



How to report your absence online

The first step in reporting your absence is knowing when to report it.

- ☐ Report your claim up to 30 days in advance of a planned absence.
- ☐ For an unplanned absence, report as soon as you are aware that you will be absent from work.

Report your absence online

- Log in to LincolnFinancial.com or the Lincoln Financial Mobile app.
 - First-time users will need to register using company code VERMEER and by providing first and last name, birthdate and the last four digits of your Social Security number.
- Select Start a Claim or Leave of Absence and answer a few questions.
 - About you: You will need your team member identification number.
 - About your absence:
 - Include the reason and dates of your absence, including last day worked and anticipated return to work date.
 - If your own medical situation, physician and diagnosis information.
- Choose Submit.
 - For short-term disability claims, you will be asked to download, sign and submit a medical authorization form, which you or your claims specialist can provide to your doctor.
- Confirmation Page
 - Save the PDF document of your claim submittal for your records.
 - You will need your claim or leave number to view the status for the first time.
- Check the Status of Your Claim-Online
 - At LincolnFinancial.com or the Lincoln Financial Mobile app.
 - You can also opt in to text messaging. You will receive texts on the receipt, approval, and the closure or extension of a claim or leave based on your return to work.
- Check the Status of Your Claim-By Phone
 - You can also submit your claim or leave by calling Lincoln Financial group at 888-408-7300 and speak with a representative.

¹ LTD requests cannot be submitted online. Please contact your claims specialist about next steps by calling the phone number provided.



Your tomorrow.
Our priority.™

After submittal, log into LincolnFinancial.com or the Lincoln Financial Mobile App. Navigate to your claim to view status and manage it:



Follow-up information

If you are already out of work, you will be contacted by phone or written correspondence within three business days. If you file a claim in advance, you will be contacted once you are out of work. At this time, your claims specialist can answer questions about your claim and gather additional information.



Document upload

Conveniently upload requested documents as they are needed using our secure document upload feature on LincolnFinancial.com or the Lincoln Financial Mobile app.



Claim decision

A claim decision will be made once all required information is received, and a review is completed. We will contact you based on the communication preferences you set on LincolnFinancial.com or the Lincoln Financial Mobile app.



Ongoing communication

Your claim or leave specialist will stay connected with you throughout your claim or leave and assist you with additional support.



Return-to-work date

Once you know your return-to-work date, submit the date and required documentation on LincolnFinancial.com or the Lincoln Financial Mobile app. Once submitted, your claims specialist will review and process the information accordingly.

If you cannot return to work as scheduled and need an extension to your absence, request one by submitting a new date on LincolnFinancial.com or the Lincoln Financial Mobile app or contacting your claims specialist and providing the supporting documentation.

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