

**Long Term Care Insurance Rate Request Summary
Part 2 –To Be Completed by Bureau of Insurance**

Company Name and NAIC Number: John Hancock Life Insurance Company (U.S.A.) - 65838

SERFF Tracking Number: MULF-131210763

Disposition: Approved

Approval Date: 7/03/2019

Revised Rates

Average Annual Premium Per Member: \$3,098

Average Requested Percentage Rate Change Per Member: 33.3%

Minimum Requested Percentage Rate Change Per Member: 27.1%

Maximum Requested Percentage Rate Change Per Member: 35.3%

Number of Policy Holders Affected: 9,762

John Hancock Life Insurance Company (U.S.A.) (the Company) requested a 33% increase for their individual long-term care insurance forms (LTC-02 VA, BSC-02 VA, LTC-03 VA, BSC-03 VA, LTC-03 VA (2007), LTC-03 VA (2008), LTC-03 VA (2010)). As the forms were issued in Virginia from 1991 through 2003, the experience was reviewed based on the rules in effect at the time of issue. For policies issued on or after October 1, 2003, they were reviewed according to the requirements of 14VAC5-200-153 (post-rate stability).

The Bureau of Insurance's (the Bureau) consulting actuary reviewed the filing and indicated that the rate increase will result in lifetime loss ratios more than the original target for this block (original vs. after rate increase):

- Custom/Essential Care (LTC-02; BSC-02): (88.4% vs. 90.4%)
- CustomCare II (LTC-03): (85.7% vs. 86.4%)
- CustomCare II/EssentialCare II (LTC-03; BSC-03): (85.5% vs. 88.1%)

This document is intended to explain the decision made by the Bureau of Insurance and it is only a summary of the Bureau's review. It is not intended to describe or include all factors or information considered in the review process. For more detailed information, please refer to the complete filing.

Therefore, the requested rate increase was approved.

This increase will impact approximately 9,762 insureds [***with Limited Benefit Period plans***] [***and 1,090 insureds with Lifetime Benefit Period plans***] in Virginia. The primary reasons for the rate increase are that policyholders are living longer and keeping their policies in force longer, which has resulted in more claims being filed than the Company anticipated when the policy was originally priced. The Company determined that a premium increase is necessary to reflect that future claims are expected to be significantly higher on these policies than originally expected or priced and to ensure that sufficient funds are available to pay claims.

Even with this increase, the Company advised that they believe additional increases will be needed on this block unless the actual experience improves.

The Company is offering all policyholders options to reduce the premium increase by reducing their coverage. These reductions could be in the form of lower daily benefits, a shorter benefit period, a longer elimination period, the termination of riders or any combination of these reductions, or a paid-up policy equal to the sum of premiums paid. Specific options are included in the letter sent to all policyholders notifying them of the rate increase and may be discussed directly with the company by calling its customer service department.

The filing can be reviewed on the Bureau's webpage under the Rate/Policy Form Search at: <http://www.scc.virginia.gov/boi/SERFFInquiry/default.asp>

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