

**Adam Fried**

9:02 AM  
(42 minutes R  
ago)ep  
ly

to me

Nancy,

I want to thank you for assisting me in understanding the rate approval process and pointing out that states vary in their approach and goals as that impact the premium levels of policyholders in their states. What we are left with is a two sided dilemma facing the insurance department. Naturally, it's bad for a state if an insurance company goes into bankruptcy over a bad block of business with the inability to get a rate increase. However, it's also bad if the policyholders in their state are priced out of a market by the insurance department's premium rate approval process. I hate to suggest, that the MIA is in cahoots with Met Life by approving rate increases and thereby forcing lapses that in the end assist Met Life in getting out from under the burden of the long-term commitment of this Long Term Care block of business. That is why the state guarantee association is there, to assist in times like this.

A company with credible experience is able to demonstrate the need for a rate increase. While another company, with a small block of policies, would be deemed not credible and no rate increase requests would be approved. I do hope that in the package of information sent to the MIA from Met Life that my policy was properly grouped with like policies. The broker pushing for the policy sale for me was attempting to get me to purchase a return of premium protection. In the event that I never had a claim, all premiums would be returned to me. I did not select this option. I would hope that my policy is grouped with other policyholders that have the same benefits and selection as my policy.

I do find fault with the interpretation that you think that Met Life has offered me a rate reduction when in fact they have only really offered me a benefit reduction. (Which I know some employee's at my company have opted for because they could not afford the higher rates) I hope Maryland realizes that by giving Met the rate increases and having policyholders reduce the amount of coverage they are hurting themselves when the people need the care down the road. The policyholders will need more assistance from state then they would have need if the benefits had remain unchanged. If Maryland grants Met Life this rate increase, my premium will have doubled in the ten years I have had the policy. Will Met give the money back to me if the experience does not turn out the way they are projecting? It just seem unfair that they can quote a product and if they get it wrong, come back for a rate increase, but if they over estimate the cost and charge a higher premium, they don't have to give it back to the policyholder.

Also I don't think that METLife is in such bad financial condition if they can put their name on a football Stadium, maybe they should use some of that money to cover their mistake if they really made one.

Your comparison of premiums, then and now, in my mind, is not appropriate. If I bought a car in 2009, and that car now costs twice as much, that company cannot come back to me and charge me more.

In addition I would like to point out, the first agent I met with, who made all these promises, is no longer with Met Life. The current agent on the policy is not the agent I started with. I understand through speaking with some people in the industry that this agent got into trouble for policy churning with another agent. In addition, it has come to my attention that in addition to the promise of no rate increases, the agent did not offer all the same options to every individual at my company.

I would encourage the MIA to have the press be invited to the rate increase hearings, so the public can be made aware of the rate increases being approved by the MIA, and the process the department goes through when it approves these rate increases.

I would very much like to be at the hearing next month but that also happens to be the same day as my companies board meeting which I must attend. I hope in some way my concerns will be read into the record so that the insurance department knows how I feel and how many others at my company feel.