



INTRODUCING JOHN HANCOCK'S Long-Term Care Rider

JULY 16, 2018

A new version of our Long-Term Care (LTC) rider with updated rates and new features

What's changing?

NEW RATES

- Rider rates decreasing for younger males
- Rider rates increasing for older applicants as well as for females
- Overall premiums remaining competitive

NEW FEATURES

- A new **Stay at Home Services benefit** — that will help clients remain in their home — more safely and for a longer period of time
- **Now available on base policies with a 200% substandard rating** which will help allow more people to qualify for coverage



The need for long-term care insurance

Paying for long-term care can have a significant impact on the income that is needed for retirement. **The national average for 24-hour home care or one year in a nursing home is more than \$102,000.**¹ A John Hancock Life Insurance policy combined with the Long-Term Care rider can be an affordable solution to help alleviate a potentially significant financial and emotional burden that your clients and their spouse, children, or other family members may face.

State approvals

The new Long-Term Care rider (LTCR'18) is approved in the following states: AK, AL, AR, CO, CT, GA, IA, ID, IL, KS, KY, LA, MA, MD, ME, MI, MN, MO, MS, NC, NE, NH, NM, NV, OH, OK, OR, PA, RI, SC, SD, TN, TX, UT, VA, VT, WA, WI, WV, WY. JHillustrator will be updated as states are approved.

Illustration system (Action Needed!)

To access LTCR'18 rates, you must download JH Illustrator 14.2 from JHSaleshub.com. Your system will not automatically update and will expire on July 30, 2018 unless you download the updated version.

New business and underwriting information

LTCR'18 rates will be launched on July 16, 2018, but LTCR'14 rates will remain available in JH Illustrator until August 10th. After the transition date, the LTCR'14 rates will be turned off where LTCR'18 is approved.

| DEADLINE | REQUIREMENT |
|-------------------------------|--|
| Friday, August 10th | <p>If seeking an Informal Offer – the John Hancock home office must receive a LTCR'14 illustration signed by the insured and owner, and a tentative underwriting decision must be obtained by this date.</p> <p>If seeking a Formal Offer – the John Hancock home office must receive a LTCR'14 application signed by the insured and owner by this date. An illustration on the case is also required.</p> <p>Please Note: If the policy is to be trust owned, at a minimum the insured's signature is required on the application by this date.</p> |
| Friday, September 28th | To issue policies with LTCR'14, John Hancock must have provided a final underwriting offer, received all administrative requirements to issue the policy, and received confirmation to proceed with the 1035 Exchange (if applicable). |

Please contact your Case Manager should you already have a pending application in New Business and wish to have the LTCR'18 rates. Coinciding with the launch of the new rates, new applications received at John Hancock's home office on or before August 10, 2018 that do not specify the version of rates applied for will be set up with LTCR'18 rates. On pending cases submitted during the transition period, please contact your Case Manager to make any changes to the product selected.

Reissues

Recently issued policies can be considered for reissue with the new rates, provided the "free look" period has not expired. Make sure to indicate that you want the policy reissued with the new rates. Subject to normal underwriting practices, policies may require additional evidence to ensure health status has not changed.

Marketing materials

Marketing materials have been updated to highlight the new Long-Term Care rider. Producer guide, consumer guide and other marketing materials may be downloaded from JHSalesHub.com.

Note to producers

Most states have adopted the training requirements outlined in the Deficit Reduction Act of 2006 and the NAIC Long-Term Care Model Act. These require producers selling LTC insurance products, including LTC Riders, to take an initial eight-hour NAIC Partnership training course, followed by a four-hour refresher every two years. All courses must be approved by ClearCert in order to be accepted as valid training.

- To determine if a course is approved, please visit www.clearcert.com/search-courses
- To take an approved course at a discounted rate, please visit www.JHInsuranceCE.com. Not applicable in CA, CT, DC, IN, HI, MS and NY.



For more information about the Long-Term Care rider, **call your John Hancock Salesperson or National Sales Support at 888-266-7498, option 2.**

1. John Hancock Cost of Care Survey, conducted by LifePlans, Inc., 2016.

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Insurance policies and/or associated riders and features may not be available in all states.

The Long-Term Care (LTC) rider is an accelerated death benefit rider and may not be considered long-term care insurance in some states. There are additional costs associated with this rider. The Maximum Monthly Benefit Amount is \$50,000. When the death benefit is accelerated for long-term care expenses, it is reduced dollar for dollar, and the cash value is reduced proportionately. Please go to JHSalesHub.com to verify state availability.

This rider has exclusions and limitations, reductions of benefits, and terms under which it may be continued in force or discontinued. Consult the state specific Outline of Coverage for additional details.

Insurance products are issued by: John Hancock Life Insurance Company (U.S.A.), Boston, MA 02210 (not licensed in New York) and John Hancock Life Insurance Company of New York, Valhalla, NY 10595.

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