



Reminder: In-force rate action being implemented for John Hancock and Fortis policies in late March

LTC NEWSLINK

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March 5, 2010

This is a reminder that we will begin the implementation of the next round of in-force rate actions on some older John Hancock and Fortis LTC insurance policies this month. Below you will find the state-specific details of the rate action, including the policy series and the percent of premium increase. Please note that these increases have been filed with and accepted by the respective Departments of Insurance in each state.

IMPLEMENTATION — ROUND 10 STATE APPROVALS

State	John Hancock policies	% Increase
Georgia*	Policy series: Advantage, Classic, and Gold	Advantage series (5%), Classic and Gold Series (6.6%)
New Mexico	same	13%

State	Fortis policies	% Increase
Georgia*	4060, 4070, 6060 and 7060 plans	Union Security (8%), Time (6%)
New Mexico	same	18%
Oregon**	same	8.25%
Washington, DC***	same	10%

*In GA, this is the second increase on these policies as the state required us to re-file for the balance of increase due. The first increase was communicated in March 2009.

**In OR, the state required that we spread the 18% increase over a two-year period. In 2009, these policies were increased by 9% on the first policy anniversary date on or after 6/1/09. These policies will now receive the remaining 8.25% increase on the first policy anniversary date on or after 6/1/11. The policyholder letter will reflect this information.

***In Washington, DC, we are required to spread the 18% increase over a two-year period. In 2010, the affected policies will be increased by 10% on the first policy anniversary date on or after 6/1/10 and the second increase of 8% will take place on the next anniversary after 6/1/11.

TIMING OF EVENTS

When will I receive a list of affected policyholders?

In the coming weeks, you will receive via mail, a list of affected policyholders in the above mentioned state(s), along with a sample of the letter they will receive. The list will include pertinent information as well as the policyholder(s) name and address (see sample format below). This information will be sorted by the earliest effective date of the premium increase. Sample list format:

Effective date	Policy #	Plan Code	Product Name	Mode	Current Modal Premium	% Increase	Modal Premium Increase	New Modal Premium	Issue State	Issue Date

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When will my clients receive notification?

In late March, we will begin mailing the policyholder letters in the state(s) listed above. As a reminder, the first effective dates of the higher premiums will be at the policyholder's next anniversary date on or after June 1, 2010.

How to prepare – training and tools

We encourage you to review the **Rate Action Information Guide** (LTC-3148) for full details about this initiative. In this guide you will find an overview of the rate action decision, frequently asked questions (FAQ), sample policyholder letters and an updated timeline of events. There is also a **State Implementation Addendum** (LTC-3163) available on www.jhltc.com that includes the states impacted by the increase to date.

Please also take the time to review our **Rate Action Producer Training Guide** (LTC-3158), which provides helpful talking points and tools to guide conversations with affected clients. The information in this guide is based on tips we received from experienced producers who have previously guided their clients through the rate increase discussion following premium increases announced by other carriers over the past few years. There is also an optional **Client Reach-out Letter** (LTC-3424) that is approved for use in all states. This letter can be used to connect with clients after they have been notified by John Hancock of their premium increase.

For more information, please visit the Rate Action section of our producer website, www.jhltc.com.