

Reporting Your Disability Claim/Leave

The Southwest General Short-Term Disability Policy and Family & Medical Leave are administered by The Lincoln National Life Insurance Company.

Lincoln Financial Group offers employees direct access to claims resources and information. You can easily report a claim and check the status of your claim 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?

Your own serious illness, disability, or maternity leave: You may report a claim up to 30 days in advance of a planned disability absence

Your family member's serious illness, military leave, or your own intermittent leave: You may report a leave when you will be out of work for more than 3 consecutive days or intermittently to care for an immediate family member suffering a serious illness or to care for a newborn, foster or adopted child.

How Do I Report a Claim/Leave?

1. Contact your supervisor to report your absence.
2. Report your claim via www.MyLincolnPortal.com. First time users must register using Company Code **SWGGENERAL**.

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

- 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 800-290-0395 and speak with an Intake Specialist to report your claim.

3. Keep a record of your claim number. Reporting your claim online provides the added convenience of printing a claim report which includes your claim number and a summary of your claim details.
4. You may securely check the status of your claim online at www.MyLincolnPortal.com or by calling your Case Manager at 800-210-0268 or Leave Specialist at 877-353-7188.

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LINCOLN CONTACT PHONE NUMBERS:

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

LEAVE SPECIALIST: 1-877-353-7188 (to review leave details)

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