

Employee Contact Guide

Please keep this flier in a convenient spot for easy reference.



Customer Service Center: 800-423-2765

Step 1: Press “1” to select that you are an insured.

Step 2: Enter the policyholder’s Social Security number.

If the policyholder’s SSN cannot be located or is not yet in the system, you can select from the following options:

1. Claims and verification of benefits
2. Member Service (enrollment status, evidence of insurability and continuation options)

Step 3: Select the type of coverage you are calling about.

Press “1” for Absence Management, Disability, Accident or Critical Illness.

Press “2” for Dental.

Press “3” for Life.

Press “4” for Vision.



We are available:

Monday through Thursday, 8 a.m. – 8 p.m. Eastern time

Friday, 8 a.m. – 6 p.m. Eastern time



Email us at:

ClientServices@LFG.com for benefits questions

Claims@LFG.com for claims questions

DisabilityClaims@LFG.com to submit disability claims



Visit us at:

LincolnFinancial.com for real-time benefit information

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