapidly, and we wanted to share important updates to our claim handling protocol, our response to shifting legislation, and introduce a new resource for you – our [COVID-19 Guidance Hub](#).

Our Response to Shifting Legislation and Revised Claim Protocols

Understandably, this situation has raised questions and created challenges for our customers. We believe in times like these, it's important to be flexible and adapt our positions to be there for you.

For this reason, we're taking action, including:

- **Adapting to new and updated legislation.** We've kept you informed on recently enacted federal and state legislation, and today we're sharing how we'll support you. Read more [here](#).
- **Updating how we apply the actively at work/continuation of coverage provisions and exercising leniency in premium payment grace periods.** We're providing greater flexibility to impacted employees and employers. Read more [here](#).
- **Enacting special guidelines for claims handling.** We're taking steps to support your employees or beneficiaries with active disability claims, leaves, life events, or waivers. Read more [here](#).

We've captured all of these updates and more in our updated [Frequently Asked Questions document](#).

Introducing our COVID-19 Guidance Hub

We invite you to view our recently launched [COVID-19 Guidance Hub](#), where you can access all our previous communications and materials, as well as an array of expert resources to help you guide your employees through this unprecedented situation.



COVID-19 guidance

We'll continually share new information – both on the Hub and directly by email – as it becomes available.

Looking Ahead

As your partner, we want you to know we're in this together and will continue to touch base regularly as the situation unfolds. Lincoln has a [115-year history](#) of navigating times like these, and despite everything going on, you can have confidence that our focus remains on you.

We look forward to touching base again soon.



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