

How to report your absence online

The first step in reporting an absence is knowing when to report it. Given the multiple benefits that can cover your absence, here are a few rules of thumb:

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

Report your absence online

1. Log in to **LincolnFinancial.com** or the **Lincoln Financial Mobile app**. First-time users will need to register using company code **RRDONNELLEY** and by providing first and last name, birthdate, and the last four digits of your Social Security number.
2. Select **Start a claim or leave of absence** and answer a few questions.
 - About you: You'll need your employee identification number or other ID as required by your employer.
 - About your absence: Include the reason and dates of your absence, and if applicable, physician and diagnosis information.
3. Choose **Submit**.
For short-term disability claims, you'll be asked to download, sign, and submit a medical authorization form, which you or your claims specialist can provide to your doctor.
4. The confirmation page will provide a PDF document of your submittal. Save it for your records. You'll need your claim or leave number to view the status for the first time.
5. Check the status of your claim online at **LincolnFinancial.com** or the **Lincoln Financial Mobile app**. There, you can also opt in to text messaging. You'll receive texts on the receipt, approval, and extension of an absence, benefit payment information, if applicable, and the closure or extension of a claim or leave based on your return to work.

Report your absence by phone

You can also submit your claim or leave by calling Lincoln at **800-331-4914** and speaking with a representative.



RR Donnelley (RRD) provides these benefits through Lincoln:

STD
LTD
FMLA
DE PFML
NY PFL/DBL
Paid Parental Leave
Personal Leave
Military Leave
Domestic Partner Leave

Once you've submitted your information, your claims specialist will review all benefits that may apply.¹

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 in to LincolnFinancial.com or the **Lincoln Financial Mobile app**. Navigate to your claim to view status and manage it:



Follow-up information

If you're already out of work, you'll be contacted by phone or written correspondence within three business days. If filing a claim in advance, you'll be contacted once you're 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're 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**.¹



Ongoing communication

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



Intermittent absence reporting

If you're taking intermittent time for your leave, you're required to report it within 5 days. Enter your intermittent time on LincolnFinancial.com or the **Lincoln Financial Mobile app** by selecting **Report a new intermittent absence** and choosing the leave you want time applied to.



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. You must also notify your supervisor.

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Order code: AM-REPCL-FL1001



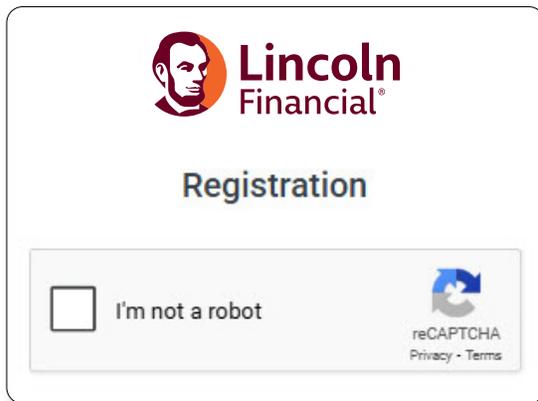
Download the Lincoln Financial Mobile app today



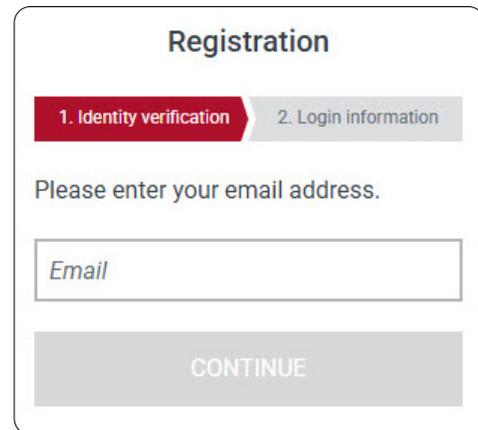

Access the account information you need — anytime, anywhere on LincolnFinancial.com

Managing your benefits couldn't be easier when you sign up for an online Lincoln account. Submit or view a claim status, access forms, upload documents, find useful resources, and more on your time from one secure, convenient place. Here's how to register:

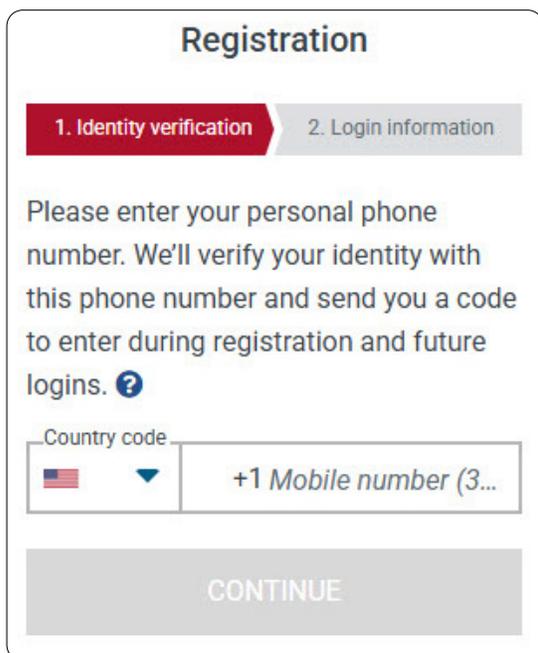
1. Visit **LincolnFinancial.com** and select **REGISTER**.



2. Select **CONTINUE**.



3. Enter the requested information. We recommend using a cellphone since we'll text or call you during registration and future logins to verify your identity.



4. Enter your name, birthdate, and the last four digits of your Social Security number.



5. If prompted, select **Other employee benefits**.
Select Yes and enter RRDONNELLEY.

Registration

1. Identity verification 2. Login information

Which product do you have?

Retirement plan account (401(k), 403(b), 457, etc.)

Other employee benefits (absence, disability, group life, evidence of insurability, company code registration)

Personal account (annuity, life insurance, IRA, etc.)

Do you know your company code? [?](#)

Yes No

Enter company code

CONTINUE

6. You'll receive an authentication code via text.
Enter the code in the space provided.

Registration

1. Identity verification 2. Login information

We've texted you at XXX-XXX-4497.

Enter authentication code

CONTINUE

Didn't receive a code?
Resend code or get a call.

7. Enter a username and a password. Confirm the password, read and agree to the information displayed, then check the box. If you'd like to receive more information about products and services from Lincoln, check that box too.

Select **REGISTER**. You'll then receive a confirmation message.

Registration

1. Identity verification 2. Login information

Please create a username and password for future site logins.

Username

Between 5-35 characters, at least 1 letter, no special characters, spaces, or 9 consecutive numbers.

Password

Confirm password

Email
testertest@lfg.com

I have read and agree to the following:
[Online Terms and Conditions](#)
[eSignature](#)
[eTransmissions](#)
[Two-Factor authentication](#).

I would like to receive information about Lincoln products and services through email. [Privacy Policy](#)

REGISTER

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It's easy to manage your benefits online!

Log in at LincolnFinancial.com

Or, with the same credentials, you can manage your benefits on the **Lincoln Financial Mobile app**. Download it from the Apple and Google app stores today!

Download on the **App Store** | GET IT ON **Google Play**

Note: For the best user experience on LincolnFinancial.com, we recommend using Google Chrome™.