

SERFF Tracking Number: MULF-127027120 State: Michigan
Filing Company: John Hancock Life Insurance Company (USA) State Tracking Number:
Company Tracking Number: 2010 INFORCE RATE INCREASE - JH CCII07
TOI: LTC03I Individual Long Term Care Sub-TOI: LTC03I.001 Qualified
Product Name: Long Term Care Insurance
Project Name/Number: 2010 Inforce Rate Increase - JH/

Filing at a Glance

Company: John Hancock Life Insurance Company (USA)

Product Name: Long Term Care Insurance SERFF Tr Num: MULF-127027120 State: Michigan

TOI: LTC03I Individual Long Term Care SERFF Status: Pending State State Tr Num:
Action

Sub-TOI: LTC03I.001 Qualified Co Tr Num: 2010 INFORCE RATE State Status: Review started
INCREASE - JH CCII07

Filing Type: Rate Reviewer(s): Renee Campbell

Authors: Michelle Fluet, Glenn Daly, Disposition Date:

Carol Folsom, Pat Hamlett, Marie

Roche, Joanne Witham, Richard

Famiglietti

Date Submitted: 02/09/2011

Disposition Status:

Implementation Date Requested: On Approval

Implementation Date:

State Filing Description:

General Information

Project Name: 2010 Inforce Rate Increase - JH

Status of Filing in Domicile: Pending

Project Number:

Date Approved in Domicile:

Requested Filing Mode: Review & Approval

Domicile Status Comments:

Explanation for Combination/Other:

Market Type: Individual

Submission Type: Resubmission

Previous Filing Number: MULF-126970007

Individual Market Type:

Overall Rate Impact: 14.4%

Filing Status Changed: 02/23/2011

State Status Changed: 02/11/2011

Deemer Date:

Created By: Michelle Fluet

Submitted By: Michelle Fluet

Corresponding Filing Tracking Number: MULF-127027232

Filing Description:

Re: John Hancock Life Insurance Company (U.S.A.)

Company NAIC # 65838; FEIN #: 01-0233346

Individual Long-Term Care Insurance Rate Revision Submission

Revised Actuarial Memo's (See Policy Form List Below)

Dear Commissioner Ross:

SERFF Tracking Number: MULF-127027120 State: Michigan
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We have just completed our most extensive claims study to date and unfortunately we have concluded that, in order to ensure our ability to meet the needs of our policyholders in the long term, we need to request an enforce rate increase on the policy forms.

Our study found that many more insureds are expected to claim than what we assumed in the pricing of these policy forms, reinforcing the value of the product to policyholders, but creating a pricing issue.

Our morbidity study was conducted internally and peer reviewed internally as well as by an independent third party.

We are requesting acceptance of a premium rate increase on the policy series listed below and are enclosing the actuarial memos, rates, and forms for your review and approval.

Policy Series Approval Date Years Sold Average Increase

LTC-03 (2007 rates) 7/30/2007 2007 – 2008 14.4%

The proposed premium rates will be effective on the next policy anniversary date, following a 60-day policyholder notification period, which will be made as soon as practicable following State approval. We will also offer the affected insureds some alternative options to reduce their benefits in order to possibly maintain their current premium level.

Policyholder Options

We are fully aware that a premium increase may be difficult for our policyholders; therefore we will provide all policyholders with an array of options which will help them mitigate the impact of any increase. Most important, for those policyholders who elected compound or simple inflation, we will provide them with the ability to completely avoid the increase by reducing their inflation coverage from 5 percent compound or simple inflation to a lower percentage inflation coverage which will vary by policy series. Our policyholders will be able to keep all accrued inflation increase amounts to date and the lower inflation index will apply on a prospective basis only. We will be filing separately these endorsements.

In addition, policyholders will be able to reduce their benefit period, adjust their daily/monthly benefit amount, or extend their elimination period. They will also be able to drop riders from their coverage.

We will also be submitting separately new Personal Worksheets LTC-PWK 4/11 and LTC-PWKDM 4/11 which includes the appropriate disclosure regarding this increase. No change will be made to this form other than state specific information that is requested by your Department or another state insurance Department.

Where the NAIC contingent nonforfeiture benefit or the nonforfeiture benefit (if purchased) is triggered, customers will be

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offered paid-up coverage in accordance with the applicable provision. We are allowing contingent nonforfeiture if the rate increase trigger is met for all affected policyholders, even if it was not otherwise required in your State.

This submission is being filed in all states, the District of Columbia and Puerto Rico.

The following items are included in this submission:

- * the submission letter.
- * all actuarial material and referenced forms.

Please do not hesitate to contact us regarding this submission. We will be happy to meet with the Department either in person or via conference call at a time of your convenience.

Thank you for your time and consideration in this matter.

Sincerely,

Michelle Fluet
Compliance Consultant

Company and Contact

Filing Contact Information

Michelle Fluet, Senior Contract Consultant mfluet@jhancock.com
200 Berkeley Street 617-572-0101 [Phone]
B6-06 617-572-0399 [FAX]
Boston, MA 02117

Filing Company Information

John Hancock Life Insurance Company (USA) CoCode: 65838 State of Domicile: Michigan
200 Berkeley Street Group Code: Company Type:
Boston, MA 02176 Group Name: State ID Number:
(617) 572-6000 ext. [Phone] FEIN Number: 01-0233346

Filing Fees

Fee Required? No
Retaliatory? No

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Fee Explanation:
Per Company: No

COMPANY	AMOUNT	DATE PROCESSED	TRANSACTION #
John Hancock Life Insurance Company (USA)	\$0.00		

Michigan Review Pending

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Correspondence Summary

Objection Letters and Response Letters

Objection Letters

Status	Created By	Created On	Date Submitted
Request for additional information submitted	Renee Campbell	02/16/2011	02/16/2011

Response Letters

Responded By	Created On	Date Submitted
Michelle Fluet	02/23/2011	02/23/2011

Amendments

Schedule	Schedule Item Name	Created By	Created On	Date Submitted
Supporting Document	Responses to 2/3/11 questions	Michelle Fluet	02/10/2011	02/10/2011

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Objection Letter

Objection Letter Status Request for additional information submitted
Objection Letter Date 02/16/2011
Submitted Date 02/16/2011
Respond By Date 02/23/2011

Dear Michelle Fluet,

Please review and respond to the following requests for information:

- 1.) For each policy series, please further break down each issue age rate revision category and provide the attained ages within each group and tell us how much of a rate increase each group is receiving. What are the numbers of policyholders in each of these groups as well?
- 2.) From our meeting on 2/11/11, we understand that John Hancock will be absorbing the cost of not sufficiently funding the future anticipated benefit cost for plans included in the proposed rate revision. We assume that cost is approximated by the difference between the present value of the gross premiums adjusted by the actuarial justified revisions and the present value of the gross premiums adjusted by the proposed revisions, where such present values are based on assumptions consistent with those used in the filing. Can we see this difference by plan for Michigan policies.

Your review and response will be due no later than February 23, 2011. If you have any questions, please contact me at (517) 373-2671 or by email at campbellr2@michigan.gov. Thank you.

Sincerely,
Renee Campbell

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Response Letter

Response Letter Status Submitted to State
Response Letter Date 02/23/2011
Submitted Date 02/23/2011

Dear Renee Campbell,

Comments:

Thank you for your letter.

Response 1

Comments: Please find our response to your February 16, 2011 objection on the Supporting Documentation tab labeled as "Response to 2/16/11 objection".

Changed Items:

Supporting Document Schedule Item Changes

Satisfied -Name: Response to 2/16/11 objection

Comment:

No Form Schedule items changed.

No Rate/Rule Schedule items changed.

Should you have any additional questions or concerns, please do not hesitate to contact us.

Sincerely,

Carol Folsom, Glenn Daly, Joanne Witham, Marie Roche, Michelle Fluet, Pat Hamlett, Richard Famiglietti

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Amendment Letter

Submitted Date: 02/10/2011

Comments:

We are amending this submission in order to provide our responses to the questions raised in the prior submission from INS. This information can be found on the Supporting Documentation tab labeled as "Responses to 2/3/11 questions".

Changed Items:

Supporting Document Schedule Item Changes:

User Added -Name: Responses to 2/3/11 questions

Comment:

Response to MI 2-3-11 questions.pdf

JH Retail Rate Increase by State Summary 02-09-2011.pdf

Michigan Review Pending

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Rate Information

Rate data applies to filing.

Filing Method: SERFF
Rate Change Type: Increase
Overall Percentage of Last Rate Revision: 0.000%
Effective Date of Last Rate Revision:
Filing Method of Last Filing:

Company Rate Information

Company Name:	Company Rate Change:	Overall % Indicated Change:	Overall % Rate Impact:	Written Premium Change for this Program:	# of Policy Holders Affected for this Program:	Written Premium for this Program:	Maximum % Change (where required):	Minimum % Change (where required):
John Hancock Life Insurance Company (USA)	N/A	14.400%	14.400%	\$171,200	525	\$1,188,886	16.000%	0.000%

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Rate/Rule Schedule

Schedule Item Status:	Document Name:	Affected Form Numbers: (Separated with commas)	Rate Action:	Rate Action Information:	Attachments
	Rate Table	LTC-03 (2007 rates)	Revised	Previous State Filing Number: NA Percent Rate Change: 14.400 Request:	LTC-03 (2007).pdf

Michigan Review Pending

Appendix B
John Hancock Life Insurance Company (U.S.A.)
Long-Term Care Policy Series LTC-03 (2007 Rates)
Standard rates per \$100 monthly benefit
90 day EP

Issue Age	GPO								5% Simple Inflation							5%/3% Compound Inflation*							Issue Age	Multiplier for 5%/5% Compound Inflation		
	Benefit Period								Benefit Period							Benefit Period								2-10 Years	Life	
	2 Years	3 Years	4 Years	5 years	6 Years	10 Years	Life	2 Years	3 Years	4 Years	5 years	6 Years	10 Years	Life	2 Years	3 Years	4 Years	5 years	6 Years	10 Years	Life	2-10 Years		Life		
18-29	10.00	11.00	13.00	14.00	15.00	16.00	18.00	14.00	19.00	21.00	23.00	24.00	30.00	31.00	17.40	25.52	29.00	33.64	37.12	46.40	73.08	18-29	1.44	1.00		
30	10.00	11.00	14.00	15.00	16.00	17.00	19.00	15.00	20.00	22.00	24.00	25.00	31.00	32.00	19.72	26.68	30.16	35.96	39.44	48.72	76.56	30	1.40	1.00		
31	10.00	11.00	14.00	15.00	16.00	17.00	19.00	15.00	20.00	22.00	24.00	25.00	31.00	34.00	19.72	26.68	30.16	35.96	39.44	49.88	77.72	31	1.40	1.00		
32	10.00	11.00	14.00	15.00	16.00	18.00	20.00	15.00	21.00	23.00	25.00	26.00	33.00	35.00	20.88	27.84	30.16	37.12	40.60	49.88	78.88	32	1.40	1.00		
33	10.00	12.00	15.00	16.00	17.00	18.00	20.00	17.00	21.00	23.00	25.00	26.00	34.00	37.00	20.88	27.84	32.48	37.12	40.60	51.04	80.04	33	1.40	1.00		
34	10.00	12.00	15.00	16.00	17.00	18.00	20.00	17.00	21.00	23.00	25.00	26.00	36.00	39.00	20.88	27.84	33.64	38.28	41.76	51.04	81.20	34	1.40	1.00		
35	11.00	12.00	15.00	16.00	17.00	18.00	20.00	17.00	21.00	23.00	25.00	26.00	38.00	39.44	20.88	27.84	34.80	39.44	41.76	52.20	83.52	35	1.40	1.00		
36	11.00	13.00	16.00	17.00	18.00	19.00	21.00	18.00	22.00	24.00	26.00	28.00	39.00	40.60	22.04	29.00	34.80	39.44	42.92	52.20	84.68	36	1.40	1.00		
37	11.00	13.00	16.00	17.00	18.00	19.00	21.00	19.00	22.00	26.00	27.00	29.00	39.44	40.60	22.04	29.00	34.80	40.60	42.92	53.36	85.84	37	1.40	1.00		
38	11.00	13.00	16.00	17.00	18.00	19.00	21.00	19.00	23.00	27.00	28.00	30.00	39.44	41.76	22.04	29.00	35.96	40.60	42.92	53.36	87.00	38	1.40	1.00		
39	11.00	13.00	16.00	17.00	18.00	20.00	22.00	20.00	24.00	28.00	30.00	32.00	40.60	41.76	23.20	29.00	35.96	40.60	42.92	53.36	88.16	39	1.40	1.00		
40	11.00	13.00	16.00	17.00	18.00	20.00	22.00	20.88	25.00	29.00	31.00	33.00	40.60	42.92	24.36	30.16	36.28	42.92	46.40	55.68	89.32	40	1.35	1.00		
41	11.00	13.00	16.00	17.00	18.00	20.00	22.00	20.88	26.00	30.00	32.00	34.00	41.76	45.24	24.36	30.16	38.28	42.92	46.40	58.00	90.48	41	1.35	1.00		
42	12.00	14.00	17.00	18.00	19.00	21.00	24.00	22.00	27.00	30.16	33.64	35.96	42.92	47.56	25.52	32.48	38.28	45.24	47.56	58.00	91.64	42	1.35	1.00		
43	12.00	14.00	17.00	18.00	19.00	22.00	24.00	22.04	27.84	32.48	34.80	35.96	45.24	48.72	25.52	32.48	39.44	45.24	47.56	59.16	92.80	43	1.35	1.00		
44	12.00	15.00	17.00	18.00	20.00	23.00	25.00	22.04	29.00	33.64	35.96	37.12	47.56	49.88	25.52	32.48	39.44	45.24	48.72	60.32	93.96	44	1.35	1.00		
45	12.00	15.00	18.00	19.00	20.00	24.00	25.00	23.20	29.00	33.64	37.12	38.28	48.72	52.20	26.68	33.64	40.60	46.40	49.88	61.48	96.28	45	1.33	1.00		
46	13.00	16.00	18.00	20.00	21.00	25.00	26.00	23.20	30.16	34.80	38.28	39.44	49.88	53.36	26.68	34.80	40.60	47.56	51.04	61.48	97.44	46	1.33	1.00		
47	13.00	16.00	19.00	21.00	22.00	26.00	27.00	24.36	30.16	35.96	38.28	40.60	52.20	55.68	26.68	34.80	41.76	47.56	51.04	62.64	99.76	47	1.33	1.00		
48	13.00	17.00	20.00	21.00	22.00	27.00	28.00	24.36	32.48	35.96	39.44	41.76	53.36	59.16	26.68	35.96	41.76	48.72	51.04	62.64	100.92	48	1.33	1.00		
49	14.00	17.00	20.00	22.00	23.00	29.00	30.00	25.52	32.48	37.12	40.60	42.92	54.52	60.32	26.68	35.96	41.76	48.72	51.04	62.64	102.08	49	1.33	1.00		
50	14.00	18.00	21.00	23.00	24.00	30.00	31.00	25.52	33.64	38.28	41.76	45.24	58.00	62.64	27.84	37.12	42.92	49.88	52.20	64.96	103.24	50	1.30	1.00		
51	15.00	19.00	22.00	24.00	25.00	31.32	33.00	25.52	34.80	39.44	42.92	46.40	59.16	64.96	27.84	38.28	45.24	51.04	53.36	66.12	105.56	51	1.30	1.00		
52	15.00	19.00	22.00	25.00	26.00	32.48	35.00	26.68	35.96	40.60	46.40	48.72	61.48	67.28	29.00	39.44	46.40	52.20	54.52	67.28	110.20	52	1.29	1.00		
53	16.00	20.00	23.00	25.00	26.00	33.64	37.00	26.68	37.12	41.76	47.56	51.04	62.64	71.92	29.00	39.44	47.56	52.20	58.00	67.28	112.52	53	1.29	1.00		
54	16.00	20.00	23.00	26.00	27.00	34.80	38.28	27.84	39.44	42.92	49.88	53.36	64.96	74.24	30.16	40.60	48.72	53.36	59.16	68.44	114.84	54	1.28	1.00		
55	17.00	21.00	24.00	27.00	28.00	35.96	40.60	27.84	40.60	45.24	51.04	54.52	66.12	77.72	32.48	41.76	49.88	54.52	60.32	70.76	118.32	55	1.28	1.00		
56	18.00	22.00	26.00	29.00	30.00	38.28	42.92	30.16	42.92	47.56	53.36	59.16	70.76	81.20	33.64	45.24	51.04	58.00	62.64	74.24	122.96	56	1.26	1.00		
57	19.00	24.00	27.00	31.00	32.00	40.60	46.40	32.48	45.24	49.88	58.00	62.64	74.24	87.00	34.80	47.56	53.36	61.48	64.96	78.88	127.60	57	1.25	1.00		
58	20.00	25.00	29.00	33.00	35.00	42.92	49.88	34.80	47.56	53.36	60.32	66.12	78.88	90.48	35.96	49.88	55.68	64.96	68.44	83.52	131.08	58	1.23	1.00		
59	22.00	27.00	31.00	35.00	37.00	47.56	52.20	37.12	49.88	55.68	63.80	69.68	83.52	96.28	37.12	52.20	59.16	67.28	73.08	88.16	136.88	59	1.22	1.00		
60	23.00	29.00	33.00	37.00	40.00	49.88	55.68	39.44	52.20	60.32	67.28	74.00	88.16	100.92	38.28	54.52	61.48	71.92	76.56	92.80	141.52	60	1.20	1.00		
61	25.00	31.00	36.00	40.00	43.00	53.36	59.16	41.76	54.52	63.80	71.92	78.88	92.80	106.72	40.60	58.00	64.96	75.40	81.20	99.76	148.48	61	1.19	1.00		
62	27.00	34.00	38.00	43.00	46.00	58.00	64.96	45.24	59.16	66.12	75.40	83.00	98.60	113.68	45.24	61.48	70.76	78.88	85.84	104.40	153.12	62	1.18	1.00		
63	30.00	36.00	41.00	46.00	49.00	63.80	69.60	47.56	62.64	70.76	80.00	87.00	103.24	119.48	48.72	64.96	75.40	84.68	90.48	112.52	160.08	63	1.16	1.00		
64	32.00	39.00	45.00	49.00	52.00	68.44	74.24	51.04	66.12	74.24	84.88	90.48	110.20	127.60	52.20	68.44	80.04	89.32	97.44	118.32	167.04	64	1.15	1.00		
65	35.00	42.00	48.00	53.00	56.00	73.08	81.20	53.36	70.76	77.72	89.32	93.96	116.00	135.72	55.68	73.08	85.84	93.96	102.08	126.44	174.00	65	1.14	1.00		
66	38.00	46.00	53.00	58.00	62.00	81.20	89.00	59.16	76.56	85.84	98.60	103.24	126.44	147.32	61.48	78.88	92.80	103.24	111.36	136.88	183.28	66	1.13	1.00		
67	42.00	51.00	58.00	64.00	69.00	89.32	97.00	63.80	84.68	93.96	106.72	113.68	139.20	157.76	66.12	87.00	100.92	112.52	121.80	148.48	194.88	67	1.13	1.00		
68	46.00	57.00	64.00	70.00	76.00	96.00	106.00	70.76	91.64	103.24	117.16	125.28	151.96	172.84	73.08	92.80	109.04	122.96	132.24	161.24	207.64	68	1.12	1.00		
69	50.00	62.00	70.00	77.00	85.00	107.88	115.00	76.56	100.92	113.68	128.76	138.00	165.88	186.76	78.88	102.08	117.16	133.93	144.64	175.16	219.24	69	1.12	1.00		
70	55.00	69.00	77.00	85.00	94.00	119.00	125.00	84.68	110.20	125.00	139.00	150.00	180.96	201.84	85.84	110.81	127.60	142.34	154.95	189.08	233.16	70	1.11	1.00		
71	61.00	77.00	86.00	95.00	105.00	129.00	137.00	92.80	121.80	139.00	155.00	167.00	200.68	220.40	92.80	121.62	141.44	155.86	169.37	205.32	251.72	71	1.11	1.00		
72	68.00	86.00	96.00	106.00	117.00	140.00	150.00	103.24	139.72	153.12	172.00	186.00	220.40	242.44	102.08	132.24	155.86	171.17	183.78	221.56	270.28	72	1.11	1.00		
73	76.00	96.00	107.00	119.00	130.00	152.00	164.00	110.84	149.64	169.36	192.00	207.00	242.44	265.64	112.52	145.00	173.64	189.09	202.73	241.28	292.32	73	1.10	1.00		
74	84.00	107.00	120.00	132.00	145.00	165.00	179.00	126.44	165.88	189.08	214.00	231.00	267.96	290.00	124.12	160.08	190.91	206.36	220.91	262.16	314.36	74	1.10	1.00		
75	94.00	119.00	134.00	148.00	161.00	179.00	196.00	140.36	183.00	208.80	238.00	257.00	294.64	317.84	135.72	175.16	210.00	226.36	240.91	284.20	338.72	75	1.10	1.00		
76	105.00	133.00	149.00	164.00	179.00	200.00	219.0																			

Appendix C
John Hancock Life Insurance Company (U.S.A.)
Long-Term Care Policy Series LTC-03 (2007 Rates)
Premiums to be used with Inflation Decrease Option Only

Standard rates per \$100 monthly benefit
90 day EP

Issue Age	4.2% Simple Inflation								4.2% Compound Inflation*								Issue Age	Multiplier for 4.2%/4.2% Compound Inflation	
	Benefit Period								Benefit Period									2-10 Years	Life
	2 Years	3 Years	4 Years	5 years	6 Years	10 Years	Life	2 Years	3 Years	4 Years	5 years	6 Years	10 Years	Life					
18-29	14	19	21	23	24	30	31	15	22	25	29	32	40	63	18-29	1.44	1.00		
30	15	20	22	24	25	31	32	17	23	26	31	34	42	66	30	1.40	1.00		
31	15	20	22	24	25	31	32	17	23	26	31	34	43	67	31	1.40	1.00		
32	15	21	23	25	26	32	33	18	24	26	32	35	43	68	32	1.40	1.00		
33	17	21	23	25	26	32	33	18	24	28	32	35	44	69	33	1.40	1.00		
34	17	21	23	25	26	33	34	18	24	29	33	36	44	70	34	1.40	1.00		
35	17	21	23	25	26	33	34	18	24	30	34	36	45	72	35	1.40	1.00		
36	18	22	24	26	28	34	35	19	25	30	34	37	45	73	36	1.40	1.00		
37	18	22	24	26	28	34	35	19	25	30	35	37	46	74	37	1.40	1.00		
38	18	22	24	26	28	34	36	19	25	31	35	37	46	75	38	1.40	1.00		
39	18	23	25	28	29	35	36	20	25	31	35	37	46	76	39	1.40	1.00		
40	18	23	25	28	29	35	37	21	26	33	37	40	48	77	40	1.35	1.00		
41	18	23	26	29	30	36	39	21	26	33	37	40	50	78	41	1.35	1.00		
42	19	24	26	29	31	37	41	22	28	33	39	41	50	79	42	1.35	1.00		
43	19	24	28	30	31	39	42	22	28	34	39	41	51	80	43	1.35	1.00		
44	19	25	29	31	32	41	43	22	28	34	39	42	52	81	44	1.35	1.00		
45	20	25	29	32	33	42	45	23	29	35	40	43	53	83	45	1.33	1.00		
46	20	26	30	33	34	43	46	23	30	35	41	44	53	84	46	1.33	1.00		
47	21	26	31	33	35	45	48	23	30	36	41	44	54	86	47	1.33	1.00		
48	21	28	31	34	36	46	51	23	31	36	42	44	54	87	48	1.33	1.00		
49	22	28	32	35	37	47	52	23	31	36	42	44	54	88	49	1.33	1.00		
50	22	29	33	36	39	50	54	24	32	37	43	45	56	89	50	1.30	1.00		
51	22	30	34	37	40	51	56	24	33	38	44	46	57	91	51	1.30	1.00		
52	23	31	35	40	42	53	58	25	34	40	45	47	58	95	52	1.29	1.00		
53	23	32	36	41	44	54	62	25	34	41	45	50	58	97	53	1.29	1.00		
54	24	34	37	43	46	56	64	26	35	42	46	51	59	99	54	1.28	1.00		
55	24	35	39	44	47	57	67	28	36	43	47	52	61	102	55	1.28	1.00		
56	26	37	41	46	51	61	70	29	39	44	50	54	64	106	56	1.26	1.00		
57	28	39	43	50	54	64	75	30	41	46	53	56	68	110	57	1.25	1.00		
58	30	41	46	52	57	68	78	31	43	48	56	59	72	113	58	1.23	1.00		
59	32	43	48	55	61	72	83	32	45	51	58	63	76	118	59	1.22	1.00		
60	34	45	52	58	65	76	87	33	47	53	62	66	80	122	60	1.20	1.00		
61	36	47	55	62	68	80	92	35	50	56	65	70	86	128	61	1.19	1.00		
62	39	51	57	65	72	85	98	39	53	61	68	74	90	132	62	1.18	1.00		
63	41	54	61	69	75	89	103	42	56	65	73	78	97	138	63	1.16	1.00		
64	44	57	64	73	78	95	111	45	59	69	77	84	102	144	64	1.15	1.00		
65	46	61	67	77	81	100	117	48	63	74	81	88	109	150	65	1.14	1.00		
66	51	66	74	85	89	109	127	53	68	80	89	96	118	158	66	1.13	1.00		
67	55	73	81	92	98	120	136	57	75	87	97	105	128	168	67	1.13	1.00		
68	61	79	89	101	108	131	149	63	80	94	106	114	139	179	68	1.12	1.00		
69	66	87	98	111	119	143	161	68	88	101	116	125	151	189	69	1.12	1.00		
70	73	95	108	122	131	156	174	74	96	110	125	136	163	201	70	1.11	1.00		
71	80	105	120	135	145	173	190	80	105	122	138	149	177	217	71	1.11	1.00		
72	89	117	132	151	163	190	209	88	114	135	152	163	191	233	72	1.11	1.00		
73	99	129	146	167	180	209	229	97	125	150	166	177	208	252	73	1.10	1.00		
74	109	143	163	185	201	231	250	107	138	166	183	194	226	271	74	1.10	1.00		
75	121	158	180	206	224	254	274	117	151	184	201	211	245	292	75	1.10	1.00		
76	133	174	198	226	246	279	301	128	166	201	221	232	270	320	76	1.10	1.00		
77	146	191	218	249	271	307	331	141	182	222	243	255	296	352	77	1.09	1.00		
78	161	210	239	273	297	337	363	155	200	243	267	281	326	386	78	1.09	1.00		
79	176	231	263	299	327	370	399	169	220	267	294	308	358	425	79	1.08	1.00		
80	194	253	288	329	359	407		187	241	294	322	338	393		80	1.08	1.00		
81	212	278	317	362	395	447		205	265	323	354	371	431		81	1.08	1.00		
82	233	306	349	397	433	491		226	292	354	388	408	474		82	1.08	1.00		
83	256	336	383	437	476	539		248	320	389	427	448	520		83	1.08	1.00		
84	282	370	420	480	523	592		272	351	428	469	492	572		84	1.08	1.00		
85	310		462	527	574	650		298		471	515	541	628		85	1.08	1.00		
86	340		507	579	631	715		328		517	567	594	690		86	1.08	1.00		
87	374		558	636	693	785		360		568	622	652	758		87	1.08	1.00		
88	410		613	699	761	862		396		624	683	717	833		88	1.08	1.00		
89	451		672	767	837	947		435		685	750	788	914		89	1.08	1.00		
90	496							477							90	1.08	1.00		
91+															91+				

* Rates shown are for option with 4.1% annual increase in monthly/daily benefit and 3% increase in the Policy Limit.
Rates for 4.1% annual increase in both benefit and Policy Limit are developed by multiplying the rates in the table by the multipliers listed to the right
Rates shown below the line are for Shared Care 2 yr purchase on exhaustion of benefits or Family Care

SERFF Tracking Number: MULF-127027120 State: Michigan
 Filing Company: John Hancock Life Insurance Company (USA) State Tracking Number:
 Company Tracking Number: 2010 INFORCE RATE INCREASE - JH CCII07
 TOI: LTC03I Individual Long Term Care Sub-TOI: LTC03I.001 Qualified
 Product Name: Long Term Care Insurance
 Project Name/Number: 2010 Inforce Rate Increase - JH/

Supporting Document Schedules

	Item Status:	Status Date:
Satisfied - Item: Life & Health ACTUARIAL MEMORANDUM		
Comments:		
Attachment: MI CCII07 Memo.pdf		

	Item Status:	Status Date:
Satisfied - Item: Cover letter		
Comments:		
Attachment: MI 2-9-11 cover for LTC-03 _2007 Rates_.pdf		

	Item Status:	Status Date:
Satisfied - Item: Sample Policyholder Communications		
Comments:		
Attachment: Sample PH_Communication_Template.pdf		

	Item Status:	Status Date:
Satisfied - Item: Responses to 2/3/11 questions		
Comments:		
Attachments: Response to MI 2-3-11 questions.pdf JH Retail Rate Increase by State Summary 02-09-2011.pdf		

	Item Status:	Status

SERFF Tracking Number: MULF-127027120 State: Michigan
Filing Company: John Hancock Life Insurance Company (USA) State Tracking Number:
Company Tracking Number: 2010 INFORCE RATE INCREASE - JH CCII07
TOI: LTC03I Individual Long Term Care Sub-TOI: LTC03I.001 Qualified
Product Name: Long Term Care Insurance
Project Name/Number: 2010 Inforce Rate Increase - JH/

Date:

Satisfied - Item: Response to 2/16/11 objection

Comments:

Attachments:

Response to MI 2-16-11 questions - CCII07.pdf

MI Appendix D - CCII 2007.xls

Michigan Review Pending

John Hancock Life Insurance Company (U.S.A.)
Actuarial Memorandum for Inforce Rate Increase – Custom Care II 2007
October 12, 2010

Product Name
Custom Care II

Form Number
LTC-03

Issue Date Range
Oct 2007 – Dec 2008

These policy form rates were originally certified with a margin for moderately adverse experience in accordance with the NAIC model rate stability regulations.

1. Scope & Purpose

This memorandum consists of materials which support the development of new premium rates for the above captioned Policy series forms, for policies issued with the rates that were accepted by your state on 7/30/2007. The purpose of this memorandum is to demonstrate that the requirements of this State in regards to an in force rate increase request have been met. This rate filing is not intended to be used for any other purpose.

2. Benefit Description

LTC-03

Individually underwritten long-term care policies that provide comprehensive long-term care coverage for care received in a nursing home or assisted care living facility, home health care, hospice care, respite care, or attendance at an Adult Day Care Center providing Adult Day Care.

Provides reimbursement of covered long-term care expenses incurred after an elected elimination period is met, up to the maximum daily/monthly amount. The benefit eligibility is determined based on the insured's cognitive impairment or their requiring physical assistance to perform two out of six activities of daily living (ADLs) of bathing, dressing, eating, toileting, transferring and maintaining continence.

Premiums are waived after the insured has met the elimination period and is receiving benefits and will continue to be waived until the insured stops receiving such benefits.

3. Renewability

All policy forms are guaranteed renewable.

4. Applicability

This filing is applicable to in force policies only, as these policy forms are no longer being sold in the market. The premium changes will apply to the base forms as well as all applicable riders.

5. Actuarial Assumptions

Morbidity

The morbidity assumptions are derived from our own experience, following a comprehensive claim study just recently completed. The study has been peer reviewed both internally as well as by an Independent third party.

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Our claims projections include 12 years of future morbidity improvements at 1.1% per year, as well as a 7.5% margin for moderately adverse experience, consistent with the margin originally anticipated in our original pricing loss ratio.

Below are currently expected sample annual claim costs for an LTC-03 policy, \$300 monthly benefit, with no inflation protection (including the 7.5% margin):

Issue Age 55			Issue Age 65			Issue Age 75		
Age	4 yr	Lifetime	Age	4 yr	Lifetime	Age	4 yr	Lifetime
55	0.91	1.56	65	2.68	6.76	75	19.77	54.88
60	3.95	4.40	70	16.64	31.04	80	157.27	248.67
65	9.12	13.75	75	61.49	110.01	85	340.82	449.60
70	22.78	41.51	80	161.78	256.45	90	511.27	624.44
75	63.84	117.58	85	321.13	440.76	95	588.55	694.76
80	153.61	250.07	90	459.63	573.22	100	557.61	642.29
85	295.46	413.65	95	529.43	634.06			
90	434.00	548.62	100	526.26	618.64			
95	508.99	616.65						
100	516.66	616.00						

Voluntary Lapses

The voluntary lapse rates are also based on our own experience:

Policy Duration	Inflation Option	
	None/GPO	All Other
1	3.90%	3.30%
2	2.45%	1.95%
3	1.55%	1.35%
4	1.25%	1.00%
5	1.10%	0.95%
6	1.00%	0.90%
7	1.00%	0.85%
8	1.00%	0.85%
9	1.00%	0.85%
10	1.00%	0.85%
11+	0.95%	0.85%

Mortality

The mortality rates have also been derived based on our own experience within our individual long-term care block of business.

The base mortality table is the unloaded 1994 Group Annuity Mortality Table, sex-distinct, with 16 years of improvements based on scale AA, and the following selection factors which vary by underwriting class:

John Hancock Life Insurance Company (U.S.A.)
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Policy Duration	Preferred Risk Class				Standard Risk Class			
	Issue Ages				Issue Ages			
	<= 55	65	75	>= 82	<= 55	65	75	>= 82
1	13.0%	9.8%	11.3%	13.3%	23.5%	17.7%	20.3%	23.9%
2	17.7%	13.2%	14.8%	17.5%	31.4%	23.4%	26.1%	31.0%
3	22.1%	16.7%	19.3%	22.6%	38.5%	29.1%	33.7%	39.3%
4	24.6%	18.9%	23.6%	27.9%	42.1%	32.5%	40.5%	47.8%
5	26.6%	24.1%	28.6%	34.0%	44.9%	40.7%	48.2%	57.3%
6	28.2%	28.5%	33.7%	35.2%	46.9%	47.4%	56.0%	58.5%
7	30.3%	30.6%	39.1%	39.2%	49.5%	50.1%	63.9%	64.2%
8	32.9%	32.8%	42.7%	44.7%	53.1%	52.9%	68.8%	72.0%
9	34.9%	36.0%	45.9%	50.3%	55.5%	57.1%	72.9%	79.9%
10	37.7%	39.3%	49.7%	56.2%	59.1%	61.5%	77.8%	88.0%
11	40.6%	42.6%	53.8%	61.8%	62.7%	65.8%	83.1%	95.3%
12	44.9%	45.4%	60.4%	68.0%	66.3%	67.0%	89.2%	100.4%
13	47.6%	48.9%	67.4%	70.9%	67.5%	69.2%	95.4%	100.4%
14	51.1%	52.5%	72.0%	73.8%	69.6%	71.4%	98.0%	100.4%
15	54.7%	55.5%	76.7%	76.7%	71.7%	72.6%	100.4%	100.4%
16	58.4%	58.5%	79.6%	79.6%	73.7%	73.8%	100.4%	100.4%
17	60.5%	59.5%	79.6%	79.6%	76.3%	75.0%	100.4%	100.4%
18	62.6%	62.1%	79.6%	79.6%	78.9%	78.4%	100.4%	100.4%
19	64.7%	64.8%	79.6%	79.6%	81.6%	81.7%	100.4%	100.4%
20	66.8%	67.5%	79.6%	79.6%	84.3%	85.1%	100.4%	100.4%
21	68.9%	70.1%	79.6%	79.6%	86.9%	88.5%	100.4%	100.4%
22	71.0%	72.9%	79.6%	79.6%	89.6%	91.9%	100.4%	100.4%
23	73.2%	75.6%	79.6%	79.6%	92.3%	95.4%	100.4%	100.4%
24	75.3%	78.3%	79.6%	79.6%	95.1%	98.8%	100.4%	100.4%
25+	79.6%	79.6%	79.6%	79.6%	100.4%	100.4%	100.4%	100.4%

Policy Duration	Substandard 1 Risk Class				Substandard 2 Risk Class			
	Issue Ages				Issue Ages			
	<= 55	65	75	>= 82	<= 55	65	75	>= 82
1	32.0%	24.1%	27.7%	32.5%	40.1%	30.2%	34.7%	40.8%
2	43.4%	32.3%	36.1%	42.9%	54.4%	40.6%	45.3%	53.8%
3	53.9%	40.8%	47.2%	55.1%	67.6%	51.2%	59.2%	69.2%
4	59.8%	46.1%	57.4%	67.8%	75.0%	57.9%	72.1%	85.1%
5	64.6%	58.6%	69.4%	82.5%	81.1%	73.5%	87.0%	103.5%
6	68.3%	69.1%	81.7%	85.3%	85.7%	86.7%	102.5%	107.0%
7	73.1%	74.0%	94.4%	94.8%	91.7%	92.9%	118.5%	119.0%
8	79.4%	79.1%	102.9%	107.7%	99.6%	99.2%	129.1%	135.1%
9	84.0%	86.5%	110.3%	121.1%	105.4%	108.6%	138.4%	151.9%
10	90.6%	94.2%	119.4%	134.9%	113.6%	118.2%	149.7%	169.2%
11	97.3%	102.1%	129.0%	147.9%	122.0%	128.1%	161.8%	185.5%
12	104.2%	105.3%	140.2%	157.8%	130.7%	132.1%	175.9%	198.0%
13	107.3%	110.0%	151.8%	159.7%	134.6%	138.0%	190.4%	200.4%
14	111.9%	114.9%	157.7%	161.6%	140.4%	144.1%	197.9%	202.7%
15	116.7%	118.2%	163.5%	163.5%	146.4%	148.3%	205.1%	205.1%
16	120.0%	120.2%	163.5%	163.5%	150.5%	150.8%	205.1%	205.1%
17	124.2%	122.1%	163.5%	163.5%	155.8%	153.2%	205.1%	205.1%
18	128.5%	127.6%	163.5%	163.5%	161.2%	160.0%	205.1%	205.1%
19	132.8%	133.0%	163.5%	163.5%	166.6%	166.9%	205.1%	205.1%
20	137.2%	138.5%	163.5%	163.5%	172.1%	173.8%	205.1%	205.1%
21	141.5%	144.1%	163.5%	163.5%	177.5%	180.7%	205.1%	205.1%
22	145.9%	149.6%	163.5%	163.5%	183.0%	187.7%	205.1%	205.1%
23	150.3%	155.2%	163.5%	163.5%	188.6%	194.7%	205.1%	205.1%
24	154.7%	160.9%	163.5%	163.5%	194.1%	201.8%	205.1%	205.1%
25+	163.5%	163.5%	163.5%	163.5%	205.1%	205.1%	205.1%	205.1%

Factors for ages not listed above are interpolated.

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We are also projecting 12 years of future mortality improvement based on scale AA, consistent with the 12 years of future morbidity improvement in our future claim projections.

Expenses

Expenses have not been explicitly projected. It is assumed that the originally filed expense assumptions remain appropriate.

6. Trend Assumptions

As this is not medical insurance, we have not included any explicit medical cost trends in the projections.

7. Marketing Method

This product was typically marketed through our traditional agency system and brokers involving a personal contact with each applicant.

8. Underwriting

These policy forms were underwritten using a medical and risk questionnaire. We also utilized Attending Physician Statement and personal interviews depending on the age of the applicant and medical conditions.

9. Premium Classes

The base policy premium rates vary by Issue age, Benefit Period and Inflation Option, as in the initial rate filing.

All premium factors related to the insured elected benefit design options, underwriting class or any eligible discount remain unchanged from the initial rate filing.

10. Premium Modalization Rules

Semiannual:	.52 * Annual Premium
Quarterly:	.27 * Annual Premium
Monthly:	.09 * Annual Premium

11. Issue Age Range

The issue age range is 18-84 for all policy forms.

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12. Area Factors

Area factors are not applicable to any of the policy forms or riders.

13. Average Annual Premium

The table below summarizes the average annual premium per policy before and after the requested increase.

Form	Nationwide	Michigan	
	before the rate increase	before the rate increase	after the rate increase
LTC-03	2,590	2,260	2,585

14. Number of Policy Holders

The table below summarizes, as of 12/31/2009, the number of policies inforce and their 2009 annualized premium that will be affected by this rate increase in your state.

Form	Number of Policies	2009 Annualized Premium
LTC-03	525	1,188,886

15. Reserves

Active Life Reserves have not been used in this rate increase demonstration. Minimum Statutory Claim reserves as of 12/31/2009 have been discounted to the date of incurral of each respective claim and included in the historical incurred claims. Incurred But Not Reported claim reserves as of 12/31/2009 have also been allocated to the calendar year of incurral and included in historic incurred claims.

16. Requested Rate Increase

The company is requesting an average rate increase of 14.4%, which varies by issue age, benefit period, and inflation option, and ranges from 0% to 16%. This was derived as follows:

1. The Company first determined the projected lifetime loss ratio for this form based on actual experience and projected future experience. We then determined the amount of rate increase (16%) that would be needed to revert to the original lifetime expected loss ratio for the form.
2. In order to limit the magnitude of the rate increase at the older ages, we reduced the rate increase to 15% at issue age 77, 10% at issue age 78, and 5% at issue age 79; there will be no rate increase for issue ages 80 and above.
3. In addition, the increases were reduced or eliminated if necessary, so that for any insured subject to a rate increase, the premium rates do not exceed the rates that have been accepted in your State for new business under our currently sold LTC-03 policy form (this is demonstrated in **Appendix A**).

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4. Finally, we ensured that the resulting overall increase in rates satisfies the rate stability rule ensuring no less than an 85% loss ratio on the rate increase portion, while applying the original loss ratio on the rest (as the original loss ratio was higher than 58%). This is demonstrated at the bottom of Exhibit 1 where it can be seen that the sum of past and future projected incurred claims exceeds the sum of (the original premium times the original loss ratio) and (the rate increase premium times the 85% loss ratio requirement).

Appendix B contains the new proposed rate tables for all policy forms included with this filing. Please note that the actual rates implemented may vary slightly from those in Appendix B due to implementation rounding algorithms.

17. Analysis Performed

The initial premium schedule was based on the originally filed pricing assumptions which were believed to be appropriate, given company and industry experience available, when the initial rate schedule was developed.

The original pricing assumptions for morbidity, voluntary termination rates, and mortality were as follows:

Morbidity:

Claim assumptions were derived using data published by the National Center for Health Statistics National Nursing Home Survey (1985 and 1995), the National Health Interview Survey (1984), the National Long-Term Care Survey (1982, 1984, 1989, and 1994), Medicare data, and other experience from our own data and data furnished to us by consultants, with adjustments for the impact of underwriting, inflation options, elected options, anti-selection considerations, and the savings incurred because the maximum daily benefit will not always be paid.

Below are the original sample annual claim costs for an LTC-03 policy, \$300 monthly benefit, with no inflation (which included a 7.5% margin for moderately adverse experience):

Age	Issue Age 55	
	4 yr	Lifetime
55	1.74	3.33
60	8.69	11.60
65	9.45	19.70
70	22.70	40.63
75	58.43	98.42
80	132.26	205.84
85	238.60	335.69
90	373.25	470.85
95	435.75	503.20
100	397.71	453.55

Age	Issue Age 65	
	4 yr	Lifetime
65	3.15	9.80
70	22.73	42.12
75	57.81	95.17
80	131.38	200.00
85	240.50	332.00
90	374.80	465.34
95	434.89	495.14
100	393.85	444.75

Age	Issue Age 75	
	4 yr	Lifetime
75	24.23	57.12
80	143.89	225.44
85	253.24	341.67
90	391.66	475.58
95	452.26	505.09
100	384.58	444.19

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Mortality:

Our mortality decrement is based on the unloaded 1994 Group Annuity Mortality Table, sex-distinct, with 10 years of improvements, and the following selection factors:

Policy Year	Issue Ages			
	<= 55	65	75	>= 82
1	22%	18%	21%	21%
2	30%	24%	27%	27%
3	37%	30%	34%	34%
4	40%	33%	41%	41%
5	42%	42%	48%	48%
6	48%	48%	55%	55%
7	52%	52%	62%	62%
8	56%	55%	68%	70%
9	59%	59%	73%	83%
10	65%	61%	80%	94%
11	67%	64%	85%	96%
12	68%	65%	91%	97%
13	69%	67%	93%	98%
14	71%	69%	95%	99%
15	73%	71%	97%	100%
16	76%	75%	98%	100%
17	78%	77%	99%	100%
18	81%	80%	99%	100%
19	83%	82%	100%	100%
20	84%	84%	100%	100%
21	88%	87%	100%	100%
22	91%	91%	100%	100%
23	94%	94%	100%	100%
24	98%	98%	100%	100%
25+	100%	100%	100%	100%

Factors for ages between the ones listed above are interpolated.

In addition, 12 years of future improvements were reflected.

Voluntary Terminations:

Duration	Guaranteed Purchase Option	Other Inflation Options
1	3.50%	3.50%
2	2.75%	2.50%
3	1.75%	1.50%
4	1.25%	1.00%
5	1.10%	1.00%
6	1.10%	0.95%
7	1.10%	0.95%
8	1.10%	0.90%
9	1.10%	0.90%
10+	1.10%	0.85%

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As part of the inforce management of the business, the company monitored the performance of the business by completing periodic analysis for morbidity, voluntary lapse rates and mortality. The findings from these analyses were used in projecting the inforce business to determine the effect of experience on the projected lifetime loss ratio. These studies have indicated that actual morbidity experience, lapse, and mortality experience have deteriorated since original assumptions were developed, and the deterioration does not appear to be temporary.

At the time of the initial premium rate development of these forms, there was very little industry insured data or company data available for morbidity at the later durations and older ages, and since that time, the volume of experience has increased dramatically. We now have 4 times the company experience data at ages 85+ and durations 10+ compared to just 3 years ago. This data has indicated our earlier assumptions for older ages and later durations were too low. This is consistent with the comparison of our above original assumptions against our current morbidity assumptions (refer to Section 5 above), where it can be seen that the claim cost increases are mostly at the later durations and older ages.

For mortality, since we developed the initial premiums, we have observed that our underwriting risk classification impacts mortality as well as morbidity and we have refined our assumption accordingly. We have also reflected slightly more mortality improvements, in accordance with the mortality improvements that have been observed throughout the LTC and Life Insurance industries, and consistent with our observations.

For lapses, we have observed slightly lower ultimate lapses on our no inflation/GPO policies, but otherwise no significant changes since we developed these initial premiums.

The following tables show how our new best estimate (excluding the moderately adverse margin) assumptions compare to our actual observed experience:

Morbidity:

Experience period: Inception through 2009 for incidence, inception through 2008 for claim terminations, and 2006-2008 for salvage

Claim Counts (incidence)	A/E
Dur 1-4	95%
Dur 5-8	101%
Dur 9-12	100%
Dur 13+	97%
TOTAL	99%

Claim Terminations (continuance)	A/E
< 10 year BPs	98%
10 year + BPs	101%
TOTAL	99%

Amount Paid (salvage)	A/E
GPO/No Inflation	100%
Simple Inflation	100%
Compound Inflation	100%
Total	100%

Mortality:

Experience period: 3 year study 6/30/2006-6/30/2009

Duration	A/E
1-5	103%
6-10	102%
11+	96%
Total	99%

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Voluntary Lapses:

Experience period: 3 year study 6/30/2006-6/30/2009

Duration	A/E
1	109%
2	131%
3-5	123%
6-10	102%
11-15	102%
16+	95%
Total	113%

Note that our current expected assumption was originally derived from our 2008 termination study which covered the period 2004-2007. We updated the study this year and decided to ignore the early and late duration experience results shown above as the early duration deviation may be attributable to the economic downturn, which we view as a temporary event, while the later duration 16+ is not credible yet (only 331 observed lapses). So there was no compelling reason to update our prior best estimate assumption.

Exhibit 1 contains nationwide past premium and claims experience and future premium and claim projections and illustrates that the anticipated lifetime loss ratio with the requested rate increase is 85.7%, well in excess of the minimum loss ratio of 60%. The lifetime loss ratio as of 12/31/09 is calculated as the sum of accumulated past and discounted future claims divided by the sum of accumulated past and discounted future earned premium where accumulation and discounting occur at the maximum statutory valuation discount rate of 4%.

In addition, Exhibit 1 contains the original expected loss ratio projections, adjusted for the actual mix of business issued, with the lifetime loss ratio also calculated as stated above.

Furthermore, Exhibit 1 demonstrates that the sum of the accumulated value of incurred claims without the inclusion of active life reserves, and the present value of future projected incurred claims, without the inclusion of active life reserves, will not be less than the sum of the following:

1. Accumulated value of the initial earned premium times the original assumed lifetime loss ratio (which was higher than 58%),
2. 85% of the accumulated value of prior premium rate schedule increases,
3. Present value of future projected initial earned premium times the original assumed lifetime loss ratio, and
4. 85% of the present value of future projected premium in excess of the projected initial earned premium.

18. New inflation options that will allow policyholders to avoid the rate increase:

Although this is a closed block of business, we are filing a new inflation option that will allow policyholders that have 5% Simple Inflation, 5% Compound, and 5% Compound with 3% Policy Limit coverage the option to completely avoid the rate increase.

Under these new options, the policyholders get to keep their current accumulated Daily or Monthly benefit and their current remaining Lifetime Maximum Benefit but the future indexation rate will be reduced from an annual rate of 5% to an annual rate of 4.2%.

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The 4.2% indexation was determined to be actuarially equivalent to the requested rate increases in aggregate and therefore these options are only available if the full rate increase requested is accepted.

The premium rate schedules for this option are the current rate schedules for the 5% Simple Inflation, 5% Compound, and 5% Compound with 3% Policy Limit Inflation coverage options, and are included in this filing as **Appendix C**.

19. History of previous rate revisions

There have been no prior rate increases on these forms.

20. Proposed Effective Date

These rates will be effective on the next policy anniversary date, following at least a 60 day policyholder notification period.

Michigan Review Pending

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21. Actuarial Certification

I am a Fellow of the Society of Actuaries and a Member of the American Academy of Actuaries, and I meet the Academy's qualification standards for rendering this opinion and am familiar with the requirements for filing long-term care insurance premiums and filing for increases in long-term care insurance premiums. This memorandum has been prepared in conformity with all applicable Actuarial Standards of Practice, including ASOP No. 8.

The preceding Actuarial Memorandum contains:

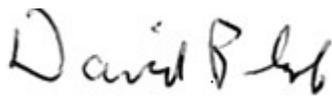
- a) the assumptions on which this certification is based;
- b) the adjustments to prior assumptions with an explanation of the reasons previous assumptions were not realized;
- c) a lifetime projection of the prior premium rate schedules and incurred claims plus future expected premiums and claims which demonstrates that the revised premium rate schedule meets the loss ratio standards and necessary details of this state; and
- d) disclosure of the manner, if any, in which reserves have been recognized.

In my opinion the revised premium rate schedules are sufficient to cover anticipated costs under moderately adverse experience and the premium rate schedules are reasonably expected to be sustainable over the life of the forms with no future premium increases anticipated.

I have reviewed and taken into consideration the policy design and coverage provided, and our current underwriting and claims adjudication processes.

In forming my opinion, I have used actuarial assumptions and actuarial methods and such tests of the actuarial calculations as I considered necessary. Based on these assumptions or statutory requirements where necessary, the premium rate filing is in compliance with the loss ratio standards of this state.

The basis for contract reserves has been previously filed and there is no anticipation of any changes.



David Plumb, FSA, MAAA
Vice President
John Hancock Life Insurance Company

**Exhibit 1: Nationwide Experience
Custom Care II (LTC-03) - 2007 Rates**

	Calendar Year	Original Assumptions			Historical & Projected Experience				
		Incurred Claims	Earned Premium	Incurred Loss Ratio*	Before Proposed Increase			With Proposed Rate Increase	
					Incurred Claims	Earned Premium	Incurred Loss Ratio*	Earned Premium	Incurred Loss Ratio*
Historical Experience	2007	54,859	1,867,337	3%	-	1,867,337	0%	1,867,337	0%
	2008	662,722	20,448,331	3%	508,989	20,424,596	2%	20,424,596	2%
	2009	1,815,862	40,850,537	4%	1,244,777	40,821,174	3%	40,821,174	3%
Projected Future Experience	2010	3,135,235	43,909,855	7%	1,875,315	44,071,037	4%	44,071,037	4%
	2011	4,514,368	42,833,204	11%	2,581,938	43,211,535	6%	49,438,254	5%
	2012	5,835,714	42,021,646	14%	3,348,830	42,458,527	8%	48,582,517	7%
	2013	6,824,482	41,284,315	17%	4,393,544	41,756,033	11%	47,785,664	9%
	2014	7,690,702	40,510,176	19%	5,693,122	41,037,256	14%	46,971,177	12%
	2015	8,891,167	39,678,587	22%	7,120,785	40,285,675	18%	46,120,328	15%
	2016	10,263,399	38,791,164	26%	8,558,526	39,489,528	22%	45,219,801	19%
	2017	11,752,384	37,848,784	31%	10,103,898	38,636,622	26%	44,255,552	23%
	2018	13,123,632	36,849,657	36%	11,965,871	37,723,301	32%	43,222,905	28%
	2019	14,608,416	35,796,462	41%	14,045,150	36,750,990	38%	42,122,929	33%
	2020	16,591,112	34,693,237	48%	16,270,328	35,720,968	46%	40,956,784	40%
	2021	18,859,925	33,545,782	56%	18,584,357	34,636,668	54%	39,727,914	47%
	2022	21,293,186	32,356,859	66%	21,323,637	33,502,285	64%	38,440,612	55%
	2023	23,817,450	31,125,359	77%	24,826,602	32,320,239	77%	37,097,388	67%
	2024	26,630,444	29,848,303	89%	28,735,667	31,094,910	92%	35,703,088	80%
	2025	29,885,992	28,525,972	105%	32,792,422	29,828,933	110%	34,260,527	96%
	2026	33,182,229	27,161,100	122%	36,745,947	28,518,710	129%	32,765,492	112%
	2027	36,301,334	25,758,602	141%	40,795,559	27,160,740	150%	31,214,007	131%
	2028	39,466,496	24,327,786	162%	45,312,600	25,755,228	176%	29,606,373	153%
	2029	42,748,279	22,868,988	187%	49,936,911	24,304,647	205%	27,945,512	179%
	2030	45,962,556	21,376,390	215%	54,235,128	22,813,888	238%	26,237,106	207%
	2031	48,684,246	19,853,529	245%	58,841,014	21,290,551	267%	24,489,947	232%
	2032	50,724,189	18,310,297	277%	63,903,873	19,744,888	298%	22,715,903	259%
	2033	52,213,201	16,766,052	311%	69,259,734	18,195,995	342%	20,937,029	297%
	2034	53,340,150	15,252,960	350%	75,623,358	16,670,634	394%	19,184,246	342%
	2035	54,194,728	13,793,858	393%	82,124,001	15,188,985	449%	17,480,918	390%
	2036	54,347,362	12,397,703	438%	87,662,095	13,761,624	492%	15,839,328	427%
2037	53,700,445	11,072,879	485%	92,114,938	12,395,993	533%	14,268,162	463%	
2038	52,637,745	9,828,034	536%	96,541,038	11,100,637	599%	12,777,398	521%	
2039	51,241,671	8,669,494	591%	97,068,936	9,882,989	679%	11,375,729	590%	
2040	49,444,123	7,600,610	651%	96,697,272	8,746,677	763%	10,067,435	663%	
2041	47,019,746	6,621,652	710%	93,564,117	7,693,970	826%	8,855,197	718%	
2042	44,056,388	5,733,022	768%	89,243,992	6,726,928	881%	7,741,458	765%	
2043	41,000,194	4,935,048	831%	84,528,801	5,845,903	967%	6,726,674	840%	
2044	37,954,928	4,225,562	898%	79,113,729	5,049,781	1072%	5,809,609	931%	
2045	34,927,807	3,599,809	970%	73,370,203	4,336,454	1185%	4,987,894	1030%	
2046	31,785,948	3,051,571	1042%	67,146,467	3,701,916	1274%	4,256,932	1108%	
2047	28,559,243	2,575,250	1109%	60,530,870	3,142,073	1354%	3,612,022	1177%	
2048	25,568,149	2,165,605	1181%	53,872,597	2,652,200	1466%	3,047,736	1275%	
2049	22,904,570	1,816,156	1261%	47,279,829	2,226,933	1584%	2,557,914	1379%	
Value as of 12/31/09*:									
	Past	2,564,429	65,169,632	3.9%	1,774,126	65,111,204	2.7%	65,111,204	2.7%
	Future	531,083,733	565,445,839	93.9%	623,263,960	584,513,522	106.6%	663,936,807	93.9%
	Lifetime	533,648,162	630,615,472	84.6%	625,038,085	649,624,726	96.2%	729,048,011	85.7%

*reflecting 4% interest rate

Test: Total Incurred Claims exceeds the Total Initial Premiums x Original Loss Ratio (instead of 58%) + Increased Premiums x 85%

Accum Value of Past Incurred Claims =	1,774,126	>	Accum Value of Past Initial Prem x 84.6% =	55,099,305
Present Value of Future Incurred Claims =	623,263,960		Present Value of Future Initial Prem x 84.6% =	494,635,132
TOTAL =	625,038,085		Accum Value of Prior Increases x 85% =	-
			Present Value of Future Increases x 85% =	67,509,792
			TOTAL =	617,244,228

Appendix A - Comparison to New Business Rates (Custom Care II 2007)

Rates shown are for a 90-day EP, Single, Standard policyholder, and are per \$100 monthly benefit

Inflation Option: Guaranteed Purchase Option

Current New Business Rates (LTC-03 policy):								LTC-03 Rates after requested Rate Increase:								LTC-03 Rate Increase %:								
Issue Age	Benefit Period							Issue Age	Benefit Period							Issue Age	Benefit Period							
	2	3	4	5	6	10	Life		2	3	4	5	6	10	Life		2	3	4	5	6	10	Life	
18-29	6.00	7.00	8.00	9.00	10.00	11.00	12.00	18-29	10.00	11.00	13.00	14.00	15.00	16.00	18.00	18-29	0%	0%	0%	0%	0%	0%	0%	0%
30	6.00	7.00	8.00	9.00	10.00	12.00	13.00	30	10.00	11.00	14.00	15.00	16.00	17.00	19.00	30	0%	0%	0%	0%	0%	0%	0%	0%
31	6.00	7.00	9.00	10.00	11.00	13.00	14.00	31	10.00	11.00	14.00	15.00	16.00	17.00	19.00	31	0%	0%	0%	0%	0%	0%	0%	0%
32	7.00	8.00	9.00	10.00	11.00	13.00	14.00	32	10.00	11.00	14.00	15.00	16.00	18.00	20.00	32	0%	0%	0%	0%	0%	0%	0%	0%
33	7.00	8.00	10.00	11.00	12.00	14.00	15.00	33	10.00	12.00	15.00	16.00	17.00	18.00	20.00	33	0%	0%	0%	0%	0%	0%	0%	0%
34	8.00	9.00	10.00	11.00	12.00	14.00	15.00	34	10.00	12.00	15.00	16.00	17.00	18.00	20.00	34	0%	0%	0%	0%	0%	0%	0%	0%
35	8.00	10.00	11.00	12.00	13.00	15.00	16.00	35	11.00	12.00	15.00	16.00	17.00	18.00	20.00	35	0%	0%	0%	0%	0%	0%	0%	0%
36	9.00	10.00	12.00	13.00	14.00	16.00	17.00	36	11.00	13.00	16.00	17.00	18.00	19.00	21.00	36	0%	0%	0%	0%	0%	0%	0%	0%
37	9.00	11.00	12.00	13.00	14.00	17.00	18.00	37	11.00	13.00	16.00	17.00	18.00	19.00	21.00	37	0%	0%	0%	0%	0%	0%	0%	0%
38	10.00	11.00	13.00	14.00	15.00	17.00	18.00	38	11.00	13.00	16.00	17.00	18.00	19.00	21.00	38	0%	0%	0%	0%	0%	0%	0%	0%
39	10.00	12.00	14.00	15.00	16.00	18.00	19.00	39	11.00	13.00	16.00	17.00	18.00	20.00	22.00	39	0%	0%	0%	0%	0%	0%	0%	0%
40	11.00	13.00	15.00	16.00	17.00	19.00	20.00	40	11.00	13.00	16.00	17.00	18.00	20.00	22.00	40	0%	0%	0%	0%	0%	0%	0%	0%
41	11.00	13.00	16.00	17.00	18.00	20.00	21.00	41	11.00	13.00	16.00	17.00	18.00	20.00	22.00	41	0%	0%	0%	0%	0%	0%	0%	0%
42	12.00	14.00	16.00	17.00	18.00	21.00	22.00	42	12.00	14.00	17.00	18.00	19.00	21.00	24.00	42	9%	0%	0%	0%	0%	0%	0%	0%
43	12.00	14.00	17.00	18.00	19.00	22.00	23.00	43	12.00	14.00	17.00	18.00	19.00	22.00	24.00	43	0%	0%	0%	0%	0%	0%	5%	0%
44	12.00	15.00	17.00	18.00	20.00	23.00	24.00	44	12.00	15.00	17.00	18.00	20.00	23.00	25.00	44	0%	7%	0%	0%	0%	5%	5%	0%
45	12.00	15.00	18.00	19.00	20.00	24.00	25.00	45	12.00	15.00	18.00	19.00	20.00	24.00	25.00	45	0%	7%	6%	0%	0%	0%	9%	0%
46	13.00	16.00	18.00	20.00	21.00	25.00	26.00	46	13.00	16.00	18.00	20.00	21.00	25.00	26.00	46	8%	7%	0%	5%	5%	4%	0%	0%
47	13.00	16.00	19.00	21.00	22.00	26.00	27.00	47	13.00	16.00	19.00	21.00	22.00	26.00	27.00	47	8%	7%	6%	5%	5%	8%	4%	4%
48	13.00	17.00	20.00	21.00	22.00	27.00	28.00	48	13.00	17.00	20.00	21.00	22.00	27.00	28.00	48	0%	13%	11%	5%	5%	8%	4%	4%
49	14.00	17.00	20.00	22.00	23.00	29.00	30.00	49	14.00	17.00	20.00	22.00	23.00	29.00	30.00	49	8%	6%	5%	5%	5%	16%	11%	11%
50	14.00	18.00	21.00	23.00	24.00	30.00	31.00	50	14.00	18.00	21.00	23.00	24.00	30.00	31.00	50	8%	13%	11%	10%	9%	15%	11%	11%
51	15.00	19.00	22.00	24.00	25.00	32.00	33.00	51	15.00	19.00	22.00	24.00	25.00	31.32	33.00	51	15%	12%	10%	9%	4%	16%	14%	14%
52	15.00	19.00	22.00	25.00	26.00	33.00	35.00	52	15.00	19.00	22.00	25.00	26.00	32.48	35.00	52	7%	12%	10%	14%	8%	16%	13%	13%
53	16.00	20.00	23.00	25.00	26.00	35.00	37.00	53	16.00	20.00	23.00	25.00	26.00	33.64	37.00	53	14%	11%	10%	4%	4%	16%	16%	16%
54	16.00	20.00	23.00	26.00	27.00	37.00	39.00	54	16.00	20.00	23.00	26.00	27.00	34.80	38.28	54	7%	5%	10%	8%	8%	16%	16%	16%
55	17.00	21.00	24.00	27.00	28.00	39.00	41.00	55	17.00	21.00	24.00	27.00	28.00	35.96	40.60	55	13%	5%	9%	8%	8%	16%	16%	16%
56	18.00	22.00	26.00	29.00	30.00	41.00	44.00	56	18.00	22.00	26.00	29.00	30.00	38.28	42.92	56	13%	5%	8%	12%	7%	16%	16%	16%
57	19.00	24.00	27.00	31.00	32.00	44.00	47.00	57	19.00	24.00	27.00	31.00	32.00	40.60	46.40	57	12%	9%	4%	11%	7%	16%	16%	16%
58	20.00	25.00	29.00	33.00	35.00	47.00	50.00	58	20.00	25.00	29.00	33.00	35.00	42.92	49.88	58	11%	4%	7%	10%	9%	16%	16%	16%
59	22.00	27.00	31.00	35.00	37.00	50.00	54.00	59	22.00	27.00	31.00	35.00	37.00	47.56	52.20	59	10%	8%	11%	13%	9%	16%	16%	16%
60	23.00	29.00	33.00	37.00	40.00	53.00	58.00	60	23.00	29.00	33.00	37.00	40.00	49.88	55.68	60	10%	12%	10%	12%	11%	16%	16%	16%
61	25.00	31.00	36.00	40.00	43.00	57.00	62.00	61	25.00	31.00	36.00	40.00	43.00	53.36	59.16	61	4%	11%	13%	11%	8%	16%	16%	16%
62	27.00	34.00	38.00	43.00	46.00	61.00	67.00	62	27.00	34.00	38.00	43.00	46.00	58.00	64.96	62	8%	13%	12%	10%	10%	16%	16%	16%
63	30.00	36.00	41.00	46.00	49.00	66.00	71.00	63	30.00	36.00	41.00	46.00	49.00	63.80	69.60	63	11%	9%	11%	10%	9%	16%	16%	16%
64	32.00	39.00	45.00	49.00	52.00	71.00	77.00	64	32.00	39.00	45.00	49.00	52.00	68.44	74.24	64	10%	11%	13%	7%	6%	16%	16%	16%
65	35.00	42.00	48.00	53.00	56.00	76.00	82.00	65	35.00	42.00	48.00	53.00	56.00	73.08	81.20	65	13%	8%	12%	8%	8%	16%	16%	16%
66	38.00	46.00	53.00	58.00	62.00	83.00	89.00	66	38.00	46.00	53.00	58.00	62.00	81.20	89.00	66	12%	7%	13%	5%	7%	16%	16%	16%
67	42.00	51.00	58.00	64.00	69.00	91.00	97.00	67	42.00	51.00	58.00	64.00	69.00	89.32	97.00	67	14%	9%	12%	7%	8%	16%	14%	14%
68	46.00	57.00	64.00	70.00	76.00	99.00	106.00	68	46.00	57.00	64.00	70.00	76.00	98.60	106.00	68	10%	12%	10%	6%	6%	16%	14%	14%
69	50.00	62.00	70.00	77.00	85.00	109.00	115.00	69	50.00	62.00	70.00	77.00	85.00	107.88	115.00	69	9%	9%	9%	5%	8%	16%	13%	13%
70	55.00	69.00	77.00	85.00	94.00	119.00	125.00	70	55.00	69.00	77.00	85.00	94.00	119.00	125.00	70	10%	11%	8%	6%	7%	16%	12%	12%
71	61.00	77.00	86.00	95.00	105.00	129.00	137.00	71	61.00	77.00	86.00	95.00	105.00	129.00	137.00	71	7%	10%	9%	6%	8%	14%	10%	10%
72	68.00	86.00	96.00	106.00	117.00	140.00	150.00	72	68.00	86.00	96.00	106.00	117.00	140.00	150.00	72	8%	9%	9%	6%	8%	12%	9%	9%
73	76.00	96.00	107.00	119.00	130.00	152.00	164.00	73	76.00	96.00	107.00	119.00	130.00	152.00	164.00	73	7%	8%	9%	7%	7%	10%	9%	9%
74	84.00	107.00	120.00	132.00	145.00	165.00	179.00	74	84.00	107.00	120.00	132.00	145.00	165.00	179.00	74	8%	7%	9%	6%	8%	9%	7%	7%
75	94.00	119.00	134.00	148.00	161.00	179.00	196.00	75	94.00	119.00	134.00	148.00	161.00	179.00	196.00	75	7%	6%	9%	6%	8%	7%	7%	7%
76	105.00	133.00	149.00	164.00	179.00	200.00	219.00	76	105.00	133.00	149.00	164.00	179.00	200.00	219.00	76	8%	6%	9%	6%	8%	7%	7%	7%
77	117.00	148.00	166.00	183.00	199.00	222.00	244.00	77	117.00	148.00	166.00	183.00	199.00	222.00	244.00	77	7%	6%	8%	6%	8%	6%	7%	7%
78	130.00	166.00	185.00	203.00	221.00	248.00	272.00	78	130.00	166.00	185.00	203.00	221.00	248.00	272.00	78	7%	7%	9%	5%	8%	7%	7%	7%
79	145.00	185.00	206.00	226.00	246.00	276.00	303.00	79	142.80	181.65	198.45	225.75	241.50	271.95	298.20	79	5%	5%	5%	5%	5%	5%	5%	5%
80	161.00	207.00	229.00	251.00	273.00	308.00	338.00	80	151.00	194.00	212.00	240.00	256.00	289.00	317.00	80	0%	0%	0%	0%	0%	0%	0%	0%
81	177.00	228.00	252.00	276.00	300.00	339.00	372.00	81	168.00	215.00	235.00	266.00	285.00	322.00	353.00	81	0%	0%	0%	0%	0%	0%	0%	0%
82	195.00	251.00	277.00	304.00	330.00	373.00	409.00	82	187.00	240.00	263.00	297.00	318.00	358.00	394.00	82	0%	0%	0%	0%	0%	0%	0%	0%
83	215.00	276.00	305.00	334.00																				

Appendix A - Comparison to New Business Rates (Custom Care II 2007)

Rates shown are for a 90-day EP, Single, Standard policyholder, and are per \$100 monthly benefit

Inflation Option: 5% Simple Increase

Current New Business Rates (LTC-03 policy):								LTC-03 Rates after requested Rate Increase:								LTC-03 Rate Increase %:								
Issue Age	Benefit Period							Issue Age	Benefit Period							Issue Age	Benefit Period							
	2	3	4	5	6	10	Life		2	3	4	5	6	10	Life		2	3	4	5	6	10	Life	
18-29	13.00	15.00	18.00	19.00	20.00	29.00	30.00	18-29	14.00	19.00	21.00	23.00	24.00	30.00	31.00	18-29	0%	0%	0%	0%	0%	0%	0%	0%
30	14.00	16.00	19.00	20.00	21.00	30.00	32.00	30	15.00	20.00	22.00	24.00	25.00	31.00	32.00	30	0%	0%	0%	0%	0%	0%	0%	0%
31	15.00	17.00	20.00	21.00	22.00	31.00	34.00	31	15.00	20.00	22.00	24.00	25.00	31.00	34.00	31	0%	0%	0%	0%	0%	0%	0%	6%
32	15.00	17.00	21.00	22.00	23.00	33.00	35.00	32	15.00	21.00	23.00	25.00	26.00	33.00	35.00	32	0%	0%	0%	0%	0%	0%	3%	6%
33	16.00	18.00	22.00	23.00	24.00	34.00	37.00	33	17.00	21.00	23.00	25.00	26.00	34.00	37.00	33	0%	0%	0%	0%	0%	0%	6%	12%
34	16.00	19.00	23.00	24.00	25.00	36.00	39.00	34	17.00	21.00	23.00	25.00	26.00	36.00	39.00	34	0%	0%	0%	0%	0%	0%	9%	15%
35	17.00	20.00	23.00	25.00	26.00	38.00	40.00	35	17.00	21.00	23.00	25.00	26.00	38.00	39.44	35	0%	0%	0%	0%	0%	0%	15%	16%
36	18.00	21.00	24.00	26.00	28.00	39.00	42.00	36	18.00	22.00	24.00	26.00	28.00	39.00	40.60	36	0%	0%	0%	0%	0%	0%	15%	16%
37	19.00	22.00	26.00	27.00	29.00	41.00	44.00	37	19.00	22.00	26.00	27.00	29.00	39.44	40.60	37	6%	0%	8%	4%	4%	4%	16%	16%
38	19.00	23.00	27.00	28.00	30.00	43.00	46.00	38	19.00	23.00	27.00	28.00	30.00	39.44	41.76	38	6%	5%	13%	8%	7%	7%	16%	16%
39	20.00	24.00	28.00	30.00	32.00	45.00	49.00	39	20.00	24.00	28.00	30.00	32.00	40.60	41.76	39	1%	4%	12%	7%	10%	10%	16%	16%
40	21.00	25.00	29.00	31.00	33.00	47.00	51.00	40	20.88	25.00	29.00	31.00	33.00	40.60	42.92	40	16%	9%	16%	11%	14%	14%	16%	16%
41	22.00	26.00	30.00	32.00	34.00	49.00	53.00	41	20.88	26.00	30.00	32.00	34.00	41.76	45.24	41	16%	13%	15%	10%	13%	13%	16%	16%
42	22.00	27.00	31.00	34.00	36.00	51.00	55.00	42	22.00	27.00	30.16	33.64	35.96	42.92	47.56	42	16%	13%	16%	16%	16%	16%	16%	16%
43	23.00	28.00	33.00	35.00	37.00	53.00	57.00	43	22.04	27.84	32.48	34.80	35.96	45.24	48.72	43	16%	16%	16%	16%	16%	16%	16%	16%
44	24.00	29.00	34.00	36.00	38.00	54.00	59.00	44	22.04	29.00	33.64	35.96	37.12	47.56	49.88	44	16%	16%	16%	16%	16%	16%	16%	16%
45	25.00	30.00	35.00	38.00	40.00	57.00	61.00	45	23.20	29.00	33.64	37.12	38.28	48.72	52.20	45	16%	16%	16%	16%	16%	16%	16%	16%
46	25.00	32.00	37.00	39.00	41.00	59.00	64.00	46	23.20	30.16	34.80	38.28	39.44	49.88	53.36	46	16%	16%	16%	16%	16%	16%	16%	16%
47	26.00	33.00	38.00	41.00	43.00	61.00	66.00	47	24.36	30.16	35.96	38.28	40.60	52.20	55.68	47	16%	16%	16%	16%	16%	16%	16%	16%
48	27.00	34.00	40.00	43.00	45.00	63.00	69.00	48	24.36	32.48	35.96	39.44	41.76	53.36	59.16	48	16%	16%	16%	16%	16%	16%	16%	16%
49	28.00	36.00	41.00	44.00	46.00	66.00	71.00	49	25.52	32.48	37.12	40.60	42.92	54.52	60.32	49	16%	16%	16%	16%	16%	16%	16%	16%
50	29.00	37.00	43.00	46.00	48.00	68.00	74.00	50	25.52	33.64	38.28	41.76	45.24	58.00	62.64	50	16%	16%	16%	16%	16%	16%	16%	16%
51	30.00	38.00	45.00	48.00	50.00	71.00	77.00	51	25.52	34.80	39.44	42.92	46.40	59.16	64.96	51	16%	16%	16%	16%	16%	16%	16%	16%
52	32.00	40.00	46.00	50.00	52.00	74.00	80.00	52	26.68	35.96	40.60	46.40	48.72	61.48	67.28	52	16%	16%	16%	16%	16%	16%	16%	16%
53	33.00	42.00	48.00	52.00	54.00	77.00	83.00	53	26.68	37.12	41.76	47.56	51.04	62.64	71.92	53	16%	16%	16%	16%	16%	16%	16%	16%
54	34.00	43.00	50.00	54.00	57.00	80.00	86.00	54	27.84	39.44	42.92	49.88	53.36	64.96	74.24	54	16%	16%	16%	16%	16%	16%	16%	16%
55	36.00	45.00	52.00	56.00	59.00	83.00	89.00	55	27.84	40.60	45.24	51.04	54.52	66.12	77.72	55	16%	16%	16%	16%	16%	16%	16%	16%
56	38.00	47.00	54.00	59.00	62.00	87.00	94.00	56	30.16	42.92	47.56	53.36	59.16	70.76	81.20	56	16%	16%	16%	16%	16%	16%	16%	16%
57	39.00	49.00	57.00	62.00	65.00	90.00	98.00	57	32.48	45.24	49.88	58.00	62.64	74.24	87.00	57	16%	16%	16%	16%	16%	16%	16%	16%
58	41.00	51.00	59.00	65.00	68.00	94.00	103.00	58	34.80	47.56	53.36	60.32	66.12	78.88	90.48	58	16%	16%	16%	16%	16%	16%	16%	16%
59	43.00	54.00	62.00	68.00	71.00	99.00	108.00	59	37.12	49.88	55.68	63.80	70.76	83.52	96.28	59	16%	16%	16%	16%	16%	16%	16%	16%
60	45.00	56.00	65.00	71.00	74.00	103.00	114.00	60	39.44	52.20	60.32	67.28	74.00	88.16	100.92	60	16%	16%	16%	16%	16%	14%	16%	16%
61	48.00	60.00	69.00	75.00	79.00	110.00	120.00	61	41.76	54.52	63.80	71.92	78.88	92.80	106.72	61	16%	16%	16%	16%	16%	16%	16%	16%
62	51.00	64.00	74.00	80.00	83.00	116.00	127.00	62	45.24	59.16	66.12	75.40	83.00	98.60	113.68	62	16%	16%	16%	16%	16%	15%	16%	16%
63	55.00	68.00	78.00	85.00	89.00	124.00	133.00	63	47.56	62.64	70.76	80.04	87.00	103.24	119.48	63	16%	16%	16%	16%	16%	16%	16%	16%
64	58.00	72.00	84.00	90.00	94.00	132.00	140.00	64	51.04	66.12	74.24	84.68	90.48	110.20	127.60	64	16%	16%	16%	16%	16%	16%	16%	16%
65	62.00	77.00	89.00	96.00	100.00	140.00	148.00	65	53.36	70.76	77.72	89.32	93.96	116.00	135.72	65	16%	16%	16%	16%	16%	16%	16%	16%
66	66.00	83.00	95.00	103.00	108.00	149.00	158.00	66	59.16	76.56	85.84	98.60	103.24	126.44	147.32	66	16%	16%	16%	16%	16%	16%	16%	16%
67	70.00	89.00	102.00	111.00	118.00	159.00	168.00	67	63.80	84.68	93.96	106.72	113.68	139.20	157.76	67	16%	16%	16%	16%	16%	16%	16%	16%
68	75.00	96.00	109.00	120.00	128.00	170.00	179.00	68	70.76	91.64	103.24	117.16	125.28	151.96	172.84	68	16%	16%	16%	16%	16%	16%	16%	16%
69	80.00	103.00	117.00	129.00	138.00	181.00	191.00	69	76.56	100.92	113.68	128.76	138.00	165.88	186.76	69	16%	16%	16%	16%	16%	16%	16%	16%
70	85.00	111.00	125.00	139.00	150.00	193.00	203.00	70	84.68	110.20	125.00	139.00	150.00	180.96	201.84	70	16%	16%	16%	16%	14%	15%	16%	16%
71	94.00	123.00	139.00	155.00	167.00	211.00	222.00	71	92.80	121.80	139.00	155.00	167.00	200.68	220.40	71	16%	16%	16%	15%	14%	16%	16%	16%
72	104.00	136.00	154.00	172.00	186.00	230.00	244.00	72	103.24	135.72	153.12	172.00	186.00	220.40	242.44	72	16%	16%	16%	14%	14%	16%	16%	16%
73	115.00	150.00	171.00	192.00	207.00	250.00	267.00	73	114.84	149.64	169.36	192.00	207.00	242.44	265.64	73	16%	16%	16%	15%	15%	16%	16%	16%
74	127.00	166.00	190.00	214.00	231.00	273.00	293.00	74	126.44	165.88	189.08	214.00	231.00	267.96	290.00	74	16%	16%	16%	16%	16%	15%	16%	16%
75	141.00	183.00	211.00	238.00	257.00	298.00	321.00	75	140.36	183.00	208.80	238.00	257.00	294.64	317.84	75	16%	16%	16%	16%	15%	16%	16%	16%
76	155.00	201.00	231.00	260.00	281.00	327.00	353.00	76	154.28	201.00	229.68	260.00	281.00	323.64	349.16	76	16%	16%	16%	15%	14%	16%	16%	16%
77	170.00	220.00	254.00	285.00	308.00	359.00	387.00	77	167.90	219.65	250.70	285.00	308.00	353.00	380.65	77	15%	15%	15%	14%	14%	15%	15%	15%
78	187.00	242.00	278.00	312.00	338.00	394.00	425.00	78	177.10	231.00	262.90	300.30	326.70	370.70	399.30	78	10%	10%	10%	10%	10%	10%	10%	10%
79	206.00	265.00	305.00	341.00	370.00	433.00	467.00	79	184.80	242.55	276.15	313.95	343.35	388.50	418.95	79	5%	5%	5%	5%	5%	5%	5%	5%
80	226.00	291.00	334.00	373.00	405.00	475.00	513.00	80	194.00	253.00	288.00	329.00	359.00	407.00	439.00	80	0%	0%	0%	0%	0%	0%	0%	0%
81	249.00	320.00	367.00	410.00	446.00	523.00	564.00	81	212.00	278.00	317.00	362.00	395.00	447.00	483.00	81	0%	0%	0%	0%				

Appendix A - Comparison to New Business Rates (Custom Care II 2007)

Rates shown are for a 90-day EP, Single, Standard policyholder, and are per \$100 monthly benefit

Inflation Option: 5% Compound Increase

Current New Business Rates (LTC-03 policy):								LTC-03 Rates after requested Rate Increase:								LTC-03 Rate Increase %:							
Issue Age	Benefit Period							Issue Age	Benefit Period							Issue Age	Benefit Period						
	2	3	4	5	6	10	Life		2	3	4	5	6	10	Life		2	3	4	5	6	10	Life
18-29	37.00	46.00	52.00	57.00	60.00	82.00	91.00	18-29	25.06	36.75	41.76	48.44	53.45	66.82	73.08	18-29	16%	16%	16%	16%	16%	16%	16%
30	39.00	48.00	55.00	60.00	63.00	86.00	96.00	30	27.61	37.35	42.22	50.34	55.22	68.21	76.56	30	16%	16%	16%	16%	16%	16%	16%
31	40.00	49.00	56.00	61.00	64.00	87.00	98.00	31	27.61	37.35	42.22	50.34	55.22	69.83	77.72	31	16%	16%	16%	16%	16%	16%	16%
32	40.00	50.00	57.00	62.00	65.00	89.00	99.00	32	29.23	38.98	42.22	51.97	56.84	69.83	78.88	32	16%	16%	16%	16%	16%	16%	16%
33	41.00	50.00	58.00	63.00	66.00	90.00	101.00	33	29.23	38.98	45.47	51.97	56.84	71.46	80.04	33	16%	16%	16%	16%	16%	16%	16%
34	41.00	51.00	59.00	64.00	67.00	91.00	102.00	34	29.23	38.98	47.10	53.59	58.46	71.46	81.20	34	16%	16%	16%	16%	16%	16%	16%
35	42.00	52.00	60.00	65.00	68.00	93.00	104.00	35	29.23	38.98	48.72	55.22	58.46	73.08	83.52	35	16%	16%	16%	16%	16%	16%	16%
36	42.00	53.00	61.00	66.00	69.00	94.00	106.00	36	30.86	40.60	48.72	55.22	60.09	73.08	84.68	36	16%	16%	16%	16%	16%	16%	16%
37	43.00	53.00	62.00	67.00	70.00	96.00	108.00	37	30.86	40.60	48.72	56.84	60.09	74.70	85.84	37	16%	16%	16%	16%	16%	16%	16%
38	44.00	54.00	63.00	68.00	71.00	97.00	109.00	38	30.86	40.60	50.34	56.84	60.09	74.70	87.00	38	16%	16%	16%	16%	16%	16%	16%
39	44.00	55.00	64.00	69.00	72.00	99.00	111.00	39	32.48	40.60	50.34	56.84	60.09	74.70	88.16	39	16%	16%	16%	16%	16%	16%	16%
40	45.00	56.00	65.00	70.00	73.00	100.00	113.00	40	32.89	40.72	51.68	57.94	62.64	75.17	89.32	40	16%	16%	16%	16%	16%	16%	16%
41	46.00	57.00	66.00	71.00	74.00	101.00	114.00	41	32.89	40.72	51.68	57.94	62.64	78.30	90.48	41	16%	16%	16%	16%	16%	16%	16%
42	46.00	58.00	67.00	72.00	75.00	103.00	115.00	42	34.45	43.85	51.68	61.07	64.21	78.30	91.64	42	16%	16%	16%	16%	16%	16%	16%
43	47.00	59.00	68.00	73.00	76.00	104.00	116.00	43	34.45	43.85	53.24	61.07	64.21	79.87	92.80	43	16%	16%	16%	16%	16%	16%	16%
44	47.00	59.00	68.00	73.00	77.00	106.00	118.00	44	34.45	43.85	53.24	61.07	65.77	81.43	93.96	44	16%	16%	16%	16%	16%	16%	16%
45	48.00	60.00	69.00	74.00	78.00	107.00	119.00	45	35.48	44.74	54.00	61.71	66.34	81.77	95.28	45	16%	16%	16%	16%	16%	16%	16%
46	49.00	61.00	70.00	75.00	79.00	109.00	120.00	46	35.48	46.28	54.00	63.25	67.88	81.77	97.44	46	16%	16%	16%	16%	16%	16%	16%
47	49.00	62.00	71.00	76.00	81.00	110.00	121.00	47	35.48	46.28	55.54	63.25	67.88	83.31	99.76	47	16%	16%	16%	16%	16%	16%	16%
48	50.00	63.00	72.00	77.00	82.00	112.00	123.00	48	35.48	47.83	55.54	64.80	67.88	83.31	100.92	48	16%	16%	16%	16%	16%	16%	16%
49	50.00	64.00	73.00	78.00	83.00	113.00	124.00	49	35.48	47.83	55.54	64.80	67.88	83.31	102.08	49	16%	16%	16%	16%	16%	16%	16%
50	51.00	65.00	74.00	79.00	84.00	115.00	125.00	50	36.19	48.26	55.80	64.84	67.86	84.45	103.24	50	16%	16%	16%	16%	16%	16%	16%
51	52.00	66.00	75.00	81.00	85.00	117.00	127.00	51	36.19	49.76	58.81	66.35	69.37	85.96	105.56	51	16%	16%	16%	16%	16%	16%	16%
52	53.00	67.00	76.00	82.00	87.00	119.00	129.00	52	37.41	50.88	59.86	67.34	70.33	86.79	110.20	52	16%	16%	16%	16%	16%	16%	16%
53	53.00	68.00	78.00	84.00	88.00	120.00	131.00	53	37.41	50.88	61.35	67.34	74.32	86.79	112.52	53	16%	16%	16%	16%	16%	16%	16%
54	54.00	69.00	79.00	85.00	90.00	122.00	133.00	54	38.60	51.97	62.36	68.30	75.72	87.60	114.84	54	16%	16%	16%	16%	16%	16%	16%
55	55.00	70.00	80.00	87.00	91.00	124.00	135.00	55	41.57	53.45	63.85	69.79	77.21	90.57	118.32	55	16%	16%	16%	16%	16%	16%	16%
56	57.00	72.00	82.00	89.00	93.00	127.00	139.00	56	42.39	57.00	64.31	73.08	78.93	93.54	122.96	56	16%	16%	16%	16%	16%	16%	16%
57	58.00	73.00	84.00	91.00	95.00	131.00	143.00	57	43.50	59.45	66.70	76.85	81.20	98.60	127.60	57	16%	16%	16%	16%	16%	16%	16%
58	60.00	75.00	86.00	93.00	97.00	134.00	147.00	58	44.23	61.35	68.49	79.90	84.18	102.73	131.08	58	16%	16%	16%	16%	16%	16%	16%
59	61.00	77.00	89.00	96.00	100.00	137.00	152.00	59	45.29	63.68	72.18	82.08	89.16	107.56	136.88	59	16%	16%	16%	16%	16%	16%	16%
60	63.00	79.00	91.00	98.00	102.00	141.00	156.00	60	45.94	65.42	73.78	86.30	91.87	111.36	141.52	60	16%	16%	16%	16%	16%	16%	16%
61	66.00	83.00	95.00	102.00	106.00	147.00	162.00	61	48.31	69.02	77.30	89.73	96.63	118.71	148.48	61	16%	16%	16%	16%	16%	16%	16%
62	69.00	86.00	99.00	107.00	111.00	154.00	168.00	62	53.38	72.35	83.50	93.08	101.29	123.19	153.12	62	16%	16%	16%	16%	16%	16%	16%
63	72.00	90.00	104.00	111.00	116.00	161.00	174.00	63	56.52	75.35	87.46	98.23	104.96	130.52	160.08	63	16%	16%	16%	16%	16%	16%	16%
64	75.00	95.00	108.00	116.00	121.00	168.00	180.00	64	60.03	78.71	92.05	102.72	112.06	136.07	167.04	64	16%	16%	16%	16%	16%	16%	16%
65	78.00	99.00	113.00	121.00	126.00	175.00	187.00	65	63.85	83.31	97.86	107.11	116.37	144.14	174.00	65	16%	16%	16%	16%	16%	16%	16%
66	82.00	103.00	118.00	128.00	134.00	182.00	196.00	66	69.47	89.13	104.86	116.66	125.84	154.67	183.28	66	16%	16%	16%	16%	16%	16%	16%
67	85.00	108.00	124.00	135.00	143.00	189.00	205.00	67	74.72	98.31	114.04	127.15	137.63	167.78	194.88	67	16%	16%	16%	16%	16%	16%	16%
68	89.00	113.00	130.00	142.00	152.00	197.00	215.00	68	81.85	103.94	122.12	137.72	148.11	180.59	207.64	68	16%	16%	16%	16%	16%	16%	16%
69	94.00	118.00	136.00	150.00	162.00	205.00	225.00	69	88.35	114.33	131.22	150.00	162.00	196.18	219.24	69	16%	16%	16%	15%	16%	16%	16%
70	98.00	123.00	143.00	158.00	172.00	213.00	236.00	70	95.28	123.00	141.64	158.00	172.00	209.88	233.16	70	16%	15%	16%	14%	14%	16%	16%
71	107.00	135.00	157.00	173.00	188.00	231.00	254.00	71	103.01	135.00	157.00	173.00	188.00	227.91	251.72	71	16%	16%	16%	13%	14%	16%	16%
72	117.00	148.00	173.00	190.00	204.00	250.00	274.00	72	113.31	146.79	173.00	190.00	204.00	245.93	270.28	72	16%	16%	15%	13%	13%	16%	16%
73	128.00	163.00	191.00	208.00	223.00	271.00	296.00	73	123.77	159.50	191.00	208.00	223.00	265.41	292.32	73	16%	16%	16%	14%	15%	16%	16%
74	139.00	179.00	210.00	227.00	243.00	294.00	319.00	74	136.53	176.09	210.00	227.00	243.00	288.38	314.36	74	16%	16%	15%	13%	14%	16%	16%
75	152.00	196.00	231.00	249.00	265.00	319.00	344.00	75	149.29	192.68	231.00	249.00	265.00	312.62	338.72	75	16%	16%	14%	13%	14%	16%	16%
76	166.00	214.00	253.00	274.00	291.00	349.00	378.00	76	163.33	211.82	253.00	274.00	291.00	344.52	371.20	76	16%	16%	14%	13%	14%	16%	16%
77	182.00	235.00	277.00	301.00	319.00	382.00	416.00	77	176.74	228.14	277.00	301.00	319.00	371.04	404.80	77	15%	15%	14%	14%	15%	15%	15%
78	199.00	257.00	303.00	331.00	349.00	418.00	457.00	78	185.85	239.80	291.36	320.13	336.92	390.87	424.60	78	10%	10%	10%	10%	10%	10%	10%
79	218.00	281.00	332.00	364.00	383.00	458.00	502.00	79	191.65	249.48	302.78	333.40	349.27	405.97	446.25	79	5%	5%	5%	5%	5%	5%	5%
80	238.00	307.00	363.00	400.00	420.00	501.00	552.00	80	201.96	260.28	317.52	347.76	365.04	424.44	468.00	80	0%	0%	0%	0%	0%	0%	0%
81	262.00	338.00	399.00	440.00	462.00	551.00	607.00	81	221.40	286.20	348.84	382.32	400.68	465.48	515.00	81	0%	0%	0%	0%	0%	0%	0%
82	288.00	372.00	439.00	484.00	508.00	606.00	668.00	82	244.08	315.36	382.32	419.04	440.64	511.92	567.00								

Appendix B
John Hancock Life Insurance Company (U.S.A.)
Long-Term Care Policy Series LTC-03 (2007 Rates)
Standard rates per \$100 monthly benefit
90 day EP

Issue Age	GPO								5% Simple Inflation							5%/3% Compound Inflation*							Issue Age	Multiplier for 5%/5% Compound Inflation		
	Benefit Period								Benefit Period							Benefit Period								2-10 Years	Life	
	2 Years	3 Years	4 Years	5 years	6 Years	10 Years	Life	2 Years	3 Years	4 Years	5 years	6 Years	10 Years	Life	2 Years	3 Years	4 Years	5 years	6 Years	10 Years	Life	2-10 Years		Life		
18-29	10.00	11.00	13.00	14.00	15.00	16.00	18.00	14.00	19.00	21.00	23.00	24.00	30.00	31.00	17.40	25.52	29.00	33.64	37.12	46.40	73.08	18-29	1.44	1.00		
30	10.00	11.00	14.00	15.00	16.00	17.00	19.00	15.00	20.00	22.00	24.00	25.00	31.00	32.00	19.72	26.68	30.16	35.96	39.44	48.72	76.56	30	1.40	1.00		
31	10.00	11.00	14.00	15.00	16.00	17.00	19.00	15.00	20.00	22.00	24.00	25.00	31.00	34.00	19.72	26.68	30.16	35.96	39.44	49.88	77.72	31	1.40	1.00		
32	10.00	11.00	14.00	15.00	16.00	18.00	20.00	15.00	21.00	23.00	25.00	26.00	33.00	35.00	20.88	27.84	30.16	37.12	40.60	49.88	78.88	32	1.40	1.00		
33	10.00	12.00	15.00	16.00	17.00	18.00	20.00	17.00	21.00	23.00	25.00	26.00	34.00	37.00	20.88	27.84	32.48	37.12	40.60	51.04	80.04	33	1.40	1.00		
34	10.00	12.00	15.00	16.00	17.00	18.00	20.00	17.00	21.00	23.00	25.00	26.00	36.00	39.00	20.88	27.84	33.64	38.28	41.76	51.04	81.20	34	1.40	1.00		
35	11.00	12.00	15.00	16.00	17.00	18.00	20.00	17.00	21.00	23.00	25.00	26.00	38.00	39.44	20.88	27.84	34.80	39.44	41.76	52.20	83.52	35	1.40	1.00		
36	11.00	13.00	16.00	17.00	18.00	19.00	21.00	18.00	22.00	24.00	26.00	28.00	39.00	40.60	22.04	29.00	34.80	39.44	42.92	52.20	84.68	36	1.40	1.00		
37	11.00	13.00	16.00	17.00	18.00	19.00	21.00	19.00	22.00	26.00	27.00	29.00	39.44	40.60	22.04	29.00	34.80	40.60	42.92	53.36	85.84	37	1.40	1.00		
38	11.00	13.00	16.00	17.00	18.00	19.00	21.00	19.00	23.00	27.00	28.00	30.00	39.44	41.76	22.04	29.00	35.96	40.60	42.92	53.36	87.00	38	1.40	1.00		
39	11.00	13.00	16.00	17.00	18.00	20.00	22.00	20.00	24.00	28.00	30.00	32.00	40.60	41.76	23.20	29.00	35.96	40.60	42.92	53.36	88.16	39	1.40	1.00		
40	11.00	13.00	16.00	17.00	18.00	20.00	22.00	20.88	25.00	29.00	31.00	33.00	40.60	42.92	24.36	30.16	36.28	42.92	46.40	55.68	89.32	40	1.35	1.00		
41	11.00	13.00	16.00	17.00	18.00	20.00	22.00	20.88	26.00	30.00	32.00	34.00	41.76	45.24	24.36	30.16	38.28	42.92	46.40	58.00	90.48	41	1.35	1.00		
42	12.00	14.00	17.00	18.00	19.00	21.00	24.00	22.00	27.00	30.16	33.64	35.96	42.92	47.56	25.52	32.48	38.28	45.24	47.56	58.00	91.64	42	1.35	1.00		
43	12.00	14.00	17.00	18.00	19.00	22.00	24.00	22.04	27.84	32.48	34.80	35.96	45.24	48.72	25.52	32.48	39.44	45.24	47.56	59.16	92.80	43	1.35	1.00		
44	12.00	15.00	17.00	18.00	20.00	23.00	25.00	22.04	29.00	33.64	35.96	37.12	47.56	49.88	25.52	32.48	39.44	45.24	48.72	60.32	93.96	44	1.35	1.00		
45	12.00	15.00	18.00	19.00	20.00	24.00	25.00	23.20	29.00	33.64	37.12	38.28	48.72	52.20	26.68	33.64	40.60	46.40	49.88	61.48	96.28	45	1.33	1.00		
46	13.00	16.00	18.00	20.00	21.00	25.00	26.00	23.20	30.16	34.80	38.28	39.44	49.88	53.36	26.68	34.80	40.60	47.56	51.04	61.48	97.44	46	1.33	1.00		
47	13.00	16.00	19.00	21.00	22.00	26.00	27.00	24.36	30.16	35.96	38.28	40.60	52.20	55.68	26.68	34.80	41.76	47.56	51.04	62.64	99.76	47	1.33	1.00		
48	13.00	17.00	20.00	21.00	22.00	27.00	28.00	24.36	32.48	35.96	39.44	41.76	53.36	59.16	26.68	35.96	41.76	48.72	51.04	62.64	100.92	48	1.33	1.00		
49	14.00	17.00	20.00	22.00	23.00	29.00	30.00	25.52	32.48	37.12	40.60	42.92	54.52	60.32	26.68	35.96	41.76	48.72	51.04	62.64	102.08	49	1.33	1.00		
50	14.00	18.00	21.00	23.00	24.00	30.00	31.00	25.52	33.64	38.28	41.76	45.24	58.00	62.64	27.84	37.12	42.92	49.88	52.20	64.96	103.24	50	1.30	1.00		
51	15.00	19.00	22.00	24.00	25.00	31.32	33.00	25.52	34.80	39.44	42.92	46.40	59.16	64.96	27.84	38.28	45.24	51.04	53.36	66.12	105.56	51	1.30	1.00		
52	15.00	19.00	22.00	25.00	26.00	32.48	35.00	26.68	35.96	40.60	46.40	48.72	61.48	67.28	29.00	39.44	46.40	52.20	54.52	67.28	110.20	52	1.29	1.00		
53	16.00	20.00	23.00	25.00	26.00	33.64	37.00	26.68	37.12	41.76	47.56	51.04	62.64	71.92	29.00	39.44	47.56	52.20	58.00	67.28	112.52	53	1.29	1.00		
54	16.00	20.00	23.00	26.00	27.00	34.80	38.28	27.84	39.44	42.92	49.88	53.36	64.96	74.24	30.16	40.60	48.72	53.36	59.16	68.44	114.84	54	1.28	1.00		
55	17.00	21.00	24.00	27.00	28.00	35.96	40.60	27.84	40.60	45.24	51.04	54.52	66.12	77.72	32.48	41.76	49.88	54.52	60.32	70.76	118.32	55	1.28	1.00		
56	18.00	22.00	26.00	29.00	30.00	38.28	42.92	30.16	42.92	47.56	53.36	59.16	70.76	81.20	33.64	45.24	51.04	58.00	62.64	74.24	122.96	56	1.26	1.00		
57	19.00	24.00	27.00	31.00	32.00	40.60	46.40	32.48	45.24	49.88	58.00	62.64	74.24	87.00	34.80	47.56	53.36	61.48	64.96	78.88	127.60	57	1.25	1.00		
58	20.00	25.00	29.00	33.00	35.00	42.92	49.88	34.80	47.56	53.36	60.32	66.12	78.88	90.48	35.96	49.88	55.68	64.96	68.44	83.52	131.08	58	1.23	1.00		
59	22.00	27.00	31.00	35.00	37.00	47.56	52.20	37.12	49.88	55.68	63.80	69.68	83.52	96.28	37.12	52.20	59.16	67.28	73.08	88.16	136.88	59	1.22	1.00		
60	23.00	29.00	33.00	37.00	40.00	49.88	55.68	39.44	52.20	60.32	67.28	74.24	88.16	100.92	38.28	54.52	61.48	71.92	76.56	92.80	141.52	60	1.20	1.00		
61	25.00	31.00	36.00	40.00	43.00	53.36	59.16	41.76	54.52	63.80	71.92	78.88	92.80	106.72	40.60	58.00	64.96	75.40	81.20	99.76	148.48	61	1.19	1.00		
62	27.00	34.00	38.00	43.00	46.00	58.00	64.96	45.24	59.16	66.12	75.40	83.00	98.60	113.68	45.24	61.48	70.76	78.88	85.84	104.40	153.12	62	1.18	1.00		
63	30.00	36.00	41.00	46.00	49.00	63.80	69.60	47.56	62.64	70.76	80.04	87.00	103.24	119.48	48.72	64.96	75.40	84.68	90.48	112.52	160.08	63	1.16	1.00		
64	32.00	39.00	45.00	49.00	52.00	68.44	74.24	51.04	66.12	74.24	84.88	90.48	110.20	127.60	52.20	68.44	80.04	89.32	97.44	118.32	167.04	64	1.15	1.00		
65	35.00	42.00	48.00	53.00	56.00	73.08	81.20	53.36	70.76	77.72	89.32	93.96	116.00	135.72	55.68	73.08	85.84	93.96	102.08	126.44	174.00	65	1.14	1.00		
66	38.00	46.00	53.00	58.00	62.00	81.20	89.00	59.16	76.56	85.84	98.60	103.24	126.44	147.32	61.48	78.88	92.80	103.24	111.36	136.88	183.28	66	1.13	1.00		
67	42.00	51.00	58.00	64.00	69.00	89.32	97.00	63.80	84.68	93.96	106.72	113.68	139.20	157.76	66.12	87.00	100.92	112.52	121.80	148.48	194.88	67	1.13	1.00		
68	46.00	57.00	64.00	70.00	76.00	96.00	106.00	70.76	91.64	103.24	117.16	125.28	151.96	172.84	73.08	92.80	109.04	122.96	132.24	161.24	207.64	68	1.12	1.00		
69	50.00	62.00	70.00	77.00	85.00	107.88	115.00	76.56	100.92	113.68	128.76	138.00	165.88	186.76	78.88	102.08	117.16	133.93	144.64	175.16	219.24	69	1.12	1.00		
70	55.00	69.00	77.00	85.00	94.00	119.00	125.00	84.68	110.20	125.00	139.00	150.00	180.96	201.84	85.84	110.81	127.60	142.34	154.95	189.08	233.16	70	1.11	1.00		
71	61.00	77.00	86.00	95.00	105.00	129.00	137.00	92.80	121.80	139.00	155.00	167.00	200.68	220.40	92.80	121.62	141.44	155.86	169.37	205.32	251.72	71	1.11	1.00		
72	68.00	86.00	96.00	106.00	117.00	140.00	150.00	103.24	139.72	153.12	172.00	186.00	220.40	242.44	102.08	132.24	155.86	171.17	183.78	221.56	270.28	72	1.11	1.00		
73	76.00	96.00	107.00	119.00	130.00	152.00	164.00	110.84	149.64	169.36	192.00	207.00	242.44	265.64	112.52	145.00	173.64	189.09	202.73	241.28	292.32	73	1.10	1.00		
74	84.00	107.00	120.00	132.00	145.00	165.00	179.00	126.44	165.88	189.08	214.00	231.00	267.96	290.00	124.12	160.08	190.91	206.36	220.91	262.16	314.36	74	1.10	1.00		
75	94.00	119.00	134.00	148.00	161.00	179.00	196.00	140.36	183.00	208.80	238.00	257.00	294.64	317.84	135.72	175.16	210.00	226.36	240.91	284.20	338.72	75	1.10	1.00		
76	105.00	133.00	149.00	164.00	179.00	200.00	219.0																			

Appendix C
John Hancock Life Insurance Company (U.S.A.)
Long-Term Care Policy Series LTC-03 (2007 Rates)
Premiums to be used with Inflation Decrease Option Only

Standard rates per \$100 monthly benefit
90 day EP

Issue Age	4.2% Simple Inflation								4.2% Compound Inflation*								Issue Age	Multiplier for 4.2%/4.2% Compound Inflation	
	Benefit Period								Benefit Period									2-10 Years	Life
	2 Years	3 Years	4 Years	5 years	6 Years	10 Years	Life	2 Years	3 Years	4 Years	5 years	6 Years	10 Years	Life					
18-29	14	19	21	23	24	30	31	15	22	25	29	32	40	63	18-29	1.44	1.00		
30	15	20	22	24	25	31	32	17	23	26	31	34	42	66	30	1.40	1.00		
31	15	20	22	24	25	31	32	17	23	26	31	34	43	67	31	1.40	1.00		
32	15	21	23	25	26	32	33	18	24	26	32	35	43	68	32	1.40	1.00		
33	17	21	23	25	26	32	33	18	24	28	32	35	44	69	33	1.40	1.00		
34	17	21	23	25	26	33	34	18	24	29	33	36	44	70	34	1.40	1.00		
35	17	21	23	25	26	33	34	18	24	30	34	36	45	72	35	1.40	1.00		
36	18	22	24	26	28	34	35	19	25	30	34	37	45	73	36	1.40	1.00		
37	18	22	24	26	28	34	35	19	25	30	35	37	46	74	37	1.40	1.00		
38	18	22	24	26	28	34	36	19	25	31	35	37	46	75	38	1.40	1.00		
39	18	23	25	28	29	35	36	20	25	31	35	37	46	76	39	1.40	1.00		
40	18	23	25	28	29	35	37	21	26	33	37	40	48	77	40	1.35	1.00		
41	18	23	26	29	30	36	39	21	26	33	37	40	50	78	41	1.35	1.00		
42	19	24	26	29	31	37	41	22	28	33	39	41	50	79	42	1.35	1.00		
43	19	24	28	30	31	39	42	22	28	34	39	41	51	80	43	1.35	1.00		
44	19	25	29	31	32	41	43	22	28	34	39	42	52	81	44	1.35	1.00		
45	20	25	29	32	33	42	45	23	29	35	40	43	53	83	45	1.33	1.00		
46	20	26	30	33	34	43	46	23	30	35	41	44	53	84	46	1.33	1.00		
47	21	26	31	33	35	45	48	23	30	36	41	44	54	86	47	1.33	1.00		
48	21	28	31	34	36	46	51	23	31	36	42	44	54	87	48	1.33	1.00		
49	22	28	32	35	37	47	52	23	31	36	42	44	54	88	49	1.33	1.00		
50	22	29	33	36	39	50	54	24	32	37	43	45	56	89	50	1.30	1.00		
51	22	30	34	37	40	51	56	24	33	39	44	46	57	91	51	1.30	1.00		
52	23	31	35	40	42	53	58	25	34	40	45	47	58	95	52	1.29	1.00		
53	23	32	36	41	44	54	62	25	34	41	45	50	58	97	53	1.29	1.00		
54	24	34	37	43	46	56	64	26	35	42	46	51	59	99	54	1.28	1.00		
55	24	35	39	44	47	57	67	28	36	43	47	52	61	102	55	1.28	1.00		
56	26	37	41	46	51	61	70	29	39	44	50	54	64	106	56	1.26	1.00		
57	28	39	43	50	54	64	75	30	41	46	53	56	68	110	57	1.25	1.00		
58	30	41	46	52	57	68	78	31	43	48	56	59	72	113	58	1.23	1.00		
59	32	43	48	55	61	72	83	32	45	51	58	63	76	118	59	1.22	1.00		
60	34	45	52	58	65	76	87	33	47	53	62	66	80	122	60	1.20	1.00		
61	36	47	55	62	68	80	92	35	50	56	65	70	86	128	61	1.19	1.00		
62	39	51	57	65	72	85	98	39	53	61	68	74	90	132	62	1.18	1.00		
63	41	54	61	69	75	89	103	42	56	65	73	78	97	138	63	1.16	1.00		
64	44	57	64	73	78	95	111	45	59	69	77	84	102	144	64	1.15	1.00		
65	46	61	67	77	81	100	117	48	63	74	81	88	109	150	65	1.14	1.00		
66	51	66	74	85	89	109	127	53	68	80	89	96	118	158	66	1.13	1.00		
67	55	73	81	92	98	120	136	57	75	87	97	105	128	168	67	1.13	1.00		
68	61	79	89	101	108	131	149	63	80	94	106	114	139	179	68	1.12	1.00		
69	66	87	98	111	119	143	161	68	88	101	116	125	151	189	69	1.12	1.00		
70	73	95	108	122	131	156	174	74	96	110	125	136	163	201	70	1.11	1.00		
71	80	105	120	135	145	173	190	80	105	122	138	149	177	217	71	1.11	1.00		
72	89	117	132	151	163	190	209	88	114	135	152	163	191	233	72	1.11	1.00		
73	99	129	146	167	180	209	229	97	125	150	166	177	208	252	73	1.10	1.00		
74	109	143	163	185	201	231	250	107	138	166	183	194	226	271	74	1.10	1.00		
75	121	158	180	206	224	254	274	117	151	184	201	211	245	292	75	1.10	1.00		
76	133	174	198	226	246	279	301	128	166	201	221	232	270	320	76	1.10	1.00		
77	146	191	218	249	271	307	331	141	182	222	243	255	296	352	77	1.09	1.00		
78	161	210	239	273	297	337	363	155	200	243	267	281	326	386	78	1.09	1.00		
79	176	231	263	299	327	370	399	169	220	267	294	308	358	425	79	1.08	1.00		
80	194	253	288	329	359	407		187	241	294	322	338	393		80	1.08	1.00		
81	212	278	317	362	395	447		205	265	323	354	371	431		81	1.08	1.00		
82	233	306	349	397	433	491		226	292	354	388	408	474		82	1.08	1.00		
83	256	336	383	437	476	539		248	320	389	427	448	520		83	1.08	1.00		
84	282	370	420	480	523	592		272	351	428	469	492	572		84	1.08	1.00		
85	310		462	527	574	650		298		471	515	541	628		85	1.08	1.00		
86	340		507	579	631	715		328		517	567	594	690		86	1.08	1.00		
87	374		558	636	693	785		360		568	622	652	758		87	1.08	1.00		
88	410		613	699	761	862		396		624	683	717	833		88	1.08	1.00		
89	451		672	767	837	947		435		685	750	788	914		89	1.08	1.00		
90	496							477							90	1.08	1.00		
91+															91+				

* Rates shown are for option with 4.1% annual increase in monthly/daily benefit and 3% increase in the Policy Limit.
Rates for 4.1% annual increase in both benefit and Policy Limit are developed by multiplying the rates in the table by the multipliers listed to the right
Rates shown below the line are for Shared Care 2 yr purchase on exhaustion of benefits or Family Care

John Hancock Life Insurance Company (U.S.A.)

John Hancock Place
Post Office Box 111 B-6-6
Boston, Massachusetts 02117
1-888-877-6075
Direct: (617) 572-0101
Email: mfluet@jhancock.com

Michelle Fluet
Compliance Consultant
LTC Contracts and Legislative Services

February 9, 2011

Kenneth Ross
Commissioner
Office of Financial and Insurance Regulation
611 W. Ottawa Street, 3rd Floor
Lansing, Michigan 48922-1070

Re: **John Hancock Life Insurance Company (U.S.A.)**
Company NAIC # 65838; FEIN #: 01-0233346
Individual Long-Term Care Insurance Rate Revision Submission
Revised Actuarial Memo's (See Policy Form List Below)

Dear Commissioner Ross:

We have just completed our most extensive claims study to date and unfortunately we have concluded that, in order to ensure our ability to meet the needs of our policyholders in the long term, we need to request an enforce rate increase on the policy forms.

Our study found that many more insureds are expected to claim than what we assumed in the pricing of these policy forms, reinforcing the value of the product to policyholders, but creating a pricing issue.

Our morbidity study was conducted internally and peer reviewed internally as well as by an independent third party.

We are requesting acceptance of a premium rate increase on the policy series listed below and are enclosing the actuarial memos, rates, and forms for your review and approval.

Policy Series	Approval Date	Years Sold	Average Increase
LTC-03 (2007 rates)	7/30/2007	2007 – 2008	14.4%

The proposed premium rates will be effective on the next policy anniversary date, following a 60-day policyholder notification period, which will be made as soon as practicable following State approval. We will also offer the affected insureds some alternative options to reduce their benefits in order to possibly maintain their current premium level.

Policyholder Options

We are fully aware that a premium increase may be difficult for our policyholders; therefore we will provide all policyholders with an array of options which will help them mitigate the impact of any increase. Most important, for those policyholders who elected compound or simple inflation, we will provide them with the ability to **completely avoid the increase** by reducing their inflation coverage from 5 percent compound or simple inflation to a lower percentage inflation coverage which will vary by policy series. Our policyholders will be able to keep all accrued inflation increase amounts to date and the lower inflation index will apply on a prospective basis only. We will be filing separately these endorsements.

In addition, policyholders will be able to reduce their benefit period, adjust their daily/monthly benefit amount, or extend their elimination period. They will also be able to drop riders from their coverage.

We will also be submitting separately new Personal Worksheets LTC-PWK 4/11 and LTC-PWKDM 4/11 which includes the appropriate disclosure regarding this increase. No change will be made to this form other than state specific information that is requested by your Department or another state insurance Department.

Where the NAIC contingent nonforfeiture benefit or the nonforfeiture benefit (if purchased) is triggered, customers will be offered paid-up coverage in accordance with the applicable provision. We are allowing contingent nonforfeiture if the rate increase trigger is met for all affected policyholders, even if it was not otherwise required in your State.

This submission is being filed in all states, the District of Columbia and Puerto Rico.

The following items are included in this submission:

- the submission letter.
- all actuarial material and referenced forms.

Please do not hesitate to contact us regarding this submission. We will be happy to meet with the Department either in person or via conference call at a time of your convenience.

Thank you for your time and consideration in this matter.

Sincerely,

Michelle Fluet
Compliance Consultant

Michigan Review Pending



[Name]
[Title]
Long-Term Care Insurance
P.O. Box 111, R-02, Suite 1700
Boston, Massachusetts 02117-0111

{Insert date}

<First Name> <Last Name>

«Address1»

«Address2»

«City», «State» «Zip» «Zip4»

Ref: <Policy Number>, **Notice of long-term care insurance premium adjustment. Action may be required.**

<Insert full company name, where required>

Dear «FirstName» «Last Name»,

We are writing to notify you about an increase to your long-term care (LTC) insurance premiums.

At John Hancock, our commitment is to ensure LTC insurance benefits will be there for our policyholders when they need them most. To uphold this responsibility, we continuously monitor the experience of our inforce LTC insurance policies. After the most recent detailed analysis of our business, we have determined there is a need to increase premiums on certain policy series to reflect the future claims expected on these policies, and yours is one of those policies affected.

Effect of increase on your premium

Based on your current benefit selections, your premiums will increase from \$[current premium] to \$[new premium], [policy mode]. This change represents a [XX%] increase in your premium. This new premium will be effective for premiums due on or after [next policy anniversary]. Please note this letter is not a bill.

Options to avoid or minimize the premium increase

We sincerely regret having to take this action, and understand some policyholders may not be willing or able to pay the higher premium. Therefore, at this time, we are offering you an option to avoid the premium increase completely by reducing your future annual inflation rate and keeping all other benefits the same. Please refer to the enclosed "Options Package" for more information on this as well as alternative options available to you.

About the premium increase

It is important to know that this premium rate increase has been submitted to and accepted by the <insert policy issue state> Insurance Department. No individual has been singled out for an increase, nor is the increase due to a policyholder's advancing age or changing health. Our decision to increase premiums on certain policies is solely related to the future claims anticipated on these policies and not to the recent recession, interest rate environment, or any other investment-related reason. Please note that the pricing of our LTC insurance policies is the sole responsibility of John Hancock, not your insurance agent. As a reminder, premium rates are not guaranteed, and could be increased again in the future.

Continued on next page

Importance of LTC insurance coverage

We believe in the importance of LTC insurance and strongly encourage you to maintain your policy and not give up the valuable protection that it provides. We remain committed to delivering on our promise to provide the most comprehensive coverage, support and service, when and where you need care.

For questions and assistance

If you have additional questions, please contact one of our customer service representatives at [877-606-7754]. Our dedicated team is available to help you make a decision that best meets your personal needs.

Sincerely,

/s/

Enclosures:

Options Package

Coverage Change Request Form

Frequently Asked Questions

Michigan Review Pending

I. Summary of your current individual LTC insurance benefits

Daily/Monthly Benefit ¹	<\$XXXX.XX>
Benefit Period.....	<xx years/Unlimited>
Elimination Period.....	<Xx>
Inflation Option.....	<5% compound /simple inflation>
Optional Riders.....	<List here>
Current Premium (prior to increase).....	\$XXX.XX, [policy mode]

Your premium increase

Due to the premium rate increase and based on your current benefit selections as shown above, your premiums will increase from \$[current premium] to \$[new premium], [policy mode] and will be effective for premiums due on or after [anniversary following notification period].

If you wish to keep your current coverage, you do not need to take any action other than pay the increased premium.

- [If you have authorized payment via monthly electronic funds transfer through John Hancock, we will deduct the new premium from your bank account effective <next policy anniversary following required notification period>.
- If your payment is via a third-party account or online banking, please contact your representative or bank prior to <next policy anniversary following required notification period> to update the payment amount.

If you are on claim

If you are a policyholder on claim and currently not paying premium (due to the Waiver of Premium provision in your policy), you do not need to pay the higher premium. We are notifying you now of this increase in the event that your premium becomes payable in the future if you are no longer on claim. If you recover and return to premium status, you will be subject to the premium increase, and at that time we will offer you the same premium reduction alternatives that would otherwise be available to you today.]

Your options

The following pages provide options for you to avoid or minimize the premium increase by adjusting your current benefits. As you evaluate what is best for you, we also encourage you to consider the current and projected cost of care in your area, as well as how much of that amount you are willing and able to pay from your own savings. For current cost of care information specific to your area, please visit www.johnhancocklongtermcare.com.

For questions and assistance

If you have questions or need further assistance, please contact one of our customer service representatives at [877-606-7754, Monday through Friday from 8:00am – 6:30pm Eastern Time]. Our dedicated team is available to help you make a decision that best meets your personal needs.

> > > > >

¹ Benefits calculated as of <mm/dd/yyyy>.

Long-term care insurance is underwritten by John Hancock Life Insurance Company (U.S.A.), Boston, MA 02117.

JHLTC-1209 1/11

<Policy form>

II. [Your Personalized Option to Reduce Coverage and Lower Premiums

Avoid the premium increase by reducing your future annual inflation rate

You will be able to avoid this premium increase completely by reducing your future annual inflation rate from <5% Compound/Simple> to <X% Compound/Simple> on your next policy anniversary of <insert policy anniversary following notification period>.

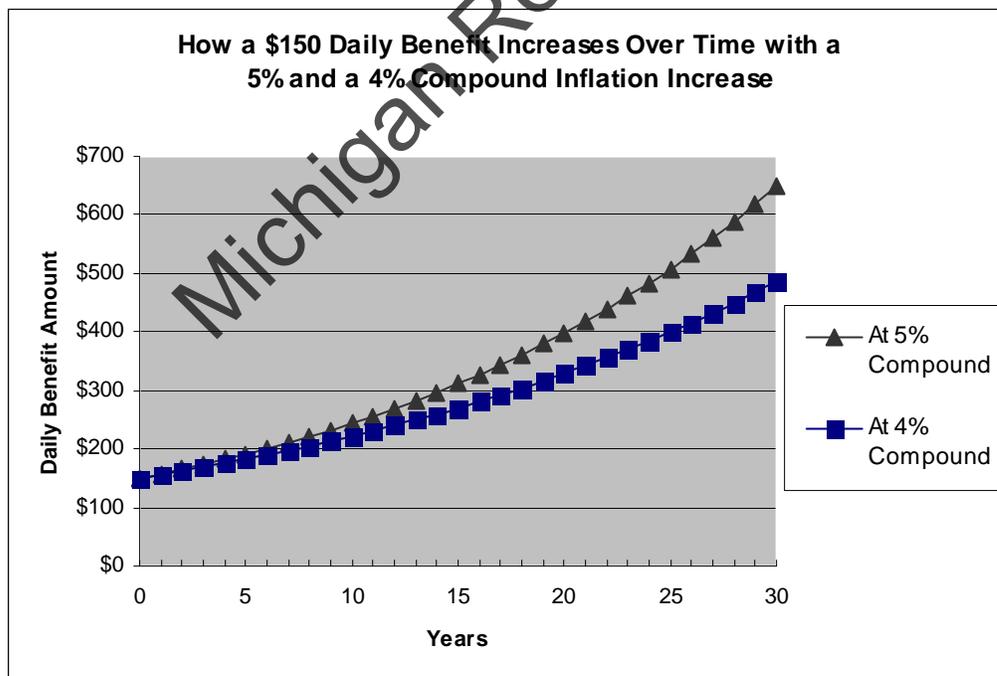
The reduced inflation percentage will only be applied to future inflation rate increases that will occur after the effective date of this change. All other existing benefits and previous inflation increases that have already been applied to your policy through the effective date of the inflation reduction will be maintained. Before selecting this option, please review the information below.

[Please note: Your policy includes a "Limited Pay" payment option. Please consider the number of remaining payments on your policy before making the decision to reduce your benefits.]

- ◆ **ACTION NEEDED BY <deadline>**: Select the Personalized Option on the enclosed Coverage Change Request Form and return it to the address or fax number provided if you wish to choose this option. Please note – your Personalized Option to reduce your future annual inflation and avoid the premium increase is a one-time offer. Variations of this Personalized Option are not available.

Sample of the effect on benefits over time by reducing future inflation rate

The following is an example of how a \$150 daily benefit amount increases over the next 30 years at 5% and <4>% <annually compounding rates/simple annual increases.>



]

>>>>

III. [Your Alternative Options to Reduce Coverage and Lower Premiums

Reduce your current benefits for a lower premium

To help mitigate the premium increase, without reducing your future inflation rate, you may also be eligible to reduce your benefits. For example, you may be eligible to:

- Reduce your current <daily/monthly> benefit*;
- Reduce your benefit period*;
- Increase your elimination period;
- Drop an optional rider.

*This reduction will also result in a corresponding decrease in your Total Policy Limit.

Please note in certain instances the ability to reduce your benefits may not be available due to state-regulated minimum benefit requirements or the available plan options. [Your policy includes a “Limited Pay” payment option. Please consider the number of remaining payments on your policy before making the decision to reduce your benefits.]

- ◆ **ACTION NEEDED BY <deadline>**: If you are interested in learning more about any of your Alternative Options, we recommend you contact one of our customer service representatives at [877-606-7754] to review the options in detail and the impact it will have on your premium.

<Exercise the Nonforfeiture Benefit, resulting in a paid-up policy with reduced benefits

Your policy includes a Nonforfeiture Benefit, which enables you to discontinue paying premiums and provides you with a paid-up policy with reduced benefits. By exercising this option, you will be significantly reducing your policy benefits, so you should give this careful consideration before you select it. .>

<Exercise the Contingent Nonforfeiture Benefit, resulting in a paid-up policy with reduced benefits

If you choose to cancel your policy within [20 days of [next policy anniversary following notification period], we will modify your policy limit (lifetime maximum benefit amount) and convert your policy to paid-up status where no further premiums are due. Your new policy limit will be <\$x> as of <date>, which represents the sum of all premiums paid, less any benefits paid. By exercising this option, you will be significantly reducing your policy benefits, so you should give this careful consideration before you select it.>

The following terms apply if you choose to exercise the <Nonforfeiture/Contingent Nonforfeiture> Benefit:

- No benefits will be paid in excess of your new policy limit.
- Benefits will be paid subject to the daily/monthly benefit levels (and other coverage limits) in effect at the time you convert your policy to paid-up status.
- All optional benefit riders will automatically terminate.
- No future inflation adjustments will be made.
- All other applicable policy provisions, conditions, and limitations will remain in effect.>

- ◆ **ACTION NEEDED BY <deadline>**: If you decide to elect the <Nonforfeiture / Contingent Nonforfeiture> Option, please complete the enclosed Coverage Change Request Form and return it by the date provided.]

FREQUENTLY ASKED QUESTIONS

< Insert CO Name either JHUSA / JHLH >



1. What is the policy provision that allows you to raise my premiums?

The provision that allows for an increase in premiums can be found on the front page of your policy. Your policy indicates that, while your insurance company cannot change coverage or refuse to renew coverage for reasons other than nonpayment of premiums, the company is allowed to change or increase premiums so long as the increase applies to an entire class of policies. We are required to file premium increases on policy series, along with actuarial justification, with the department of insurance in the state where the policy was purchased.

2. Why do you need to raise premium rates — can you explain further?

Accurate forecasting and projecting of future claims experience on LTC insurance policies is complex in its detail and application. Many factors are considered at the time that pricing is established, such as the frequency and severity of particular medical conditions, the expected lifespan of policyholders, the length of time policies are expected to remain in force, and the cost of care, to name a few. As claims are paid, these factors can change over time. Unfortunately, the most recent detailed review of our pricing assumptions confirms that the expected claims over the life of your policy series are significantly higher today than they were expected to be when the premiums were originally determined.

3. Have I been singled out for this rate increase because of my age or health?

No. No individual has been singled out for an increase, nor is the increase due to a policyholder's advancing age or changing health. Also, your state has not been singled out, as all states are included in our rate increase process.

4. If I no longer live in the state where I purchased my policy, does the increase still apply?

Yes. All LTC insurance policies are regulated by the original state in which they were written at the time of the purchase of the policy. That means that the state where you were residing when you purchased your policy continues to be the applicable state, even if you are now residing elsewhere.

5. Does the prevailing economic environment have anything to do with why you are raising my premium?

No. We are increasing premium rates solely due to our claims experience, which indicates higher-than-expected claims on your policy series in the future. State regulation does not permit in force premium rate increases that are for the purpose of bolstering the insurer's financial position.

6. Is there an alternative to paying higher premiums?

Yes. We are offering several benefit reduction alternatives and, in most cases, at least one option that will enable you to keep your premiums at or close to the same level as what you are paying today. The enclosed 'Options Package' outlines your options. To further review these options, please contact one of our customer service representatives.

7. What is the purpose of the enclosed Coverage Change Request Form?

The enclosed Coverage Change Request Form need only be completed and returned to John Hancock should you decide you want to adjust your benefits or cancel your policy. Otherwise, no action is necessary on your part, as the premium rate increase will take place automatically on the policy anniversary date specified in your letter.

8. I am currently on claim. Do I have to pay the increased premium?

If you are a policyholder on claim and currently not paying premium (due to the Waiver of Premium provision in your policy), you do not need to pay the higher premium. We are notifying you now of this increase in the event that your premium becomes payable in the future if you are no longer on claim. If you recover and return to premium status, you will be subject to the premium increase, and at that time we will offer you the same premium reduction alternatives that would otherwise be available to you today.

COVERAGE CHANGE REQUEST FORM

Insert company name here
Individual LTC Insurance Policy for
<Policyholder Name>, <Policy #>



	MAIL	FAX
[Step 1: Select an option (check the appropriate box) Step 2: Review the Agreement and Acknowledgement Step 3: Sign and date this form Step 4: Return this form by the date provided below	John Hancock LTC Coverage Election P.O. Box 111, R-02, Ste 1700 Boston, MA 02117-0111	John Hancock LTC Policyholder Services [877-606-7771]

Your Personalized Option — Avoid the premium increase by reducing your future annual inflation rate

Your future inflation rate will be reduced from <x %> to <x %> on your upcoming policy anniversary of <policy anniversary>. **This will result in no premium increase.**

Alternative Options

One or more of the following can be selected. Please call for more information if you are interested in any of these options. [In some instances, certain changes are subject to state and/or Partnership regulatory benefit minimum requirements.]

- Reduce your <Daily/Monthly> Benefit from \$<pre-fill> to \$_____*
- Reduce your Benefit Period from <pre-fill> to _____*
- Increase your Elimination Period from <pre-fill> to _____
- Remove the following optional rider(s) from your policy: _____
- < Exercise the Nonforfeiture Benefit available on your policy.>
- < Exercise the Contingent Nonforfeiture Benefit available on your policy.>
- < Cancel your policy. This change will be effective immediately.>]

* This reduction will also result in a corresponding decrease in your Total Policy Limit.

Agreement and Acknowledgement

I understand that my benefits and/or premium for those benefits will change based upon the option(s) I select.

I understand that premium rates are not guaranteed and may be increased again in the future if I am among the group of policyholders whose premiums are determined to be inadequate.

If I select an option(s) to change my coverage, I understand that, within 30 days of the date this change becomes effective, I may cancel the change in my coverage and return to my original coverage at the increased premium level.

I understand the policy change(s) I selected above. By signing below, I agree that any change(s) other than cancelling my policy, will be effective on my next policy anniversary provided this form is received by John Hancock by that date.

Signature

Date

Please return this form using the enclosed postage paid return envelope by: <Policy anniv. - 30 days>

Long-term care insurance is underwritten by John Hancock Life Insurance Company (U.S.A.), Boston, MA 02117.

<Insert Policy Form>

JHLTC-1208 1/11

RRD to insert barcode

John Hancock Financial Services

Long Term Care
200 Berkeley Street
Boston Massachusetts 02116-5022

(617) 572-8639
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porourke@jhancock.com

Patrick O'Rourke, FSA, MAAA
AVP and Pricing Actuary
LTC Product & Risk Management



February 10, 2011
Renee Campbell
Michigan Department of Insurance

Re: John Hancock Life Insurance Company (U.S.A.)
2010 Inforce Rate Increase Filing
SERFF: MULF-126970007

Dear Ms. Campbell:

Below are the responses to the questions you asked on 2/3/2011 regarding the above filing. Per your request, the above referenced filing has been withdrawn and resubmitted as two separate filings, one covering the Custom Care II 2007 product and one covering the remaining products.

1. Attached for John Hancock's review is a report from INS Consultants Inc. dated January 27, 2011. Please review and respond to the requests for information in the report. Please be detailed and thorough in your response.

INS 1. We have reviewed the maximum actuarially justified rate increases indicated by JHLIC and we have determined that such rate increases are consistent with our projections. However, these maximum rate increases are on an aggregate risk pool basis. Since the Company is seeking a rate increase specific by issue age, INS suggests that the Company should provide the maximum rate revision for various issue ages e.g. issue ages 50, 55, 65, 75 and 80. INS suggests that the Company also should provide the actuarial projection for each such issue age within each policy series in support of the maximum rate revision.

The variations by rate increase were not meant to be justifiable by experience - the aggregate experience was all that was used to justify the rate increase, as to provide the maximum credibility. The reductions that occur at the older issue ages were not meant to be actuarial in nature. However, if we impose higher rate increases on the elderly insureds that are the least likely able to afford them while they are also at attained ages where they are more likely to be going on claim in the upcoming years, that this will result in anti-selective lapse behavior which would mean that the healthy would more likely lapse and the resulting inforce would be a pool of less healthy lives, thus this could have a negative impact on the pool as a whole.

Any reductions from the aggregate that occur at the younger ages are due to capping the premiums at our new business rates, as we believe it provides some equity to the policyholder to not charge them more post-rate increase than we would currently charge based on our current pricing. This new business rate cap is also a requirement for all States that have adopted rate stability, which impacts a large portion of the insureds on these same policy forms nationwide. So, we decided it would be appropriate to provide the same restriction to pre rate-stability policies as well.

A summary of loss ratios and the maximum justified rate increase by age bucket, for the Custom Care I series, is as follows:

Issue Age	Max Justifiable Increase	Average Increase Requested	Original Pricing Loss Ratio	Current Loss Ratio before increase	Current Loss Ratio after increase
< 48	96.3%	86.0%	117.9%	187.7%	122.8%
48-54	67.5%	88.2%	109.6%	153.4%	100.8%
55-59	70.0%	87.4%	94.9%	132.6%	88.7%
60-64	82.1%	81.3%	82.4%	118.5%	82.6%
65-69	124.6%	62.5%	71.5%	114.8%	87.9%
70-74	151.1%	40.6%	59.6%	97.1%	82.9%
75-79	203.0%	16.1%	54.1%	90.5%	85.8%
80+	366.4%	0.0%	48.5%	90.6%	90.6%
TOTAL	91.5%	71.1%	84.9%	125.5%	89.8%

Some of what drives the pattern of justifiable increase by age is that at older issue ages there is a lot less future premium to be collected relative to claims paid due to higher termination rates.

There are a couple blocks where, for this policy series, the average rate increase is a bit higher than what experience on that block alone would support, but again, we developed the maximum rate increase based on aggregate data, not on individual age blocks. For our older series (Advantage and Gold), the rate increase justifiable at all age blocks is greater than the requested rate increase, because of the 100% cumulative limit we applied.

INS 2. The Company identifies “self-imposed by Company” maximum rate revisions which vary by Policy Series. INS suggests that the Company provide an explanation of how the “self imposed” maximum revisions were determined and whether or not actuarial principles were used in that determination.

The maximum increases were not determined using actuarial principles, but rather to reduce the impact on insureds (particularly for the older policy series). We are willing to forego the cost to us of reducing the maximum increase below what actuarial principles would allow.

INS 3. The Company explains that the reason why the requested rate increase for each series varies by both age and benefit combination is to ensure that the resulting (re-rated) premium is not higher than new business rates for comparable benefits. This is a requirement of policies subject to the Rate Stability Regulation and it is one which JHLIC decided to apply to policies not subject to Rate Stability.

Correct.

INS 4. Further, the Company describes their decision not to seek a rate increase for issue ages 80 and older because they did not want to impose a rate increase on “elderly policyholders that are presumed to be less likely able to afford it.” This is obviously not a decision based on actuarial principles. As a matter of fact, this decision is contrary to the results of the Company’s actuarial morbidity studies. As asserted by the Company in the supporting actuarial memorandum for certain policy series, current experience data “indicated our earlier assumptions for older ages and later durations were too low” and that “this is consistent with the comparison of our original assumptions against our current morbidity assumptions, where it can be seen that the claim costs increases are mostly at the later durations and the older ages.” INS views this limitation on rate revisions at issue ages 80 and older as an arbitrary decision that produces inequities as to the funding of the underlying insurance risk pool. INS suggests that the affected policyholders are not a part of a social scheme, but are a part of a commercial insurance scheme in which there is a reasonable expectation of equitable treatment among all policyholders.

The claim observations regarding older ages and later durations referenced in the actuarial memorandum were about attained ages, not issue ages. The claims experience at the older ages will impact all issue ages.

We are willing to forego the grading if absolutely required; however, we believe that since we are filing rate increases that grade to zero in all states, there will be more policyholder complaints and lapses in a state that does not allow the grading. Additionally, this is not a social scheme, since we are not subsidizing older policyholders at the expense of younger policyholders. We are absorbing the cost of the reduced increases on the older policyholders. We believe this should be allowed because those insureds are the least likely to be able to afford the increase and imposing a large increase on the older insureds could result in very anti-selective lapsation which could be harmful to the remaining insureds. The rates for younger ages were not increased to offset the lower increases at the older ages.

INS 5. The Company states that “since the above items were reductions from otherwise justifiable aggregate rate increases, no insured will be subsidizing any of the concessions that have been made to other insureds in order to accomplish the above objectives”. INS suggests that this stated position is not clearly indicated from the information provided. INS suggests that the issue age information requested in item 1. above will provide a clearer basis from which to judge the substance of this statement.

See our response to item 1 above. Had we not applied any reductions from the aggregate justifiable rate increase, there would still be some age blocks that were below, and some above, the aggregate justifiable increase of 91.5%, and the reductions we applied have not affected that.

INS 6. The Company states that “since these were voluntary reductions put in place by the company, we will not use the resulting deficiency in future profits to justify future rate increases on these series”. INS suggests that

- **The Company should explain what they mean by “resulting deficiency in future profits”**
- **The Company should identify these deficiencies by issue age and**
- **The Company should explain how these deficiencies will be excluded from future rate increase analysis by issue age.**

What we mean by that statement is that if our projected lifetime loss ratios remain less than or equal to the revised loss ratios after the currently requested rate increases, we will not request any further rate increases to make up for our current request being lower than what is now justified. If experience and assumptions change so that our projected lifetime loss ratios exceed the revised loss ratios after the currently requested rate increases, then we could request further rate increases, but in no event would such further requests result in lifetime loss ratios that are less than the current projection.

INS 7. The Company indicates “that the younger insureds are more likely to have purchased the built-in inflation coverage and these insureds will be given the opportunity to completely avoid the rate increase while maintaining their current coverage level by accepting a lower future inflation indexation. Further the Company states in the supporting actuarial memorandums that the reduced indexation “was determined to be actuarially equivalent to the requested rate increase in aggregate.” Since the proposed rate revisions are age specific, INS suggests that the Company provide a demonstration of the actuarial equivalence by issue age of the reduced indexation and the proposed rate revision.

As stated in the actuarial memorandum, the reduced inflation options were calculated in aggregate for each plan across all policyholders with 5% inflation (all ages and benefits within the given plan). For each plan, the following analysis was done:

- A. Determine the impact of the requested rate increases on the present value of future gross premiums.
- B. Solve for the reduced future inflation percentage that reduces the present value of future benefits by the amount equal to the amount calculated in A (actual accrued past benefit increases at 5% are retained).

Since the rate increases requested in this filing may vary by cell (due to the new business rate cap, as well as grading the increases to zero at issue ages 80 and above), it was assumed that for those with relatively lower rate increases, a lower portion of policyholders would choose the inflation reduction in lieu of the rate increase.

On the other hand, for those with relatively higher rate increases, it was assumed that a higher portion of policyholders would choose the inflation reduction. In total, we assumed that policyholders with relatively higher rate increases would be twice as likely to accept the inflation reduction compared to those with relatively lower rate increases.

While there are some cross subsidies across classes, we believe that this approach, while not perfect, is still a much more favorable option than traditional benefit reductions. It would be impossible for us to administer multiple future inflation indices to eliminate the subsidies between cells and thus we would not be able to make this attractive option available. Additionally, using a single future inflation index per product series facilitates communication. The approach is also equitable in that insureds are not required to take this option; those who perceive it is not enough of a good deal, such as the higher issue ages which are subject to smaller increases, can opt to take the rate increase or consider other options.

2. Provide an updated list of the status of this filing in all states, including a description of the current status (approved, disapproved, denied, etc. and the applicable percentage).

Please see the attached file, JH Retail Rate Increase by State Summary 02-09-2011.pdf.

3. Has John Hancock reviewed the financial or solvency implications for their long term care business if this rate increase is not approved or if the increase received is much less than requested? Please provide a detailed explanation.

Yes, our long term care business will require a substantial capital infusion if, on a nationwide basis, this rate increase is not approved or approved for much less than requested.

4. How is the issue age rating structure consistent with the concept of guaranteed renewability? By varying the rate increase by issue age, isn't John Hancock varying the increase based on a risk characteristic and not a class basis?

Since premium rates vary by issue age, we believe that age can be defined as a risk class, similar to benefit period, inflation option, or underwriting class. But even if that is not universally agreed, most of the variation by issue age is due to the limitation that the revised rates cannot exceed our current new business rate - and that is a requirement for policies subject to rate stability regulations. The other variation of rate increases by age arises from our grading the increase down to zero at issue ages 80 and above. We believe this should be allowed because those insureds are the least likely to be able to afford the increase and imposing a large increase on the older insureds could result in very anti-selective lapsation which could be harmful to the remaining insureds. The rates for younger ages were not increased to offset the lower increases at the older ages. In fact, no insured is subject to a higher rate increase than what could be justified on an across the board basis - i.e. no rates were raised by a larger amount to offset plans and ages where the rate increase is lower than the maximum amount.

5. Please explain how reducing the future inflation option would keep these long term care policies in compliance with MCL 500.3909(1)(a).

MCL 500.3909(1) requires the offer of the three types (a-c) at the time of *original* purchase. It also allows the insurer to offer other forms of inflation protection, so long as one of (a-c) was offered.

Our policies comply with the code in that the applicants were offered a 5% Compound Inflation option at time of purchase, and by rejecting it, were allowed to select another form of inflation protection also

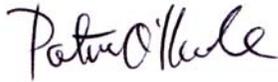
offered (e.g. GPO). Furthermore, this code does not state that the choice of original inflation option must be retained for the life of the policy.

In light of the fact that our inflation landing spot does not conflict with the explicit requirements of 500.3909(1), it should also be noted that Michigan adopted the latest NAIC Model LTC Regulation provision to allow a policyholder to reduce benefits in the future. Although that reduction provision (500.3910b) is applicable to policies issued on or after 6/1/2007, it demonstrates that allowing a policyholder ways to reduce benefits in the future is important and good public policy.

Given that our inflation landing spot is being offered to allow policyholders to avoid the requested rate increases, we ask the OFIR to approve it, as it allows the policyholders to retain all increases accumulated to date at 5%. This is an innovative approach to help affected policyholders, and although a future benefit reduction, it allows the policyholder to avoid making alternative reductions in critical current benefits such as the current Daily Benefit, Benefit Period, or increasing the Elimination Period, all of which would otherwise have a significant negative effect if the policyholder needed long-term care services in the near term. This option is particularly relevant now since the increase in the cost of care has been running in the range of 2-4% for many years now.

Please do not hesitate to contact me if you require further clarification on the above.

Sincerely,



Patrick O'Rourke, FSA, MAAA
AVP & Pricing Actuary

Michigan Review Pending

John Hancock Life Insurance Company (U.S.A.)

2010 Inforce Rate Increase Filing

Advantage, Gold, Custom Care, Custom Care II, and Custom Care II (2007) Policy Series

Filing Status in all States as of 02-09-11

State	Average Increase Requested	Status	Number of Policies Inforce	Annual Premium (before Rate Increase)	Notes
AK	54.9%	Exempt	258	537,785	
AL	40.8%	Approved	3,328	5,909,352	Approved as Filed
AR	31.6%	Pending	2,902	5,164,671	
AZ	42.4%	Pending	7,824	15,858,425	
CA post-RS	19.3%	Pending	7,484	22,035,179	
CA pre-RS	41.1%	Pending	11,281	23,776,162	
CA Partnership post-RS	21.3%	Pending	7,061	21,066,754	
CA Partnership pre-RS	37.9%	Pending	2,787	5,645,929	
CO	41.7%	Pending	10,706	20,949,709	
CT	34.6%	Pending	7,666	19,902,243	
DC post-RS	20.7%	Pending	422	1,136,887	
DC pre-RS	62.6%	Pending	1,565	3,310,968	
DE	36.3%	Pending	1,199	2,248,232	
FL Comprehensive	41.8%	Pending	42,732	88,816,116	
FL Facility-Only	53.7%	Pending	93	154,360	
GA	38.6%	Pending	9,738	18,420,068	
HI	50.1%	Pending	5,036	10,956,830	
IA	38.2%	Pending	8,480	13,743,348	
ID	33.1%	Pending	900	1,613,174	
IL	41.2%	Pending	17,407	34,824,273	
IN P	36.6%	Pending	7,013	14,064,625	
IN non-P	38.7%	Pending	2,725	5,078,119	
KS	39.5%	Pending	5,457	9,220,747	
KY-ADV	30.6%	Pending	190	259,775	
KY-G	41.6%	Pending	760	1,270,488	
KY-CCI	71.1%	Pending	964	1,539,485	
KY-CCII03	21.5%	Pending	1,226	2,365,212	
KY-CCII07	14.4%	Pending	263	514,838	
LA	36.7%	Pending	4,167	6,916,916	
MA	45.8%	Pending	17,822	42,363,016	
MD	43.4%	Pending	20,605	43,771,008	
ME	41.5%	Pending	1,824	3,942,745	
MI	40.8%	Pending	12,991	23,562,199	
MN	40.4%	Pending	8,712	16,662,718	
MO	40.4%	Pending	10,045	18,270,121	
MS	44.1%	Pending	4,682	7,499,739	
MT	37.5%	Approved	1,071	1,982,003	Approved rates that were equivalent to amount initially requested, but increases > 40% must be phased in over 2 years, resulting in higher ultimate rates to remain equivalent
NC	39.1%	Pending	19,200	36,745,461	
ND	33.5%	Pending	1,266	2,147,397	
NE	40.8%	Pending	3,908	6,614,702	
NH	37.2%	Pending	2,395	5,730,733	
NJ post-RS	18.9%	Pending	5,297	14,318,512	
NJ pre-RS	50.6%	Pending	18,851	43,985,515	
NM	38.3%	Pending	1,620	3,232,924	
NV	38.8%	Pending	1,695	3,373,678	
NY	45.5%	Pending	55,597	148,425,561	
OH pre-RS	44.0%	Approved	10,014	17,422,486	Approved as Filed
OH post-RS	33.4%	Approved	11,195	22,649,726	Approved as Filed
OK	37.3%	Pending	2,972	5,260,164	
OR	38.7%	Pending	6,007	11,539,004	
PA	39.6%	Approved	21,271	44,063,334	Full approval for policies w/ inflation landing spots; 15% cap for policies w/o landing spot
RI	36.3%	Pending	4,150	9,515,373	
SC	39.8%	Pending	9,379	15,530,681	
SD	37.1%	Pending	1,457	2,539,638	
TN	40.5%	Pending	12,144	21,856,708	
TX	40.3%	Pending	23,044	41,122,336	
UT	43.3%	Pending	1,011	1,710,142	
VA	42.1%	Pending	32,137	59,401,137	
VT	41.9%	Pending	1,082	2,311,730	
WA	41.1%	Pending	9,689	18,906,651	
WI	39.2%	Pending	11,486	23,742,317	
WV	37.6%	Pending	703	1,289,297	
WY	37.7%	Pending	446	875,940	

John Hancock Financial Services

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AVP and Pricing Actuary
LTC Product & Risk Management



February 23, 2011
Renee Campbell
Michigan Department of Insurance

Re: John Hancock Life Insurance Company (U.S.A.)
2010 Inforce Rate Increase Filing
SERFF: MULF-127027120

Dear Ms. Campbell:

Below are the responses to the questions you asked on 2/16/2011 regarding the above filing.

1.) For each policy series, please further break down each issue age rate revision category and provide the attained ages within each group and tell us how much of a rate increase each group is receiving. What are the numbers of policyholders in each of these groups as well?

Please find the requested data in the attached Excel file 'MI Appendix D – CCII 2007.xls'.

2.) From our meeting on 2/11/11, we understand that John Hancock will be absorbing the cost of not sufficiently funding the future anticipated benefit cost for plans included in the proposed rate revision. We assume that cost is approximated by the difference between the present value of the gross premiums adjusted by the actuarial justified revisions and the present value of the gross premiums adjusted by the proposed revisions, where such present values are based on assumptions consistent with those used in the filing. Can we see this difference by plan for Michigan policies.

The table below shows the difference between the present value of future premiums adjusted by the actuarial justified revisions (with new business caps, without self-imposed caps or grading down at older ages) and the present value of future premiums adjusted by the proposed revisions (with new business caps, with self-imposed caps and grading down at older ages) for Michigan only experience.

Michigan-only experience

	PVFP no caps/grading	PVFP with caps/grading	PVFP difference	% difference
Custom Care II 2007	16.1 M	16.1M	0.04 M	0.3%

Please do not hesitate to contact me if you require further clarification on the above.

Sincerely,

Patrick O'Rourke, FSA, MAAA
AVP & Pricing Actuary

SERFF Tracking Number: MULF-127027120 State: Michigan
Filing Company: John Hancock Life Insurance Company (USA) State Tracking Number:
Company Tracking Number: 2010 INFORCE RATE INCREASE - JH CCII07
TOI: LTC03I Individual Long Term Care Sub-TOI: LTC03I.001 Qualified
Product Name: Long Term Care Insurance
Project Name/Number: 2010 Inforce Rate Increase - JH/

Attachment "MI Appendix D - CCII 2007.xls" is not a PDF document and cannot be reproduced here.

Michigan Review Pending