Lincoln Memorial Life Insurance Company, Memorial Service Life Insurance Company and National Prearranged Services

To: Funeral Service Providers

From: Donna J. Garrett, SDR, in her capacity as claims administrator for the National Organization of Life and Health Insurance Guaranty Associations

Important New Claim Filing Instructions for Claims with Dates of Death AFTER 2-1-09

The claim submission and payment process is streamlined by allowing the next of kin/personal representative to sign a Release, Subrogation, and Assignment form at the time funeral arrangements are made. The *Next of Kin/Personal Representative Release, Subrogation and Assignment Form* is enclosed for this purpose.

To submit a claim with a date of death after 2-1-2009

You **must** submit the following for **claims to be processed**:

- death certificate
- verified statement of performance
- itemized bill for merchandize and services
- W-9 (only one per year is required)
- Completed and signed *Next of Kin/Personal Representative Release, Subrogation and Assignment Form* (this form is included – you should copy it and complete one each time funeral arrangements are made, and have the next of kin/personal representative sign it at that time)

You **must** sign and return the following **to receive payment**:

- *Funeral Home Release, Subrogation and Assignment Form* (this form will be sent at a later date, *after* a claim is approved for payment. **You must sign and return it to receive payment**)

Refer to the enclosed Death Claim Submission Guide for complete information on filing claims.

File your claim and return the signed Assignment by mail, fax, or email to:

Lincoln Memorial/Memorial Service
Claims Department
P O Box 160050
Austin, TX 78716
Fax: 512-328-0072; (512) 329-7174; (512) 329-7165; (512) 329-7167
Email: claims@LincolnMemorialLife.com

This information and forms are also available at www.lincolnmemoriallife.com. Please contact Customer Service at 1-800-334-3851 if you have any questions.

There is no change to the procedure for claims with a date of death prior to 2/1/2009