Lincoln *MoneyGuard*® II Online Interview Scheduler

Frequently Asked Questions

As a leader in the market, Lincoln has a long-standing commitment of helping protect clients' wealth from the risk of long-term care expenses. Effective November 5, 2018, an Online Interview Scheduler will be available, offering the ability for clients to schedule their own interview online, at a time that is most convenient for them. This enhancement will further improve efficiency and the overall Lincoln *MoneyGuard*® II application process for both advisors and clients.

Online Interview Scheduler

subject to firm approval

QUESTION	ANSWER
Does my client have to schedule the interview using the online scheduling tool?	No. The use of the Online Interview Scheduler is optional. If the client does not choose to schedule their interview online, Lincoln will call the client to schedule an appointment time, as they do today.
If my client wants to schedule online, how do they do it?	When Lincoln receives the application, and verifies that all necessary information to start the interview is complete, Lincoln will send an email to the client and case contact with a link to schedule their interview at a time that is convenient for them. The subject of the email will include the policy number and the client's name.
Can the Advisor, Case Manager or Lincoln Wholesaler schedule the interview online on behalf of the client?	Yes. Anyone who receives a copy of the Online Scheduling Link may schedule on behalf of the client. Please be sure to input client information only.
Can I schedule the interview for my client before they leave my office?	No, the link to schedule the interview will not be sent until Lincoln receives the application, and verifies that all necessary information to start the interview is complete. Once that is complete, Lincoln will send an email to the client and case contact with a link to schedule their interview at a time that is convenient for them.
What dates and times are interviews available?	Clients can select any non-holiday weekday (Monday through Friday) between 8:00am and 6:00pm ET to schedule an Interview. The first available day will be the next business day, meaning that the Interview cannot be scheduled the same day the client accesses the online tool.
How does my client reschedule, if needed?	Contact information for rescheduling the interview will be provided in the Appointment Confirmation email and Appointment Reminders that will be sent to the client. **Appointments with LTCG:** Call 1-855-381-5724, Monday through Friday 7:00am to 7:00pm CT, or email CustomerService@LTCG.com **Appointments with Lincoln's Tele-App team:** There will be a link included in the Appointment Confirmation email that the client can access to reschedule or cancel the interview. Alternately, they may call 1-866-835-5223, Monday through Friday 8:00am to 6:00pm ET.

Contact your Lincoln representative with additional questions or for more information.

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Lincoln *MoneyGuard*® II, universal life insurance policy form LN880/ICC13LN880 with the Value Protection Rider (VPR) on form LR880 and state variations/ICC15LR880 Rev, Long-Term Care Acceleration of Benefits Rider (LABR) on form LR881/ICC13LR881, and optional Long-Term Care Extension of Benefits Rider (LEBR) on form LR882/ICC13LR882. Not available in NY.

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