

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 for 7 consecutive days for a disability.

Our self-service website, **MyLincolnPortal.com** offers a fast and easy way to submit your claim.

Torrid LLC provides these benefits through Lincoln:

- STD

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

Follow our secure five-step process

1. Log in to **MyLincolnPortal.com**
   First-time users will need to register using our company code LF1319TOR.

2. Select **Start a Claim** 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 diagnosis information.

3. Click **Submit.**
   For 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. You'll need your claim number to view the status for the first time. A PDF of the information you submitted will be available to save for your records.

5. Check the status of your claim at **MyLincolnPortal.com.**

   You can also opt in to text messaging via **MyLincolnPortal.com**. 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 based on your return to work.

Another way to report your absence

You can also submit your claim by calling Lincoln at 888-408-7300 and speaking with a representative.

After you submit your claim

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 your questions about your claim and gather additional information that may be needed.

Document upload
Conveniently upload requested documents as they're needed using our secure document upload feature on **MyLincolnPortal.com**.

Claim decision
A claim decision will be made once all required information is received and reviewed. Based on the communication preferences you set on **MyLincolnPortal.com**, we'll contact you either by phone, letter, or text.

Ongoing communication
Your claims specialist will stay connected with you until you return to work and will assist you with additional support.

Return-to-work date
Once you know your return-to-work date, submit the date and required documentation on **MyLincolnPortal.com.** 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 **MyLincolnPortal.com** or contacting your claims specialist and providing the supporting documentation.

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