

AdminUpdate: Lincoln Announces Online Interview for TermAccel

Great news from Lincoln with a new capability coming online for TermAccel cases: Clients now have the choice between a phone interview and an online interview to complete their application and move the underwriting process forward. Read on for the details!

Find out more about these changes from Lincoln...

- [Lincoln Leader: July 13, 2020](#)

FROM LINCOLN FINANCIAL...



Lincoln Underwriting & New Business is pleased to further enhance the Lincoln TermAccel® experience by providing clients with a new online interview completion method for their life insurance application.

Beginning July 20, 2020, clients will now have two options for completing their Part I and Part II application interview questions: online or phone. This new online option provides clients with a choice in how they provide their personal information to Lincoln.

Lincoln TermAccel® Online Interview: What You Need to Know

Enables Faster Turnaround

- A secure link is emailed directly to the client, following receipt of submission at Lincoln
- Client may begin the online interview immediately upon receiving the email from Lincoln

Streamlined User Experience

- Offers a private and convenient interview experience, 24/7
- The online platform is mobile-friendly and can be completed on any device
- An auto-save feature enables clients to stop and come back later to complete the interview, with no loss of previously entered information
- Support tools are provided for the client through the online experience, including:
 - Online Chat with a live Tele-App specialist (Monday-Friday, 8am – 9pm ET),
 - Help FAQs, and a
 - Medical Terminology Tool
- At the end of the interview, the client will have the option to select a preferred date and time for their lab appointment, if required (the determination for labs will be made later in the process, after the case goes through automated underwriting)

Please see [the most recent Lincoln Leader](#) for additional details.