



Office of Consumer Affairs
PO Box 10864
Lynchburg VA 24506

November 25, 2020

Mr. John F. DiCello
25 Westminster Bridge Way
Lutherville, MD 21093-3955

RE: Long Term Care Insurance Policy [REDACTED]

Dear Mr. DiCello,

The questions and concerns you expressed at the November 18, 2020 Maryland Insurance Administration (the "MIA") Public Hearing regarding your and Mrs. DiCello's Genworth Life Insurance Company ("GLIC") long term care insurance policies [REDACTED] and UDG4418663 were referred by the MIA to Ms. Jamala Arland, VP of Actuary Services at GLIC. Ms. Arland has asked that I, as Director of Genworth's Office of Consumer Affairs, respond to you on her behalf.

Please know that we are looking into your questions and concerns and you should expect a reply dated within 30 days of this letter.

If you have any additional information relevant to the questions and concerns that you expressed, please forward this in writing to the attention of the Genworth Office of Consumer Affairs by email at GenworthConsumerAffairs@genworth.com, by mail at PO Box 10864 Lynchburg VA 24506 or by fax it to our Office at 804-662-7858.

Sincerely,

A handwritten signature in cursive script that reads "Gail Cleary".

Gail Cleary
Director, Office of Consumer Affairs
Genworth Financial
Tel: 800-267-1383
Email: gail.cleary@genworth.com

CC: Ms. Jamala Arland, VP of Actuary Services, Genworth Life Insurance Company
Mr. Jeff Ji, Maryland Insurance Administration
Mr. Todd Switzer, Chief Actuary, Maryland Insurance Administration
Mr. Adam Zimmerman, Maryland Insurance Administration

██████ Beechland Avenue
Baltimore, Maryland 21214

November 8, 2020

Maryland Insurance Administration
200 St. Paul Place, Ste 2700
Baltimore, Maryland 21202

I am writing to object to the LTC rate increase requested by Genworth. I am 73 and retired. I purchased a policy years ago when my financial advisor indicated that many companies were offering new products that far exceed the original “nursing home” coverage. These Policies were truly for long term care and offered financial support beyond in-patient care. In recent years the premiums have risen sharply.

Genworth advised some policy holders that their end goal was to increase premiums by 150%. Genworth offered alternatives with drastic reductions in benefits at high prices. It would seem that the end game is to force policy holders who purchased coverage for peace of mind and as security against the possible infirmities of old age to relinquish their coverage or drastically reduce it.

- It is not the policy holders’ fault that Genworth underpriced its policies, and it should not be made their responsibility.
- It is not the policy holders’ fault that Genworth underpriced its policies as a way to buy market share.
- Genworth should bear responsibility for poor business practices and not be allowed to make their policy holders responsible for something that is no fault of their own.
- Genworth should not be allowed to constantly raise premiums as a way to cause Policy Lapses and secure their profits.
- I have been paying the premiums for many years, did all I could to manage prior increases in premiums, and it is not right that after nearly two decades these premiums have not secured me a policy that I can keep for the rest of my life.
- Genworth is a diversified company and should be made to take profits from other lines of business to support their LTC business.

The Maryland Insurance Administration should look out for Maryland policy holders and indicate clearly that the stated goal to increase premiums by 100% or more is unacceptable. Genworth has had enough premium increases.

Thanking you for your attention in this matter, I am

Sincerely yours,

John E. Roach

cell 443.668.8509

John Taylor <johntaylor333@verizon.net>

Fri, Nov 6,
9:36 PM (3
days ago)

to me

Dear Ms. Muehlberger

My wife and I would like to make the following comments on the Genworth Life Insurance Company: 7052MD LTC premium rate proposed increase and would like them to become part of the record:

1. We are unable to make specific comments about the proposal since the relevant sections, particularly the "Justification of the Premium Rate Increase" and all exhibits, were redacted. This makes the publication of the Actuarial Memo rather pointless. Surely, there must be a way to redact the truly commercially sensitive phrases and data without redacting the entire sections that would allow policy holders to understand the rationale for the proposed increase.
2. This form (7052MD) policy was sold from the end of 2011 to the Fall of 2014, approx. 6 to 9 years ago. We purchased our policy in 2013 when we were 58 and 60 years old. Since 2011, life expectancy in the US has remained very stable (increasing from 78.64 in 2011 to 78.93 in 2020). This would tend to indicate that LTC premiums should be relatively stable, particularly since the leveling off of life expectancy was not predicted in 2011.
3. We recognize that the cost of LTC is increasing, but Glenworth's liability is capped under all its policies, in our case to \$108k plus inflation protection, and our existing policy premiums reflect the estimated cost increases that were made only 7 years ago. The reasons that existed 20 or 30 years ago, that LTC was new insurance with no historical actuarial data cannot be true today.
4. Investment returns since 2013 have been excellent (the S&P500 has increased 178% since Nov. 2011), probably high than in Genworth assumptions in 2013.
5. We find it difficult, if not impossible, to imagine that projected costs have increased by more than 60% since we started our policy in 2013.
6. The request for a 66.3% premium increase therefore appears gratuitous.

Regards

Dr. John Taylor

Annapolis MD 21403

[Johntaylor333@verizon.net](mailto:johntaylor333@verizon.net)

November 16, 2020

To Whom It May Concern:

We are writing in reference to the proposed annual cost increase for our Genworth Long Term Care Insurance policies. The business and legal workings of insurance providers are unfamiliar territories for us. However, we have done our best to follow the Maryland Insurance Administration's information about hearings and filings, and have read the relevant actuarial from Genworth for form 7052. We want to thank Nancy Muehlberger and Adam Zimmerman for their help in understanding the process and the possible outcomes. Their responses to our questions were much appreciated.

When we apply the average 2020 increase (approximately 32%) approved so far by MIA to the current Genworth policy costs for my husband and me, it appears our policies could skyrocket from \$7450 for the two of us annually to almost \$10,000 annually. We understand this is much less than the 66.3% requested by Genworth; we understand the average we have used is an estimate; the outcome could be lower, or higher. And we understand we would pay no more than 15% a year for any premium increase.

We also understand that insurance companies will at times raise their prices. But the cost increases are generally a more reasonable percent of what we are paying. Even a double-digit percentage leap of 15% for a single year is challenging for us to financially manage. The company's statement about our being able to reduce benefits to make up the difference is pointless, given our health care reasons for purchasing the insurance.

Very briefly, here is additional background. Mike's mother developed dementia that, after a few years of home care, required eight years of full time residency in a dementia care facility prior to her death in 2016. We covered much of the expense for her care; she and other family members did not have the funds, and we were grateful we had enough in our savings to be able to pay for the care she so desperately needed. That unexpected situation depleted a significant portion of the funds available for our own elder years, however, and also gave us a clear understanding of the exorbitant costs of this kind of health care.

So we purchased the Genworth insurance policies for ourselves and have paid several annual premiums. While we hope we will never need the benefits that come with the already high premium costs we pay, we are trying to do the right thing, for ourselves, our family, and even our fellow citizens who may be able to benefit from our premium payments if we are fortunate enough to not need Genworth's funds for our own care. And as citizens of Maryland, we are hoping these comments may influence those of you who are decision-makers to restrict any cost increase to a reasonable amount that will allow us and others to protect our health care. Please don't permit the company to price us out of continuing the coverage we have been paying for, and want very much to keep in place through our senior years.

Thank you for your attention to our concerns. Please let us know if you have questions or comments.

Respectfully yours,
Kathy and Mike Quattrone
[REDACTED] Bozman Neavitt Rd.
Bozman, MD 21612

Maryland Insurance Administration

AUG 24 2016

RECEIVED

114388
CEH
dl/red14
August 21, 2016

Dear Mr. Al Redmer, Jr.:

My wife and I are residents of Maryland and live in Montgomery County. I am 84 years old and my wife is 78 years old.

We have purchased Long Term Care Insurance policies from General Electric Assurance Co. (now Genworth) effective October 1999. The Policy Form is Number 7030R.

Our combined premiums were \$4,054.70 in October 1999. However, our premiums increased 11% in 2009, 15% in 2011, 15% in 2014, 15% in 2015, and 15% in 2016. As of October 2016 our combined premiums amount to \$7,871.77, almost double what they were in October 1999 when we first purchased these policies. Genworth's letters to us state that it is likely our premiums will increase again in the future.

It seems that whenever Genworth requests a rate increase, it is granted by the Maryland Insurance Administration. We are retired senior citizens on a fixed income, and we are looking for the Maryland Insurance Administration to protect senior consumers like us. There does not seem to be any end to these yearly increases of 15%. If they continue at 15% increases per year, in seven years our combined premiums would amount to about \$21,000.00 per year.

My wife and I are very concerned that we will not be able to keep paying these premiums if they continue to increase. These policies are very important to us and we do not want to drop these policies. We thought that we were doing the right thing in purchasing these policies in 1999, but now it seems that, after paying in all this money in premiums, Genworth wants us to drop these policies or to drastically reduce our coverage in order to stop some of these premium increases.

We desperately need your assistance in putting an end to these yearly increases in premiums so that we can continue to keep these Long Term Care Insurance policies at the level of coverage in 1999 and not have to drastically reduce our coverage.

We hope to hear from you soon with respect to the above matter, as we feel trapped with no clear path ahead.

Sincerely,

Neil Sandberg + Tonia Sandberg
Neil Sandberg and Tonia Sandberg

Annmore Drive

Silver Spring, MD 20902

301-649-4323

Mr. & Mrs. Neil Sandberg
Annmore Dr.
Silver Spring, MD 20902-1701

CAPITAL DISTRICT 208
16 NOV 2020 PM 1 L



Commissioner Birrane
Maryland Insurance Administration
200 St. Paul Place
Suite 2700
Baltimore, MD 21202

Attn: Commissioner Birrane

November 16, 2020

Dear Commissioner Birrane:

My wife and I are residents of Maryland and live in Montgomery County. I am 88 years old and my wife will be 83 years old next week.

We have purchased Long Term Care Insurance policies from General Electric Assurance Co. (now Genworth) effective October 1999. The Policy Form Is Number 7030R.

Our combined premiums were \$4,054.70 in October 1999. Now, however, Our premiums have increased by about 15% since 2009 and as of October 2020 our Combined premiums amount to \$10,138.82, about 2 ½ times what they were in October 1999 when we first purchased these policies. Genworth's letters to us state That our premiums will increase again in future years.

Each time Genworth request a rate increase, it has been granted by the Maryland Insurance Administration. We are retired senior citizens on a fixed income, and We are requesting that the Maryland Insurance Administration protect senior Citizens like us. If these increases continue at 15% a year, in seven years our Combined premiums will amount to about \$26,600 per year.

My wife and I are very concerned that we will be unable to keep paying these premiums if They continue to increase. These policies are very important to us and we do not want To drop these policies. It seems that Genworth wants us to drop these policies or to Drastically reduce our coverage.

We desperately need your assistance in putting an end to these yearly increases in premiums So that we can continue to keep these Long Term Care policies at the level of coverage in 1999 And not have to drastically reduce our coverage.

We hope to hear from you soon in respect to the above matter, as we feel trapped, with no Clear path ahead.

Sincerely,
Neil Sandberg and Tonia Sandberg
Anmore Drive
Silver Spring, MD 20902
301-649-4323

Neil Sandberg

RECEIVED
11/17/2020
Maryland Insurance Administration
Life & Health Complaints

Sylvia Rams <sylviar@Inf.com>

Tue, Nov 17,
3:46 PM (14 R
hours ago) e
pl
y

to me

Would you please read this for me at the meeting tomorrow. I'm a 82 year old senior who still has to work full time to be able to pay for all medical products that I need including \$352.00 per month for LTC, along with numerous seniors. I have had this coverage for many years prior to my present coverage I paid for 20 years to a company that went bankrupt and left me in my late 50s having to take out new coverage and of course at that age it was more expensive. If you choose to raise our rates many of us will have to start eating bad foods for us because we won't be able to afford what is healthy for us. Some of us will have to relocate because we won't be able to afford where we live now and have to go to the state for subsidized living. I don't sleep at night along with many of my friends who are in the same condition worrying about what will happen to us if you choose to raise the rates. I have worked since I was 16 years old and paid for my old age you will make what ever time we have left into a nightmare So please please do not raise our rates. Thanking you in anticipation that you will take care of us senior citizens AND NOT RAISE RATES
SYLVIA RAMS