

████████████████████
Baltimore, MD 21214

December 1, 2023

Maryland State Insurance Commission

200 St. Paul Place, Suite 2700

Baltimore, MD 21202

To whom it may concern,

I am a long time policy holder of long term care insurance now traded by GENWORTH. As you know they have requested and continually received the maximum allowable rate increases year after year. OI have written in the past to you that their business policy towards policy holders of more than 20 years and pat 75 years of age are untenable. Last spring, I was forced to accept one of the settlements offered by a court case in which I accepted a reduced term of coverage, reduced inflation protection, and an agreement not to sue them for a cash amount and a reduced premium. It appears that they adhered strictly to the points of the agreement EXCEPT FOR THE STATED PREMIUM RATE. I was surprised to receive a bill in the summer for a premium higher than the one in the documents they sent for the agreement. I was doubly surprised to find it 30+% higher than the one stated. This tells me that the premium quoted in the document from them was TWO YEARS BEHIND THE CURRENT PREMIUM granted by Maryland.

I ask the actuaries and the commission when they will do something to protect Maryland Policy holders? The practices of this company are deceptive at best.

Sincerely,

John E. Roach

john.e.roach1@gmail.com