

Reporting Your Disability Claim/Leave of Absence

The Southwest General Leave of Absence and Short-Term Disability Policies are administered by Liberty Life Assurance Company of Boston, a Lincoln Financial Group company.

Lincoln Financial Group is available 24 hours a day, 7 days a week and offers employees direct access to claims/leave resources and information. You can easily report a claim/leave and check its status through Lincoln Financial Group's dedicated secure website or by telephone. Please visit www.MyLincolnPortal.com to access employee resources and online tools, as referenced below.

When Do I Report a Claim/Leave?

As soon as you know you will be absent for any of the following reasons you may report a claim or leave up to 30 days in advance for any of the following reasons:

If you have a serious health condition which may prevent you from performing the functions of your job and expect to be absent from work for: More than 3 consecutive days; intermittent periods of time; Hospitalized for any amount of time.

OR

Birth of a child and care for a newborn; Placement of a child with you for adoption or foster care; Care for a spouse, child, parent with a serious health issue; Qualifying exigency reasons arising from your family members military deployment; Care for a family member who incurred a serious injury or illness in the line of active duty.

How Do I Report a Claim/Leave?

1. Contact your supervisor to report your absence. Remember, you must contact your manager to report any absences.

Note: Lincoln Financial Group requires your physician to provide information about your medical condition. If this information cannot be obtained, benefits may be delayed.

2. Report your claim/leave via www.MyLincolnPortal.com. First time users must register using Company Code **SWGGENERAL**.

Please have the following information available when you report your claim/leave:

- Your physician or medical care provider's name, address, fax and telephone numbers
- Your manager's name, telephone number and e-mail address
- Reason you are out of work (diagnosis/symptoms)
- Your last day worked, first day absent from work, and anticipated return to work date

Or you can call 1-800-290-0395 and speak with an Intake Specialist to report your claim/leave.

3. Keep a record of your claim/leave number. Reporting your claim/leave online provides the added convenience of printing a report which includes your claim/leave number and a summary of your claim/leave details.
4. You may securely check the status of your claim/leave online at www.MyLincolnPortal.com or by calling your Case Manager at 1-800-210-0268 or Leave Specialist at 1-844-372-1594.

LINCOLN CONTACT PHONE NUMBERS:

INTAKE: 1-800-290-0395 (to report a claim)

LEAVE SPECIALIST: 1-844-372-1594 (to review leave details)

DISABILITY CASE MANAGER: 1-800-210-0268 (for disability claims)