
From: Judy Graves <jgraves8275@bellsouth.net>
Sent: Monday, July 25, 2016 4:41 PM
To: UnumLTC Hearing
Subject: Requested Rate Increase on Unum's Long Term Care Policy

As I am unable to attend the public hearing on August 12, 2016, I would like to share my comments as a part of this hearing.

First and foremost, I am a retiree on a fixed income. I initially purchased this policy to help me secure assistance when I become unable to assist myself.

While Unum has been very gracious throughout the years with not having a rate increase, the recommendation of a rate increase of up to 76% is outrageous. Is Unum's intent to have the elderly drop the coverage so they do not have to cover any of the policy? I do not know of any individual on fixed income as we are that could handle this large of an increase.

Understand, I am not opposed to a reasonable price increase, that being anything 25% and below, but up to 76%, I seriously believe is an attack on aging America.

I personally request the Florida Office of Insurance Regulation deny this request and recommend an honest, straightforward increase that will not deny elderly policyholder's the sole purpose of having a long term care policy to begin with.

Judy C Graves
[REDACTED]
[REDACTED]

Nashville, Tn. 37214

Sent from my iPad

From: Pattyegan <pattyegan09@gmail.com>
Sent: Monday, August 01, 2016 6:32 PM
To: UnumLTC Hearing

I have been a member of Unum for 35 years and have religiously paid my premiums on time! I think it's a disgrace at this time in my life when I may have to use it that I may lose my ability to pay! How dare you do that to all the baby boomers who been paying into this insurance for years! 114% rate Hike is absurd!

Patricia A Egan

Sent from my iPhone

From: Herbert Wiles <herbie1@bellsouth.net>
Sent: Monday, July 25, 2016 12:33 PM
To: UnumLTC Hearing
Subject: Unum Long Term Care Hearings

My Long term care policy has Form number LTC 5592. I do not see this form on the notification mailed to me by Unum. Is this Form number exempt from the hearing? Thank you, Herbert L. Wiles St. Augustine, Fla

From: Danny Falkowitz <dannyfalk8@gmail.com>
Sent: Tuesday, July 26, 2016 10:37 AM
To: UnumLTC Hearing
Subject: Unum Long Term Care Proposed Rate Increases
Attachments: Unum.docx

Please see the attached comments regarding the above. I would greatly appreciate an acknowledgement of receipt of my comments. Thank you.

From: Jose Aragon <jaragon@bellsouth.net>
Sent: Friday, July 29, 2016 11:57 AM
To: UnumLTC Hearing
Subject: UNUM Long Term Care Proposed Rate Increases

To the attention of the Florida Insurance Commissioner:

I am writing to request that your office reject the extreme increase in long-term care premiums requested by UNUM. The cost for my LTC insurance would increase by 114% or over \$2,500 a year. These increases will affect over 45,000 Florida policyholders. For myself, and others on a fixed or limited income, such an increase is simply unaffordable.

While I understand that the insurance companies may not have made the return that they anticipated on their investment portfolios because the Federal Reserve has kept interest rates artificially low, neither have retired, conservative investors like myself who typically purchase long-term care. If we cannot force the Federal Reserve to increase the returns that we receive on our investments, insurance companies should not be able to increase our premiums to make up for the return that they did not receive.

And if this rate increase is granted, and interest rates increase in the future as they are eventually expected to do, is UNUM planning to lower our premiums if their investment returns are larger than expected? I assume they will not.

In addition, according to your press release, UNUM had a net income of \$203 million and a surplus of \$1.56 billion at the end of 2015. Why should our premiums more than double so that UNUM can make an even larger profit?

I urge you to stand with Florida citizens and deny this outrageously greedy rate increase.

Sincerely,

Jose Aragon

██████████
Coral Gables, FL 33156

██████████

From: Gibbs, Trina <TGibbs@coconutcreek.net> on behalf of Blasi, Mary
<MBlasi@coconutcreek.net>
Sent: Wednesday, August 03, 2016 10:01 AM
To: UnumLTC Hearing
Cc: Hughes, Bernadette; Kershaw, Pam
Subject: Unum Long-Term Care Hearing
Attachments: Coconut Creek Public Comments on Unum Long Term Care.pdf

Dear Commissioner Altmaier,

Please accept the attached letter as the City of Coconut Creek's public comments regarding the Unum Long-Term Care Hearing scheduled for August 12, 2016.

If you have any questions, please contact me at (954) 973-6720 or at mblasi@coconutcreek.net.

Sincerely,

Mary C. Blasi
City Manager



4800 W. Copans Road
Coconut Creek, FL 33063
954-973-6720
954-973-6777 fax
www.coconutcreek.net



MARY C. BLASI
CITY MANAGER

August 1, 2016

Commissioner David Altmaier
Florida Office of Insurance Regulation
Office of Insurance Regulation's Long Range Program Plan
200 East Gaines Street
Tallahassee, FL 32399

Sent via Email: UnumLTChearing@flor.com

Dear Commissioner Altmaier:

Please accept this letter as the City of Coconut Creek's public comments regarding the Unum Long-Term Care Hearing scheduled for August 12, 2016. As a municipal agency, in Broward County, Florida, the City of Coconut Creek sponsors a group long term care indemnity policy underwritten by Unum Life Insurance Company of America (Unum), Form B.LTC, Policy Number: 529074-0001. We write to express our concern about the extreme increase in premiums as part of the proposed statewide average rate increases for long-term care insurance products associated with Unum. The cost of the insurance is expected to increase by 75%, or on average \$33 a month, with some enrollees experiencing increases of up to \$69 per month starting October 1st. This will impact 11 enrollees at the City of Coconut Creek. This rate increase also affects 1,116 Broward County residents and 23,446 Floridians.

It should be noted that when Unum sold this product to our employees, it was understood that the premiums would be guaranteed and never increased. This increase defeats the purpose of locking in rates by paying premiums at a younger age.

For those on a fixed or limited income, such an increase is simply unaffordable. By comparison, rates increases requested from other insurers have been between the 15% to 35% range. It merits a reconsideration of how we structure funding long-term care so that price spikes at this extreme can be avoided.

We respectfully request your response to the following questions:

1. What accounts for the significant increase in premiums and how is that being calculated?
2. What outreach or support is being offered to enrollees beyond mailing letters?

Commissioner David Altmaier
Florida Office of Insurance Regulation
Office of Insurance Regulation's Long Range Program Plan
August 1, 2016

Page 2

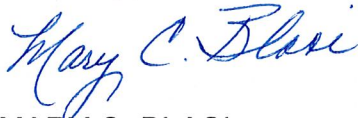
3. Please identify ways you are working with enrollees to make these price spikes more affordable. For example, is Unum considering graduated premiums without a dramatic decrease in coverage?

4. Are annual benchmarks incorporated to ensure that the actuarial projected value matches the actual value? If not, why?

5. If the rate increase is approved, will there be a provision to refund premiums to those who cancel their coverage due to the increase? The intention of this product is to use this benefit at a future date.

We look forward to your response. It is of concern and urgency to our employees to have answers before the decision period ends.

Sincerely,



MARY C. BLASI
City Manager

cc: Pamela J. Kershaw, Human Resources Director
Karen Brooks, Finance Director
Terrill Pyburn, City Attorney

From: Larry Berger <lberger001@gmail.com>
Sent: Wednesday, July 27, 2016 9:12 AM
To: UnumLTC Hearing
Subject: Unum LTC Rate Increase

My wife and I have had Unum LTC policies for approximately 16 years. Unum was paid the premiums for each of those years while we received nothing in return. As we get older, the potential for needing to use these policies increase. Now that there is this potential, Unum wants to more than double the premium by 114%.

Besides not being fair, it appears that as you get closer to using the policy, Unum is trying to encourage policy holders to drop the policy by charging a unrealistic premium based on the premium for the past 16 years.

I strong urge the state not to approve this type of usury rate increase or any increase other than a reasonable cost of living increase or none at all. All the years of paying premiums with no return should count for something.

Thank you.

Lawrence Berger

From: Eva Spear <eva458suz@prodigy.net>
Sent: Tuesday, July 26, 2016 7:52 PM
To: UnumLTC Hearing
Subject: UNUM policy holder opinion
Attachments: G unum ltc policy holder.odt

see attached

From: Michael Whiteman <emw1113@yahoo.com>
Sent: Tuesday, July 26, 2016 11:16 AM
To: UnumLTC Hearing
Subject: Unum Proposed Rate Increase

My wife and I have had a long term health care policies with Unum (LAC [REDACTED] & LAC [REDACTED]) for almost 20 years at an annual cost of over \$2100 per year.

Now when I am 78 years of age, Unum is seeking rate increases of 76-114%!!

As seniors living on Social Security without a pension, this type of increase could make these policies non-affordable to us a a time when we need the protection the most.

I can only believe that Unum seeks for us to cancel the policies to avoid a liability of paying out.

Let Unum increase rates for the issuance of new policies, not squeeze out seniors who have paid BIG TIME for decades when they need the coverage the most.

Michael & Ellie Whiteman

[REDACTED]
Sun City Center, FL 33573

From: pat graf <pat_graf@hotmail.com>
Sent: Wednesday, August 03, 2016 2:20 PM
To: UnumLTC Hearing
Subject: Unum Rate Increases for Long Term Care Insurance

This insurance company (Unum) has sold long term care insurance in Form Numbers for fifteen or so years. Then they changed Form Numbers again with the same benefits or close to the same benefits to younger people for another few years. Then they are raising the rates by Form Number to the older people under these plans with significant rate increases when these older people are on fixed incomes and cannot afford these increases. When these older people can least afford these increases and need the coverage the most the Insurance Companies want these increases so that a lot of these people have to drop their coverage because they can no longer afford the premiums. This is a disgrace to honest Senior Citizens. Unum is not the only company doing this, I understand MetLife is doing the same. Thank you for your listening ear. Sincerely, Dan Waldrop, [REDACTED], Jacksonville, Florida 32221, [REDACTED], danwaldrop@icloud.com

From: patmansell@comcast.net
Sent: Saturday, July 30, 2016 3:56 PM
To: UnumLTC Hearing
Subject: UNUM request to raise my Long Term Care premiums

Dear Florida Office of Insurance Regulation,

I recently received a letter from UNUM regarding a public hearing that will be held on August 12th to discuss their request to increase or even double my premium rate I have been paying for many many years. I am not able to attend the hearing, so I am writing to you today to make a statement and express my opinion. As a senior citizen who in good faith bought this Long Term Care insurance product earlier in my life, I am vehemently opposed to this company asking permission to DOUBLE my premiums now that I am getting closer to a time when I may have to use this insurance policy. Even though the premiums were expensive when I first bought this policy, it was an investment in my family's future to purchase this policy many years ago. I understand UNUM doesn't even sell this policy any more, as maybe they can't make money off of it, but sell it they did, to me and many others who are now, years later, senior citizens. I am asking you to please please NOT APPROVE their request to increase or even double my premiums. The policy would no longer be affordable for me to continue, and that just doesn't seem right, as I have invested many thousands of dollars in this policy over many years. Thank you for listening, and I hope you will do the right thing for the older consumer's of this insurance product.

Sincerely,

Patrick Mansell

UNUM Long Term Care Policy Number LAC [REDACTED]

DANIEL AND SHARON FALKOWITZ

[REDACTED]
BOYNTON BEACH, FL 33437
[REDACTED]

JULY 26, 2016

**Mr. David Altmaier, Insurance Commissioner
200 East Gaines Street
Tallahassee, FL 32399**

**RE: UNUM LIFE POLICY NO. LAC [REDACTED]-DANIEL FALKOWITZ
UNUM/PROVIDENT POLICY NO. [REDACTED]-SHARON FALKOWITZ**

Dear Commissioner Altmaier,

I am writing to comment on the notice detailing the proposed rate increases I received with respect to the two referenced policies listed above. My proposed rate increase is listed at 76% for simple uncapped inflation which will increase my annual premium from \$1,915.33 to \$3,370.98. My wife's proposed rate increase is listed at 58% for simple uncapped inflation which will increase her annual premium from \$4118.40 to \$6,507.07. The total increase for both policies amounts to an egregious \$3,844.32. We have been paying these premiums for in excess of 15 years. I am soon to be 80 and wife is 78.

When we purchased these policies they were aggressively marketed by Provident and Unum with the idea that that our long-term care needs would be taken care of at rates and coverages that could be maintained indefinitely. We realized that the premiums were expensive for us but based upon the foregoing promises, we felt the need to bite the bullet and protect ourselves.

I am unfamiliar with what takes place at rate hearings but I assume Unum will present detailed financial information citing their loss history and you will opine on whether the rate increases are justified. In the event that you might be concerned about the viability of Unum, I offer you some comments made by Unum's CEO Richard McKenney to shareholders at his first annual meeting:

*He sees increasing demand for Unum's products and services.

*He sees a tremendous opportunity to continue to grow the market.

*The Company is well-positioned both strategically and financially to capitalize on opportunities.

*The Company increased its dividend for the 7th consecutive year and repurchased more than \$425 million of its stock in 2015.

*He truly believes that Unum is stronger today than ever before and is strongly positioned for growth and financial success.

*In addition the net income for the year 2015 was more than double the previous year and the Company has a return on equity of almost 10%

My wife and I sincerely believe that these proposed rate increases are not justifiable and should not be visited upon us because of Unum's negligence in determining their rates. If Unum made bad decisions they should have to live with them and make up their losses from the remaining parts of their business, make cost cuts or reduce its dividends just as any other company would do in these circumstances.

We have learned that we do not have the opportunity in life to have “do-overs”, why should Unum?

We understand that you may not grant any rate increases or possibly grant lower increases. Even if you grant smaller increases, it is entirely possible that Unum can come back year after year for further rate increases. Since we live on a fixed income and are in our advancing years, to take us from combined premiums of \$6,033.73 to \$9,878.05 is prohibitive for us. By virtue of Unum’s rate increase, they are hoping we will drop our policies altogether and reduce their claims exposure. We don’t feel we should be held liable for their faulty business decisions. Even if Unum offers reduced coverages for lesser premiums, this is not a solution for us because if we were to make claims on our policies at our ages, we would probably need more coverage than we presently have, not less.

Accordingly, we would ask that you make the right decision and strike down their outrageous proposal. Thank you for your consideration in this matter.

Very truly yours,

Daniel and Sharon Falkowitz

From: Lynn Smith <wrch.4jls@cox.net>
Sent: Wednesday, July 27, 2016 11:52 AM
To: UnumLTC Hearing
Subject: Reasons to deny rate increase

I **do not** want to see the rates increase. I've had a Unum LTC policy (form LTC94Q) for nearly 15 years. Unum wants a ridiculous premium increase of 114% for those with a compounded 5% benefit increase, for which I pay. Though health care costs have inflated beyond the 5%/year, that doesn't mean Unum is paying any more than the contract maximum. Unum is not paying any more than the 5% compound inflated \$3000/month for care. My Unum policy contract does **not award the policyholder** additional benefit coverage to parallel increased premium. It seems Unum wishes to collect additional premium income for costlier health care they will not completely cover. To the policyholder, insurance expense would be more and health service less. -- J L Smith, Ft. Walton Beach, FL

From: HOWARD MANN <mann6433@bellsouth.net>
Sent: Monday, July 25, 2016 4:51 PM
To: UnumLTC Hearing
Subject: Proposed Rate Increase

My wife and I each have a policy (LTC94) with Unum. I believe that a rate increase of 114% is excessive and would be extremely burdensome to us.

Unum sold a product based on their actuarial analysis. If their analysis was faulty, they must bear a major portion of the consequences.

There should be, at a minimum, a phasing in of rate adjustments. They should not be permitted to set a profit margin for themselves as though they had no hand in creating this situation. Going forward, they can set prices as they see fit subject to the effects of competition in the marketplace. For existing policyholders, they should be compelled to accept a significantly reduced profit.

Thank you

Howard Mann

[REDACTED]
Boynton Beach Fl. 33472

From: David Haver <dhaver@comcast.net>
Sent: Monday, July 25, 2016 11:00 AM
To: UnumLTC Hearing
Subject: Proposed Rate Increase

I am a policy holder for one of Unum's Long Term Care policies and am in receipt of a letter from Unum indicating a request for a rate increase has been submitted. For my specific policy, the proposed increase is 114% which is obscene.

My first request is that Unum's proposed increase be denied. I, and many other seniors, live on a fixed income and any increase would be difficult, if not impossible, to accommodate. As you know Social Security benefits have not been increased in a couple of years as it is fixed to the CPI. A 114% increase far out paces any inflationary standard and is totally unacceptable.

In a conversation with a Unum representative, I understand that other states where Unum applied for a rate increase, consideration was given to other alternatives to mitigate or eliminate the increase. For example, my policy provides for a 5% annual increase in benefits. I understand that by reducing the increase to 3% annually, that Unum was able (or forced) to keep the current premium the same. In lieu of totally denying the proposed increase, I would be amenable to a slight reduction in the annual increase in benefits to keep the premium the same.

I would hope that the Florida Office of Insurance Regulation would stand their ground and reject the outrageous increases proposed by Unum. Recognizing that there is a possibility of approving even a slight increase, I would respectfully suggest that the alternative of a lesser increase in annual benefits be considered to eliminate any increase for policy holders such as myself.

I would appreciate a response to this letter and sincerely hope that FLOIR will perform their duty to protect the consumers in the State of Florida against such predatory practices.

Regards,

David A. Haver

[REDACTED]
Tallahassee, FL 32309

[REDACTED]

From: Don Garison <rdgdiver@aol.com>
Sent: Wednesday, July 27, 2016 3:50 PM
To: UnumLTC Hearing
Subject: Proposed Rate Increase

To Whom It May Concern:

My wife and I have received notice of a proposed rate increase of 75% on the Group Long Term Care Indemnity Policy that we hold. Having invested in the product for 13 years with a considerable amount and now being retired we are faced with an increase that could mean inability to pay the premiums thus losing coverage that was expected to cover expenses in our declining years as well as losing the premiums already paid. An increase of this magnitude is outrageous and will adversely affect thousands of retirees as well as currently employed individuals. I urge rejection of this request.

Robert D. Garrison
Susan C. Garrison

From: cdarad@aol.com
Sent: Tuesday, July 26, 2016 1:33 PM
To: UnumLTC Hearing
Subject: Public Comment

Florida Office of Insurance Regulations.

I just received my notice that Unum is requesting an increase at the rate of 114% for my current Long Term Care policy. I along with many others purchased this policy during our working years and have been faithfully paid the premiums since July 2002. When purchased, we were sold on the idea of taking care of long term cost and the increases in cost when we retired.

I've recently retired and now have a very limited income to pay the premiums, however, all of my financial planning included taking care of myself and my wife should the need arise at the rates that we were told by representatives selling the policies would provide for our protection in the future with a growth in benefits to take care of the growth in care cost.

If their actuaries were incorrect, that is the cost of business and the risks they take as well as the reward for correct assumptions.

If Unum desires to raise rates on new policies, and prospectively sell those policies, that is fine, however, to raise premiums on existing policies is an absolute disaster for responsible senior citizens that for years have paid for a benefit to keep from depending on Medicaid for this type of care.

Sincerely

Charles D. Allan

[REDACTED]
Panama City, Florida 32401
Policy number LAC [REDACTED]

Charles Allan

[REDACTED]
This e-mail message including any attachments is for the sole use of the intended recipients and may contain confidential and privileged information. Any unauthorized review, use, disclosure is prohibited. If you are not the intended recipient, please contact the sender by e-mail and destroy all copies of the original message.

From: SIRIDESIGN@aol.com
Sent: Monday, August 01, 2016 10:37 AM
To: UnumLTC Hearing
Subject: rate increase

TO WHOM IT MAY CONCERN:

I HAVE BEEN A POLICY HOLDER SINCE 11/04/2002. I FEEL THE RATE HIKE WOULD MAKE IT ALMOST PROHIBITIVE TO RETAIN THE POLICY WITH THE RATE GOING UP 114%.

IT IS MOST UNFAIR, AFTER HAVING THIS POLICY SINCE I WAS 56 YEARS OLD AND NOW 71 AND ON A FIXED INCOME, TO INCUR THIS KIND OF MAJOR ADDITION TO MY EXPENSES. UNUM WILL BE HURTING MOST OF THEIR CUSTOMERS.

PLEASE CONSIDER HOLDING THIS INCREASE, IF ANY, TO A MINIMUM.

IT APPEARS THAT UNUM IS TRYING TO GET RID OF THEIR POLICY HOLDERS THAT HAVE 5% INFLATION IN THEIR POLICIES.

THANK YOU FOR HEARING MY CONCERNS.

IRIS SOCOL

From: gpdouglas@charter.net
Sent: Wednesday, July 27, 2016 8:37 PM
To: UnumLTC Hearing
Subject: Rate increase

We received your letter of July 21, 2016 advising of a requested 76% rate increase to our policies. While we won't pretend that we are totally unable to pay this increase, there are many people for whom this hike is impossible. We presume that they can abandon their policies after many years of paying premiums or take reduced benefits.

For us this increase is uncomfortable. We have been paying premiums on our LTC policies since 1998. We think that UNUM has made a lot of money on these policies with no indication that it will ever need to pay out. We also understand that UNUM is not suffering financially. We do not think that a 76% premium hike is at all reasonable.

Grail and Phyllis Douglas

From: Edwin M. Ginsburg <eddieg@aol.com>
Sent: Monday, August 01, 2016 12:27 PM
To: UnumLTC Hearing
Subject: Rate increase Hearing - UNUM L.T.C. insurance policy.

To: Florida Office of Insurance Regulation.

From: Edwin M. Ginsburg

I OBJECT TO THE PROPOSED RATE INCREASE requested by UNUM that pertains to my LTC policy, and I request that the Fla. Office of Insurance Regulation DENY any increase.

I am the Insured under Policy No. [REDACTED]. The requested increase would almost DOUBLE my rate (+76% increase requested, if I read the Notice-letter correctly). This, or any increase, is unconscionable. It would be an abuse to me, and there is no justification for any increase.

Please DENY THE RATE INCREASE.

Please acknowledge receipt of this email (I can't attend the public hearing in person), so that I'll know that I've registered my Objection with the correct office.

Thank you, Edwin M. Ginsburg

Edwin M. Ginsburg

[REDACTED]
Coral Gables, FL 33133

Phone: [REDACTED]

Email: eddieg@aol.com

From: Sue <suehitch16@gmail.com>
Sent: Tuesday, August 02, 2016 9:53 PM
To: UnumLTC Hearing
Subject: Rate increase

I have had the LTC policy for over 11 years. I can understand a rate increase but a rate increase that DOUBLES the premium is unconscionable. I am sure a majority of your policy holders are retired and now on fixed incomes. It appears to me that you want these long-term customers to be unable to pay the premiums. I find this extremely unethical.

Susan Hitchcock
Sent from my iPad

From: InsuranceCommissioner
Sent: Friday, July 15, 2016 10:42 AM
To: 'Gerald Katz' <gerryk1@bellsouth.net>
Cc: Young, T'Yana <T'Yana.Young@flair.com>; Consumer Services <consumerservices@myfloridacfo.com>
Subject: RE: LTC Insurance Premium Increases - Unum & Met Life

Dear Mr. Katz:

Thank you for your correspondence. We appreciate your taking the time to share your comments and concerns. In an effort to assist you, I am forwarding your information to the Division of Consumer Services for further review. You may also contact Consumer Services directly by visiting www.myfloridacfo.com/Division/Consumers/ or by calling toll free 877-693-5236.

If the Office of Insurance Regulation can be of further assistance, please do not hesitate to contact us.

Sincerely,

Lin Hartsfield
Office of the Commissioner

From: Gerald Katz [<mailto:gerryk1@bellsouth.net>]
Sent: Friday, July 15, 2016 10:37 AM
To: InsuranceCommissioner <InsuranceCommissioner@flair.com>
Cc: Consumer Services <consumerservices@myfloridacfo.com>
Subject: LTC Insurance Premium Increases - Unum & Met Life

I worked at Unum when their Long Term Care policies were designed and contributed to the beginnings of their sales efforts. The premiums were originally designed to be higher than most other companies selling a similar product at the time.

Unum increased their premiums up to 72% in 2014 in Florida and they are now asking for up to a 114% increase in premiums again. I trust you will not allow this to happen and do not grant them any increase, taking into consideration the overall profitability of the company and not just the losses incurred in their Long Term Care policies.

Gerald Katz

[REDACTED]

Weston, FL 33326

[REDACTED]

From: InsuranceCommissioner
Sent: Monday, July 25, 2016 8:48 AM
To: 'Nancy Hutton'; InsuranceCommissioner; Consumer Services
Cc: MetLifeLTC Hearing; UnumLTC Hearing
Subject: RE: Please deny Proposed Long Term Care Rate hikes

Dear Ms. Hutton:

On behalf of Commissioner Altmaier, thank you for your correspondence. We appreciate your taking the time to share your comments and concerns, and will take these under advisement. Also, your comments will become part of the hearing record.

Again, thank you for writing. The Commissioner values the view of citizens like you.

Sincerely,

Christina Huff
Office of the Commissioner



From: Nancy Hutton [mailto:nshutton@bellsouth.net]
Sent: Saturday, July 23, 2016 11:37 AM
To: InsuranceCommissioner <InsuranceCommissioner@flor.com>; Consumer Services <consumerservices@myfloridacfo.com>
Subject: Please deny Proposed Long Term Care Rate hikes

Dear Insurance commissioner,

Please do not allow huge rate hikes for long term care insurance. Metropolitan Life and Unum should be carefully regulated for rate hikes. Many people who have long term care insurance are on fixed incomes and can't afford large rate hikes. If Florida residents lose their long term care policies because of large rate hikes their long term care will be compromised or left to the government.

What is the profit margin of these companies? Rate hikes of over 20% do not sound fair. As a teacher my salary hikes every year are less than 3%, so how can you allow insurers to have higher rate hikes than salary hikes.

Please deny large long term care rate hikes.

Sincerely,

Nancy Hutton

St. Augustine, FL 32084

From: Barbara Cohen <barbara@miamipropertybybarbara.com>
Sent: Monday, August 01, 2016 10:08 AM
To: UnumLTC Hearing
Cc: barbco57@bellsouth.net
Subject: RE: STATEMENT RE THE UPCOMING UNUM RATE INCREASE HEARING
Attachments: barbco57@bellsouth.net0159.pdf

-----Original Message-----

From: UnumLTC Hearing [mailto:UnumLTChearing@flor.com]
Sent: Monday, August 01, 2016 10:03 AM
To: Barbara Cohen <barbara@miamipropertybybarbara.com>
Subject: RE: STATEMENT RE THE UPCOMING UNUM RATE INCREASE HEARING

Thank you for taking the time to provide your comments to the Florida Office of Insurance Regulation regarding the Unum Life Insurance Company of America ("Unum") rate hearing. Your comments will become part of the hearing record.

Under Florida law, written communications to the Office are public record; this would include email addresses. They are subject to public disclosure, including being available to the public and media if requested. For more information visit the Office of Insurance Regulation's Internet Privacy Policy.

For questions regarding your insurance policy or to file a formal complaint, please contact the Department of Financial Services, Division of Consumer Services by visiting www.myfloridacfo.com/Division/Consumers/ or calling the statewide toll-free helpline, 1-877-693-5236.

From: Fred Hiatt <fred@reddoorwealth.com>
Sent: Wednesday, August 03, 2016 10:21 AM
To: UnumLTC Hearing
Subject: policy holder

Hello,

My mother purchased a policy 15 years ago and agreed to the terms of \$1700 annually for said benefits. We never missed a payment and lived up to our part of the contract. How is it even possible for them to change the signed agreement between two parties after so many years. The fact that they weren't able to predict inflation is not my mother's fault. They have the smartest people, the largest buildings and fat profit margins, so it appears they should not be given these 76-114% price increase. What is the consumers options?

If the government votes yes for this increase, it will once again prove the Government isn't for the people!

Fred

Fred Hiatt
Red Door Wealth Management
Chief Operating Officer

C [REDACTED]

C [REDACTED]

www.reddoorwealth.com

From: Melonie DIZON <dizon2000@bellsouth.net>
Sent: Sunday, July 24, 2016 11:44 AM
To: UnumLTC Hearing
Subject: Proposed insurance increases

From: MelonieDizon
[REDACTED]
Milton, FL 32570

email address: dizon2000@bellsouth.net
phone number: [REDACTED]

The proposed increases of up to 114% is something that would be imposed mostly upon seniors who are relying on Social Security and Medicare or

Medicaid benefits. We have not had an increase in Social Security more than five years. I do understand that insurance companies are for profit

companies, but when you look at their profit margins, it is hard to understand why they should be granted such huge increases at this time and in this

economy. If this requested increase is granted, many of the seniors will no longer be able to afford to carry additional coverage and we will be forced

to depend upon Medicare or Medicaid payments and limits. The Medicare and Medicaid funds are below standard care requirements for most long

term care needs.

I request that the public hearing does not grant an additional increase at this time.

Sincerely,

Melonie Dizon

From: Fred Smith <fsmithcfp@aol.com>
Sent: Monday, July 25, 2016 12:44 PM
To: UnumLTC Hearing
Subject: Proposed LTC price increase

To Whom It May Concern: I have recently been informed by Unum of their intent to seek a price increase that would impact my Long Term Care policy, form LTCT03, by 90% for compound uncapped inflation. As a retired person living on a fixed income **I FIND THIS UNACCEPTABLE.** *Retired people are not in a position to absorb an increase of this magnitude especially when there have been no cost of living adjustment on Social Security this past year. Unum's action regarding the magnitude of the proposed increase will make retaining their Long Term Care policy impossible for the majority of retired policy holders.* **I would expect the Florida Insurance commissioner to flatly deny Unum's request for increase.** Fred Smith, fsmithcfp@aol.com. [REDACTED].

From: james egan <jegan08@comcast.net>
Sent: Monday, August 01, 2016 2:03 PM
To: UnumLTC Hearing
Cc: Pattyegan
Subject: insurance rate hikes by UNUM

I've been paying my premiums for over thirty five years and now at a time when I might have to use my insurance UNUM wants to increase my payments by 114 percent.

Baby Boomers have been religiously paying their insurance premiums for many years and now UNUM wants to change the contract so most of them will have to drop their policies because of an inability to pay. I think that this is what they want. As far as I am concerned this is fraud and a criminal action. Please don't be in the pockets of the insurance companies. James Egan

From: conovo <conovo@aol.com>
Sent: Friday, July 29, 2016 2:30 PM
To: UnumLTC Hearing
Cc: InsuranceCommissioner@flair.com.
Subject: Long Term Care Insurance hearing on August 12th at Kovens Conference Center

Re: Consuelo Novo
Policy No. LA [REDACTED]
Effective Date: 05/18/2002
Premium \$1,390.20
Forn No. LTC94Q

Gentlemen:

I received a letter dated July 21, 2016, regarding a public hearing concerning requested rate increases on my Unum Long Term Care policy.

I'm totally against any increase. I'm 74 years old and have this policy since 2002 and have put \$20,000 into it. I have never used the policy and hope I never have to. However, I'm retired and live solely on Social Security and have no added income; so it is even difficult for me to have an increase in premium when I'm just trying to survive with what I receive as best I can.

Also, when I opted to sign up for this insurance, I was told that the premium would never increase and that the amount of the benefit would increase as the cost of living increased.

I request that if this policy increases by 114% that you return to me the \$20,000 I have paid into it, as I have been lied to.

I will not be able to attend the public hearing so keep me informed.

Thank you in advance,

Consuelo Novo

From: andy rafkin <blr49@comcast.net>
Sent: Monday, July 25, 2016 2:54 PM
To: UnumLTC Hearing
Subject: Objection to Proposed Rate Increase

To the Office of Insurance Regulation:

I hold a UNUM LTC policy form LTCP03 with a simple uncapped inflation rider, and as such am in receipt of the notice of UNUM'S requested rate increase of 58%. I purchased this policy in January 2006. This policy was marketed by UNUM as one in which rate increases were possible but only in small increments as would be authorized by your office.

I have now paid in ten years of premiums and am approaching the point in my life where I may need the policy coverage. Social Security increases based on the increased cost of living are non existent or minimal ,yet UNUM claims that the very policy holders who are reliant on their social security 's non existent COLA should be shackled with a 58% increase in their premium. If UNUM miscalculated their exposure when they issued these policies they should sustain the loss of their miscalculation,not the policy holders. They can issue future policies for 58% more and see if anyone buys them.

As for me , unless the premium increase is 46% or more of my original premium, I will have to cancel the policy without receiving any benefit from the 10 years of premiums I have paid since the policy's contingent non forfeiture provision which gives me the benefit of the amounts paid to date if I cancel is not triggered by a premium increase of less than 46%. UNUM knows your office will not grant the entire increase requested and so has strategically asked for a 58% increase knowing that even if your office grants them a 40% increase, people like me will be forced to cancel their policy under circumstances wherein UNUM will not have to provide any benefits to us even though we have paid ,(in my case) ten years of premiums.

Your office should reject any requested increase that exceeds what Social Security has found to be the actual increase in the cost of living. However, if the insurance lobby is too strong to resist, at least require UNUM to offer all of of us who will be forced to cancel after having paid in years of premiums the option of invoking the non forfeiture provision so we can at least receive some benefit from these policies which were apparently marketed in a less than transparent manner.

Thank -you.

Barbara L Rafkin

From: Eva Spear <eva458suz@prodigy.net>
Sent: Tuesday, July 26, 2016 7:45 PM
To: UnumLTC Hearing
Subject: Opinion on rate increase hearing dated Aug. 12,2016a
Attachments: Eva UNUM rate increase.odt

see attachment

From: Eva Spear <eva458suz@prodigy.net>
Sent: Tuesday, July 26, 2016 7:41 PM
To: UnumLTC Hearing
Subject: Opinion on rate increase

see attachment

July 26, 2016

Attn: Florida Office of Insurance Regulations

Reference: Upcoming public hearing August 12, 2016 concerning requested rate increase for UNUM's Long Term Products.

I am a UNUM LTC Policy Holder.
Form # LTC94Q

I will not be able to attend meeting but would like to state my opinion.

I have a great concern that UNUM deems it necessary to request a rate increase of 75%.

I am a retiree living on a fixed income. A 75% increase on my current policy would be over \$800.00 per year. This increase is over exaggerated by any means.

I am respectfully asking our Florida Office of Insurance Regulations to deny this request to increase our premium rate of 75%.

Thank you in advance.

Respectively,

Eva L. Spear

[REDACTED]

Longwood, Fl 32779

Home phone [REDACTED]

July 26, 2016

Attn: Florida Office of Insurance Regulations

Reference: Upcoming public hearing August 12, 2016 concerning requested rate increase for UNUM's Long Term Products.

I am a UNUM LTC Policy Holder.
Form # LTC94Q

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I have a great concern that UNUM deems it necessary to request a rate increase of 75%.

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I am respectfully asking our Florida Office of Insurance Regulations to deny this request to increase our premium rate of 75%.

Thank you in advance.

Respectively,

Eva L. Spear

[REDACTED]
Longwood, Fl 32779

Home phone [REDACTED]

From: Patricia Handler <phandler@miamimed.com>
Sent: Tuesday, July 26, 2016 4:22 PM
To: UnumLTC Hearing
Subject: Comments on UNUM's Proposed Rate Increase

July 26, 2016

Sirs – I am outraged that you would propose increasing my Individual Long Term Care Indemnity Policy by as much as 114%. According to the website, the premium increases are driven by incorrect assumptions regarding how many people would decide to cancel their coverage, the number of policyholders with cognitive issues such as Alzheimer's, and longer life expectancy.

Why are policyholders being penalized for YOUR incorrect assumptions?

I have had my policy for approximately 15 years. Now that I am just about ready to retire (age 70) you are proposing to more than double my premium at a time when I will be on Social Security and not earning an income allowing me to afford the coverage at twice the cost.

So yes . . . I am old enough to know there is seldom fairness in this world; however your proposed increase is unconscionable. This is akin to 'bait and switch' in my mind. When I was young enough and didn't need the insurance coverage the annual premium was \$1500: Now that I am 'elderly' and may be in need of the coverage, you want to more than double the premium which I – and many others – are expected to afford on a Social Security income. Are you kidding me? What are you thinking? Patricia

Patricia Handler
[REDACTED]
Cooper City, Florida 33328

ExchangeDefender Message Security: [Check Authenticity](#)

From: anonymous anonymous <soflaunumltcpolicyholder@gmail.com>
Sent: Tuesday, August 02, 2016 8:51 PM
To: UnumLTC Hearing
Subject: Fwd: Proposed LTC rate increase

Subject: Proposed LTC rate increase

To: Representative of the Florida Office of Insurance Regulation
UnumLTChearing@floir.com,

Re: Public hearing on UNUM LTC rate filing on August 12th

My wife and I purchased **individual** Long Term Care insurance (form LTCT03) from Unum Provident over 12 years ago when we were in our mid 40's and in good health and have paid our policies faithfully. Now a **90% RATE INCREASE** has been proposed. **This is unreasonable.**

We are unable to attend the hearing so are sending this email.

We understand that calculating actuarial estimates of risk to an insurance company is an inexact science and that occasionally a rate adjustment might be requested to the state to offset any minor errors. However, requesting a 90% rate increase is outrageous. Surely a huge company like UNUM can predict risk and offer initial premiums at a realistic rate and operate their business. I see from the letter from UNUM that other policyholders could also experience high rate increases.

Due to personal health reasons I no longer qualify for Long Term Care insurance and would not be able to buy an alternate policy. Therefore, we are trapped and would have difficulty affording a 90% rate increase.

Please exercise your due diligence in keeping insurance rates within a reasonable range for responsible policyholders like us who purchased insurance at an earlier age rather than relying on the state and Medicaid in our older years. Also, punishing responsible consumers who purchased well-defined inflation riders knowing that LTC costs increase over time is particularly harmful. Our policy was not inexpensive. We bought Individual policies (not group) from Unum because of their reputation and paid more compared to their competitors to make sure any future needs would met.

Allowing huge rate increases like this will only encourage insurance companies to lure unsuspecting customers into buying individual insurance policies at a certain price with the knowledge they can increase rates drastically later.

Thank you. We are counting on the Office of Insurance Regulation for our futures.

Respectfully,

Anonymous Unum LTC policyholder
South Florida

Dear Sirs,

I am a UNUM LTC Policy Holder
Form # LTC94Q.

I recently received a notification of the upcoming Public Hearing at a requested premium increase by UNUM.

I will not be able to attend but would like to state my opinion.

As a retiree on fixed income the FLOIR must make sure that any rate increase be an absolute minimum UNUM need and not due to company mismanagement.

George F Spear

[REDACTED]
Longwood, Fl 32779

[REDACTED]

From: pabelman@aol.com
Sent: Tuesday, August 02, 2016 3:35 PM
To: UnumLTC Hearing
Subject: Fwd: rate increase

-----Original Message-----

From: Phyllis <pabelman@aol.com>
To: unumltcehearing <unumltcehearing@flor.com>
Sent: Mon, Aug 1, 2016 3:47 pm
Subject: rate increase,unimportant

I have received notice from UNUM that it is asking for a 75 percent increase in my policy. I have had this policy for 14 years, from age 57. My husband could not get coverage because of a heart condition.

We therefore decided on a policy for me, as an added medical precaution. Now that precaution could cost an additional \$867 per year. So much for planning ahead. In retrospect, I should have saved the \$16,000 I have already spent. I understand that nursing costs have increased, but my income has not.

I live in Mayland in the summer and cannot attend the hearing. Please forward my concerns that I am certain I share with the rest of the Florida policy holders in this category, approximately 4400 of us. This seems like a not so subtle way of wiping us, en masse off , their books. The policy rate is EGREGIOUS, and baffling.

Phyllis Belman, category LTC940Q

Sent from my iPad

From: Marcia London <mlondon3@yahoo.com>
Sent: Tuesday, August 02, 2016 6:18 PM
To: UnumLTC Hearing
Subject: Hearing

From: Marcia London <mlondon3@yahoo.com>
Date: August 2, 2016 at 6:02:53 PM EDT

Subject: Hearing

I am writing concerning a long term care policy that I have had since 2002. I have paid the premiums consistently and on time all these years.

I am a senior citizen on a fixed income. This increase would negatively impact on my ability to continue to provide myself with food and shelter. In other words, I would have to choose between my long term care and my ability to go to the grocery store.

Marcia London
Unum policy
[REDACTED]

Sent from my iPhone

From: Diana Portillo <dportil1@tampabay.rr.com>
Sent: Saturday, July 23, 2016 12:37 PM
To: UnumLTC Hearing
Subject: Increase of insurance

To whom it may concern,

I bought my policy RLTCP03 through my work, Tampa General Hospital. I was told at the time that there would be no increases, and I bought it with the intention that I would be able to afford this policy when I retire. After getting the letter about possible increases, I am concerned about my future financial burdens. I hope that you will honor that promise.

Thank You,
Diana Portillo
Dportil1@tampabay.rr.com

From: Daniel Moore <dzmoore@tampabay.rr.com>
Sent: Tuesday, July 26, 2016 10:21 AM
To: UnumLTC Hearing
Subject: Against Rate Increases

To Whom it May Concern,

Although the Public Hearing is scheduled on August 12, 2016, I can hear the whistle blow of a fast moving freight train in the distance. It's cargo is packed with profits provided by thousands of policy holders, past and present. After contributing over \$67,000 during the 14 years of my policy, I now hear it most likely won't be enough to keep UNUM solvent long enough for me to benefit. Not unlike banks, wall street firms and other insurance companies, their individual "integrity" must not be compromised due to poor estimates of future costs. For some reason the ruling elite have determined that some industries cannot be insolvent. As always it's the poor consumer or tax payer that is left holding the bag.

When I purchased this "wise" investment I must admit there were hesitations due to the long term costs involved. And now as I get nearer to reaping the benefits of my wisdom, I learn that my many friends who said I was foolish to purchase long term care may prove to be right. Especially since they are entering old age with the help of Medicaid. They seem to be happy being housed at the "other" wing of the nursing home. Chances are that I will never collect from my investment before I pass. If this new increase is approved, I suppose I will have eventually paid \$100,000 to UNUM without benefit. As they say in Vegas, 'you win some you lose some'. Sadly, this doesn't apply when an industry plays with a different saying, 'heads they win, tails I lose'.

This may be sad or humorous to different people but it's real sad to me. Please do not allow these huge increases. Thank you for your consideration.

Dan Moore

From: Avery Brinkley Jr <abbjrmd@gmail.com>
Sent: Monday, July 25, 2016 9:12 PM
To: UnumLTC Hearing
Subject: Comment on UNUM LTC policy rate increase

My wife and I have had individual LTC policies with UNUM since July 2002. It was our understanding at the time we bought these policies that our rate was locked in (just as with a whole life policy) and would never increase. Now UNUM is proposing an outrageous increase which more than doubles our premium after 14 yrs and more than \$35000. of premium payments. In our opinion, the company should confine rate increases to new policies---not those which have been in place for many years---as such action will impose a significant added financial impact on those of us who are recently retired and living off our life savings. If the FL insurance commissioner approves any increase in established policies it should be far less than that rate increase requested by UNUM.

Avery B. Brinkley Jr. MD
Cara Brinkley

UNUM'S REQUESTED RATE INCREASE

August 1, 2016

Florida Office of Insurance Regulation
UnumLTChearing@floir.com

To Whom It May Concern,

UNUM has requested rate increases on some of its products, with a public hearing scheduled in Miami, Fl. on August 12, 2016.

I have had a UNUM Long Term Care policy (LTC94) since 1998.

Fortunately, I have never had to use this policy. I am now 77 years old, a single woman, living on social security and income from my savings and am able to pay my monthly bills. UNUM is requesting a 76% increase in my premium, which would almost double my quarterly payments!

I vehemently oppose such a drastic increase! This is an unfair request and burden to those of us who have been paying into UNUM for so many years and who now are living on a fixed income. To reduce our benefits as a compromise is unacceptable also. We are getting to the age when we need the comfort and security of knowing that these benefits that we chose in 1998, and continue to pay premiums for, will be there for us in the event we should need them as we age.

I implore you to consider the plight of the UNUM policy holders and what an impact a 76% increase would have on senior citizens living on a fixed income.

Most respectfully,



Barbara Cohen

██████████
Miami, Fl. 33156
██████████

From: Pauline Kane <PAULINE@FoodforthePoor.com>
Sent: Thursday, August 04, 2016 4:54 PM
To: UnumLTC Hearing
Subject: UNUM Rate Increase Long Term Care Products' Hearing
Attachments: 2016 08 04 UNUM Objection Letter..pdf

Importance: High

Please see attached letter of objection concerning the UNUM proposed Long Term Care Rate increase.

Thank you for your attention.

Pauline C. Kane

Director – Human Resources Department



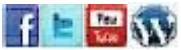
6401 Lyons Road

Coconut Creek, FL 33073

954.427.2222 ext. 6107

954.596.4049 (fax)

www.FoodForThePoor.org



“As often as you did it to one of the least of My brothers and sisters, you did it to Me.” (Matt. 25:40)



FOOD FOR THE POOR, INC.

6401 Lyons Road • Coconut Creek, FL 33073 • (954) 427-2222 • Fax: (954) 570-7654 • www.FoodForThePoor.org

Officers and Directors

"As often as you did it to one of the least of My brothers and sisters, you did it to Me." Matt. 25:40

Mr. P. Todd Kennedy
Tax and Estate Planning Attorney
Chairman

August 4, 2016

Mr. William G. Benson
Certified Public Accountant
Vice Chairman, Director

UnumLTChearing@flor.com

Mr. Robin G. Mahfood
Food For The Poor
President/CEO, Director

RE: Florida Office of Insurance Regulation Review
Notice of Request to Increase Rate on UNUM Long Term Care Products
Food For The Poor, Inc. Long Term Care Policy No. [REDACTED]

Mr. David T. Price
Attorney at Law
Secretary

As an owner of a Group Long Term Care Indemnity Policy under Form Number B.LTC, we are strongly objecting to an average rate increase of 75%.

Mrs. Grace Bonina
Business Professional
Director

Food For The Poor, Inc. has had coverage through the aforementioned plan since 1996 and has only had a few insignificant claims that have been processed against this policy. Our past claims experience would not warrant a rate increase, and we strongly object to the hardship that this would cause our nonprofit organization and to our employees. Although we currently provide this coverage as a benefit to our employees we could no longer afford to absorb this cost at the rates proposed by this increase.

The Right Reverend
Leopold Frade, D.D.
Bishop of the Episcopal
Diocese of Southeast Florida
Director

We therefore request the Florida Office of Insurance Regulation reject any consideration of the proposed rate increase of 75% that UNUM is proposing at this time.

Ms. Rhonda Maingot
Missionary
Director

Sincerely,

His Eminence Óscar Andrés
Cardinal Rodríguez Maradiaga, S.D.B.
Archbishop of Tegucigalpa,
Honduras, C.A.
Director

Robin G. Mahfood
President/CEO
Food For The Poor, Inc.

Most Reverend Patrick J. McGrath,
D.D., J.C.D.
Bishop of San Jose
California, USA
Director

Most Reverend Burchell McPherson
Bishop of Montego Bay, Jamaica
Treasurer, Director

Dr. Lynne G. Nasrallah, Ed. D.
Adjunct Professor
Director

The Very Reverend Monsignor
Honorable Gregory Ramkissoon, OJ
Missionary
Director

RECEIVED

AUG 01 2016

Commissioner
Office of Insurance Regulation

JAMES H. HANCOCK

[REDACTED]
Boca Raton, FL 33486

1-875-945-208

July 27, 2016

David Altmaier
Commissioner of Insurance
Florida Office of Insurance Regulation
200 East Gains Street
Tallahassee, FL 32399

Ready for Processing
AUG 02 2016
Consumer Services

Dear Commissioner Altmaier:

I am in receipt of notices dated July 21, 2016 from Unum to my wife and me, indicating that Unum is seeking the permission of your office to increase the premiums on the two Long Term Care Insurance Policies (Each on Form LTC94Q, and including a rider providing for a 5% simple interest inflation protection on the otherwise fixed Monthly Benefit Amount) taken out for me ([REDACTED]) and my wife ([REDACTED]) in February of 2001.

The notices indicate that a public hearing will be held in Miami on August 12, 2016. Unfortunately, neither my wife nor I will be able to attend. Accordingly, I am sending my comments to you by this letter.

Those policies were sold to me and my wife as an inflation protected (to the extent of 5% simple interest) fixed \$4,500 monthly long term care benefit in the event it was needed. We have paid the combined \$3,061.12 annual premium for the past 15 years and have not made a claim.

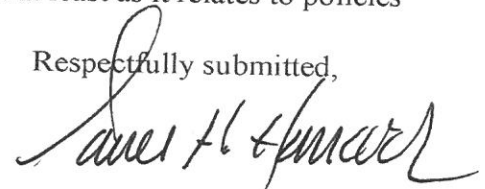
Given that the monthly benefit contracted for is fixed as is the limited 5% simple interest inflation adjustment, there is no basis for Unum to assert that it did not know all the relevant facts when it set the fixed annual premium. The request that Unum is making is essentially a request that your office authorize it to breach the terms of a contract that it designed and drafted itself after the policy holder has fully performed for 15 years and continues to perform without calling on any performance by Unum.

In the view of this humble lawyer, the idea that your office would even consider such a request is an outrage and flies in the face of the legal principles that I have been working under all of my professional life. Most companies in the US can only get legal relief from their contractual obligations if they are insolvent. Clearly Unum is not in any financial difficulty; its credit ratings by AM Best are at the A level. The asserted basis for the request is that it had not thought the policy holders would continue to perform their obligations under these contracts and now it expects that it will be called upon to perform under contracts that it thought would expire. How can that possibly be a rationale for reforming those contracts against the party that has performed.

Moreover, this change coming at a point in the life of me (76 years of age) and my wife (71 years of age), works an incredible unfairness, since we are headed into the years of fixed income. It frustrates the very well thought out action we took in 2001 at the request of Unum to make sure that the cost of this protection would also be fixed during this period of our life. I have no doubt that many of the other holders of policies of this type issued by Unum are in exactly the same position. I do not see how your office could justify any action other than a rejection of Unum's request consistent with the duties of your office to the policy holders in Florida. There is simply no valid public policy basis supporting such a decision.

Accordingly, I respectfully request that you deny Unum's request at least as it relates to policies like those Unum sold to my wife and me.

Respectfully submitted,



James H. Hancock

CC: John Wood, Chair
Insurance and Banking Subcommittee, Florida House of Representatives

Lizbeth Benacquisto, Chair
Committee on Banking and Insurance, Florida Senate

From: Thomas Herzberg <twherz@gmail.com>
Sent: Friday, August 05, 2016 4:34 PM
To: UnumLTC Hearing
Subject: Fwd: Public Hearing on Aug 12_2016

----- Forwarded message -----

From: **Thomas Herzberg** <twherz@gmail.com>
Date: Fri, Aug 5, 2016 at 1:50 PM
Subject: Public Hearing on Aug 12_2016
To: UnumTCHearing@flor.com
Cc: georgianaherzberg@gmail.com, Thomas Herzberg <twherz@gmail.com>

August 5, 2016

Att: UNUM LTC Public Rate Hearing Comments

(please acknowledge receipt)

Florida Department of Insurance
Gaines St.

200 E.
Tallahassee, FL 32399-0300

My spouse and I wish to comment about the proposed 114% increase for our LTC policies [REDACTED] and [REDACTED], which are categorized as an individual LTC 94 Q plan.

We are both senior citizens. My spouse is 72 and I am 84. We have many health issues. Both of us are retired and as such on a fixed income. Our annual policy premiums cost about \$5675. If the proposed increase is passed unmodified the premiums would increase to about \$12,145, an increase of about \$6,470. This amount would strain our ability to meet our other expenses. After five years any savings we might still have in retirement funds would be decreased by about \$32,350. In addition, our daughter with 4 1/2 year old twins moved in with us to decrease her expenses. She works but currently receives Medicaid assistance because of her limited income. She is in the process of a divorce. Her husband contributes very little to their expenses and nothing for child care.

I would guess that our financial difficulties are not unique but would hope that UNUM would have a plan to provide some relief to customers that have very difficult financial situations. Last year Unum reported a profit of \$203.5 million and a surplus of \$1.5 billion. What is UNUM's justification for such a large increase? Are customers eligible for alternate cost saving plans?

Thank you for your consideration.

Yours truly,

Thomas W. Herzberg

Georgiana L. Herzberg



Jacksonville, FL

32258



twherz@gmail.com

[REDACTED]

From: Dianmielke <dianmielke@aol.com>
Sent: Saturday, August 06, 2016 7:41 PM
To: UnumLTC Hearing
Subject: Possible 75% increase in LTC policies

I understand the hearing will take place at FIU North on August 12th. I will be out of town or I would attend. I began my policy many years ago with other teachers in Miami Dade Public Schools. My policy number is [REDACTED] (or [REDACTED]). Now that I and other teachers who have been paying (continued paying after retirement) will find it a hardship to pay a 75% raise in cost on pension income. I hope the voters concerned will reject this proposal. The timing is atrocious for us who have invested so much already.

[REDACTED]

From: Edna Aronson <ednaaronson@comcast.net>
Sent: Saturday, August 06, 2016 11:05 AM
To: UnumLTC Hearing
Subject: Public Hearing

Florida Office of Insurance Regulation

I wish to raise my concern about the requested rate increase that would affect my Individual Long Term Care Indemnity Policy [REDACTED] - Form [REDACTED] purchased 15 years ago. That purchase was based upon both the Company's and my agreement that rates were created according to the best estimate of costs and premiums being matched somewhat in the Company's favor.

It seems reasonable to assume that adjustments thereto, if any, would be based upon actual cost-benefit experience. Unless the Company was incompetent in its actuarial process, or was inept in its investment and premium application policy, no-one could possibly expect a proposed increase in excess of 100%. And if my suppositions are correct, the customer shouldn't have to suffer for the Company's mistakes.

My recommendation is that any premium adjustments be applied to prospective customers' plans and that sales personnel be required to admit prior poor planning has caused unusual future premiums.

On the other hand, if the Class in which my policy exists needs to have a premium increase, then all of us should be constrained to no more than what a reasonable inflation formula would begin to ameliorate the Company's deficit. It seems only fair because we haven't been offered any premium reduction when the Company made more than it projected.

A premium increase of 114% is unfair, irresponsible and unwarranted!

Sincerely,

Edna S. Aronson
[REDACTED]
Bonita Springs, FL 34134

[REDACTED]

From: Ed Sieber <edwsieber@msn.com>
Sent: Saturday, August 06, 2016 10:54 AM
To: UnumLTC Hearing
Subject: Unum Insurance Company Proposed premium rate increases for Long Term Insurance

Hearing Participants:

I am writing you in response to Unum's proposed premium rate increases for Long Term Insurance:

As responsible citizens, my wife and I enrolled in Unum's Long Term Insurance ten years ago. We believe, as citizens of this great country, we should be held accountable for how we live our lives. As you are aware, many citizens' plot and scheme to reduce wealth so as to qualify for the government sponsored long term Medicaid programs. We refuse to go this route.

Although we live on a fixed income (like so many Floridians) and are far from wealthy, we elected to forgo immediate gratification and to invest monthly insurance premiums of \$235.32 for our long term care - if we should ever require it. To date we have invested \$28,475 for this insurance (UNUM Policy Form Number RLTCP03), with no benefit received thus far Unum has received these monthly payments on a regular basis since 2006. Like all insurance companies Unum has invested these payments for a sum much larger than our actual payments.

Unum offered Long Term Care Insurance to employees of Tampa General Hospital in 2006. As part of their marketing strategy (to enhance maximum participation during rollout) Unum elected to waive any medical examination or requirements to qualify for insurance. Waiving medical requirements meant that individuals with chronic or mental illnesses –even those with life threatening diseases were accepted into the program. This medical waiver was not our motivation to enroll in the program.

It is understandable that benefits paid were markedly higher during the first years after rollout as an abnormally high number of those chronically ill were receiving benefits. This negative cash flow no doubt has been alleviated several years after rollout due to the maxing out of benefits – or the unfortunate death of those insured. Corporate Unum's decision to waive medical requirements was indeed an incentive for many to enroll in the program, but it also negatively affected Unum's profit margin.

An insurance company's strategies are their business. Sometimes they pay off and sometimes they do not. Unum's strategy of waiving medical requirements negatively affected their balance sheet; however, current policy holders should not be penalized for their decision.

We do not ever want to be a burden to our children or the government. Long Term Insurance will help achieve this goal. Our financial situation leaves no room for an increase in expenses. An increase in Long Term Care premiums will require serious sole searching decisions on our part.

Thank you for your consideration.

Edward and Marie Sieber

[REDACTED]
Pinellas Park, FL 33782



UNUM Policy Form Number RLTCP03,

[REDACTED]

From: Eva Spear <eva458suz@prodigy.net>
Sent: Friday, August 05, 2016 1:53 PM
To: UnumLTC Hearing
Subject: Public Hearing for UNUM rate increase August 2016

I recently received a notification of the upcoming Public Hearing requesting a 75% increase by UNUM on my Policy products.

I will not be able to attend but would like to state my opinion.

As a retiree on fixed income the FLOIR must make sure that any increase by an absolute minimum UNUM need and not due to company mismanagement.

Regards,

George F S[ear
[REDACTED]
Longwood, FL 32779
[REDACTED]

From: Sonia Hochman <jubanmath@aol.com>
Sent: Friday, August 05, 2016 12:16 PM
To: UnumLTC Hearing
Subject: Rate increase

To whom it may concern;

I received a letter notifying me of a requested rate increases on my Unum policy.

I purchased my Long Term Care policy over 12 years ago. I am now 68 years old. I have paid my policy faithfully, even on some hard times. I wanted to make sure I was protected in case I needed care in my latter years. I am a retired teacher and having this policy gave me peace of mind.

I am very concerned now! The raises that are proposed are exorbitant, and I don't know that I could afford that now. I feel cheated by the company who took my money for so many years, my healthy years, and now when I am older the company wants to make it impossible for me to continue paying. If I tried to find another policy now it would be cost prohibited. That is the reason I took the policy when I was younger!

I sacrificed all these years by paying the premiums and the raise would make it all go to waste.

PLEASE DON'T ALLOW THIS TO HAPPEN!!!!

Thank you,

Sonia Hochman

From: Camille Smith <jcs793@cox.net>
Sent: Friday, August 05, 2016 3:09 PM
To: UnumLTC Hearing
Subject: Rate Increase

***From:** Camille Smith [mailto:npm_sjc7@cox.net]
Sent: Friday, August 5, 2016 2:03 PM
To: 'UnumLTChearing@floir.com'
Subject: Reasons to deny rate increase*

*I **do not** want to see the rates increased. I've had a Unum LTC policy (form LTC94Q) for nearly 15 years. Unum wants a ridiculous premium increase of 114% for those with a compounded 5% benefit increase, for which I pay. Though health care costs have inflated beyond the 5%/year, that doesn't mean Unum is paying any more than the contract maximum. Unum is not paying any more than the 5% compound inflated \$3000/month for care. My Unum policy contract does **not award the policyholder** additional benefit coverage to parallel increased premium. It seems Unum wishes to collect additional premium income for costlier health care they will not completely cover. To the policyholder, insurance expense would be more and health service less. -- Jessie Smith, Ft. Walton Beach, FL*

[REDACTED]

From: Eva Spear <eva458suz@prodigy.net>
Sent: Friday, August 05, 2016 1:49 PM
To: UnumLTC Hearing
Subject: UNUM Public Hearing August 12,2016

I am a policy holder since 2001 and I want to state my **disapproval opinion** for a 75% increase on my UNUM Products. I am retired and this would be over \$800.00 additional expense yearly for me.

I am requesting that FLOIR deny the increase requested and be very sure that any increase requested by UNUM not be due to company mismanagement.

Eva L. Spear
[REDACTED]
Longwood, FL 32779
[REDACTED]

From: haroldknott <hknott@cfl.rr.com>
Sent: Friday, August 05, 2016 9:56 AM
To: UnumLTC Hearing
Subject: UNUM RATE INCREASE RE LTC94

Am against rate increase requested by Unum in the amount of 114%. This rate seems way out of line. I have had coverage since 2003 and have paid premiums in excess of \$30.000 to Unum.

Would like to know how much this proposed rate increase would mean in dollars for the year.

Sincerely,

W. Harold Knott
policy holder/ LTC94

From: Charlene Toews <charlenetoews@hotmail.com>
Sent: Thursday, August 04, 2016 2:42 PM
To: UnumLTC Hearing
Subject: Fwd: Proposed rate increases for long term care health insurance

Sent from my iPhone

Begin forwarded message:

From: Charlene Toews <charlenetoews@hotmail.com>
Date: August 4, 2016 at 1:38:56 PM CDT

Dear sirs:

I think that rate increases should be allowed at a flat rate per year-- such as 10% or 20%. A 95% rate increase is simply unconscionable and puts a great hardship on seniors who are living on fixed incomes. These are the folks who will need this coverage the most so they shouldn't be priced pitiful the market. Please hold down the rate of the increase to something that is reasonable for seniors. Thank you.

Charlene Toews
Sent from my iPhone

From: BobRae Flinn <bobraefln@gmail.com>
Sent: Thursday, August 04, 2016 10:16 AM
To: UnumLTC Hearing
Subject: Re: Unum LTC Hearing

Our email address is:
bobraefln@gmail.com

Please add to our letter that was sent this date; 8/4/16

Robert & Rachel Flinn

On Thu, Aug 4, 2016 at 10:10 AM, UnumLTC Hearing <UnumLTChearing@flor.com> wrote:
Thank you for taking the time to provide your comments to the Florida Office of Insurance Regulation regarding the Unum Life Insurance Company of America ("Unum") rate hearing. Your comments will become part of the hearing record.

Under Florida law, written communications to the Office are public record; this would include email addresses. They are subject to public disclosure, including being available to the public and media if requested. For more information visit the Office of Insurance Regulation's Internet Privacy Policy.

For questions regarding your insurance policy or to file a formal complaint, please contact the Department of Financial Services, Division of Consumer Services by visiting www.myfloridacfo.com/Division/Consumers/ or calling the statewide toll-free helpline, [1-877-693-5236](tel:1-877-693-5236).

From: BobRae Flinn <bobraefln@gmail.com>
Sent: Thursday, August 04, 2016 11:29 AM
To: UnumLTC Hearing
Subject: RE: Unum LTC Hearing

In my earlier letter of today, 8/4/2016, I showed our total cost as \$5016. This is obviously incorrect. The correct total should have read \$8140. Please note this figure to my original transmission of this date.

Thank you.
Robert Flinn
bobraefln@gmail.com

On Aug 4, 2016 10:16 AM, "UnumLTC Hearing" <UnumLTChearing@flor.com> wrote:

Thank you for taking the time to provide your comments to the Florida Office of Insurance Regulation regarding the Unum Life Insurance Company of America ("Unum") rate hearing. Your comments will become part of the hearing record.

Under Florida law, written communications to the Office are public record; this would include email addresses. They are subject to public disclosure, including being available to the public and media if requested. For more information visit the Office of Insurance Regulation's Internet Privacy Policy.

For questions regarding your insurance policy or to file a formal complaint, please contact the Department of Financial Services, Division of Consumer Services by visiting www.myfloridacfo.com/Division/Consumers/ or calling the statewide toll-free helpline, [1-877-693-5236](tel:1-877-693-5236).

[REDACTED]

From: VIVLROG@aol.com
Sent: Monday, August 08, 2016 6:42 AM
To: UnumLTC Hearing
Subject: Long Term Care Insurance Hearing

Dear Gentlemen or Madams:

I have been a Unum Policy holder since 2002 and have always paid my annual premium on time. I am now 80 years old and living on Social Security. If the annual increase of 75% (as I have been told I would have by Unum representative) I will not be able to pay for the policy any more.

This increase will force me to cancel the policy I took out to insure that I will continue to be independent, as I have always have been. I feel that there are a great many people who will be in the same situation.

With many current policy holders not able to pay this increase, Unum surplus of 1.53 billion dollars will be greatly increased, and leave many people dependent on the government for help.

I suggest that Unum increase the premiums of all new insurers in line with increased cost and longevity, and only increase current insurers a very nominal amount so they can keep their policies.

Sincerely,.

Vivian L. Rogers

[REDACTED]
Palm Beach Gardens, FL 33410
[REDACTED]

From: pardonme18@aol.com
Sent: Monday, August 08, 2016 9:54 AM
To: UnumLTC Hearing
Subject: Unum Hearing

To Whom it May Concern,

My name is Joy Mastrocola and I started Unum with my job at the City of Coconut Creek in Florida on September 15, 2011. I spoke to the representative for three hours with questions before signing up. He guaranteed that once you sign-up the premiums would not be increased.

I recently had the information on the policy emailed to me and on page C8 it states the premium rate will not increase because you grow older or because of your use of benefits. However, the premium rate schedule may change in the future depending on the overall use of the benefits of all covered persons or changes in the benefits levels, plan design or other risk factors. Any such change will be made on a class basis according to Unum's underwriting risk studies under this type of insurance.

I never received notice of any changes stated above and never received any notice about the hearing. I only found out because my job informed employees that are Unum participants.

With an attempt of raising premiums by 75% all participants should have been mailed a detailed analysis showing why the raise is being proposed.

With people living longer; Long Term Care is of course very important. I signed up just before turning 31 years old because I knew the younger you sign up the lower the premium is per month. The Unum representative made it clear to myself and my job that premiums are guaranteed and now almost five years later Unum is trying to raise premiums 75 percent

This affects many Floridians that wanted to make sure they were protected in the future in case they need it. All of us Floridians trusted in Unum to be here for the participants and stand by their words. Trying to go up by 75 percent and not communicating with the participants will have many participants doubt Unum as a trusted company. Also, many people can not afford such a high increase.

Last week I called twice to talk to Roberta Morrill leaving a message on her voicemail and telling representative Chris #089676 to please call me back and still no call back.

Many Floridians will not be able to afford this high raise and if this is passed Unum will be losing a lot of their participants.

I am urging for this to not be approved so all participants could continue having this important insurance. Also, it should be looked at that they shouldn't by law be able to go up and participants should be locked in that price. If they get approved look at all the people that will have wasted their money because they will not be able to afford keeping it up. It takes great responsibility to get this insurance and we shouldn't have to worry now that we won't be able to keep it up because a company we trusted is making it impossible to keep participants from paying their premiums.

Thank you!

Sincerely,
Joy Mastrocola

[REDACTED]

From: step444 <step444@aol.com>
Sent: Monday, August 08, 2016 1:54 PM
To: UnumLTC Hearing
Subject: Unum unfair, outrageous, premium hike

A 114% rate increase is crazy! A law in 2012 was passed to prevent this.

If Unum needs to adjust its profit/loss statement, tell them to cut the salaries and benefits of the well paid management and sales people.

I have paid \$260 a month for me and my wife for the last 13 years. We bought early so we could afford it after we retired.

Now, after 13 years of being healthy, we are forced to cancel? No way. The couple of options are no good, either. Reduce the time down to 3 months?

Unacceptable, greedy, and just plain unfair.

5% maybe, if accompanied by wage and benefit cuts by all Unum employees.

Or just give me all my money back!!!!

Frederick S. Brandt

[REDACTED]
Yalaha, fl 34797

[REDACTED]
[REDACTED]

[REDACTED]

From: marykparry@comcast.net
Sent: Monday, August 08, 2016 11:49 AM
To: UnumLTC Hearing
Cc: Parry, Mary
Subject: Vote NO for Unum increase in LTC insurance!

To: Florida Office of Insurance Regulation,

In today's economic times, I find it unconscionable that Unum Life Insurance Company would raise my rate of Long Term Care insurance by 90%! My policy falls in the RLTCP03 group, and I initially took this out through my employer UF Health, Jacksonville in September, 2007. I have been paying premiums all that time but am now retired. I continue to pay on this policy at an amount of \$346.68 per quarter, or \$1386.72 per year.

I am now on a fixed income, and if my rate increases by 90%, I will be paying \$658.69 per quarter, or \$2634.76 per year. This is unaffordable for me, and leaves me little option but to cancel my policy at a time in my life where I might need it the most! As a Social Security recipient, I certainly did not receive any cost of living increase this past year...how can Unum's rate increase be justified?

I called the company and their rationale for this increase is "supply and demand...people are living longer and filing more claims". I understand that this is a business, but the amount of this increase is exorbitant. In researching Unum's financials, they had a net income in 2015 of \$203.5 million with a company surplus of \$1.56 billion!

Also, there are 4909 covered lives in Broward County, Florida where I live. Using the same premium amounts that I pay, this increase will result in an annual premium payout of \$12,934,076.10 for Unum. This is an increase of \$6,126,667.63 per year for Unum in Broward County alone, simply from my plan! Multiply this by all counties in Florida and all covered lives for all of their plans, and this increase borders on usury!!

I am not able to attend the hearing on 8/12/16, but for all senior citizens in need of LTC insurance, I plead with you NOT TO ACCEPT this requested rate increase by Unum.

Sincerely,
Mary K. Parry

[REDACTED]
Pompano Beach, FL 33069
[REDACTED]

From: Maxine Arno <mearno22@icloud.com>
Sent: Sunday, August 07, 2016 11:08 AM
To: UnumLTC Hearing
Subject: Rate Increase

This message is about the proposed rate increase for Met Life's Long Term Care insurance program. I have been a subscriber since 2009 and have paid \$24,000. Thank goodness I have not had to make a claim for Long Term Care. It appears that I fall into the category of 59% increase. That would be approximately \$5000 plus for the annual premium. I am on a fixed income and cannot afford this payment. I am in good health. I cannot attend the meeting on the 12th. I would like to know what alternatives do I have because I would like to keep this insurance. The letter which was sent did not give details of options. I am in touch with the original agent who sold me the policy. I hope she can help. Please think of all of us.

Maxine E. Arno

[REDACTED]

From: Carol Rafter <cbrafter2015@gmail.com>
Sent: Friday, August 05, 2016 4:03 PM
To: UnumLTC Hearing
Subject: LTC94---[REDACTED] Policy number

I am writing to express my intense opposition to the proposed long term care premium hike by Unum. Seniors are on fixed budgets and while a modest increase(5%) is to be expected, massive increases such as the proposed 114% increase to my policy is excessive--far more than the allowable hikes set forth by the insurance commission and most importantly, crippling to many seniors in Florida. I vehemently oppose this premium increase and I am shocked that the company I have been a customer of for many years would even entertain something so hurtful to their loyal customers.

NO to the increase.

Carol Rafter
[REDACTED]
West Palm Beach Fl. 33409

From: foursherm@aol.com
Sent: Monday, August 08, 2016 8:50 PM
To: UnumLTC Hearing
Subject: Fwd: LTC Rate Increases

To Representatives of the Florida Office of Insurance Regulation's Review,

I am writing in regard to a notice I received informing me of the 8/12/16 public hearings in Miami, FL to discuss requested rate increases affecting my LTC policy. The policy I hold has the potential of seeing a 90% rate increase. This is unacceptable for a 69 year old senior seeing a fall in income due to retirement and decreases in interest income.

From my research and discussions with people in the insurance industry it seems that the statisticians have been in error calculating premiums and estimating the number of policy holders applying for claims on LTC policies. For the consumer to bear such a huge burden for these mistakes made by the insurance companies seems to be putting the onus on the innocent party.

This would yet be another example of big corporations' ability to take advantage of the public.

I remain hopeful that my concerns will be heard and respected.

Your truly,

Betteann Sherman

[REDACTED]

From: Elizabeth Wachter <elizabethwachter@bellsouth.net>
Sent: Monday, August 08, 2016 2:59 PM
To: UnumLTC Hearing
Subject: Long term care

Dear Fl Commissioner & Unum

Please no rate increase. I have been a policy for 19 years and have never used my policy. Your numbers show strength and profit so I am hoping premiums stay as current Thank you!

Elizabeth Wachter.

[REDACTED]
Boca Raton. FL 33432

Sent from my iPhone

[REDACTED]

From: Marcus, Andrew
Sent: Monday, August 08, 2016 11:26 AM
To: UnumLTC Hearing
Cc: Marcus, Andrew
Subject: FW: Unum Insurance Company's proposed Premium Increase for Long Term Insurance

From: Ed Sieber [<mailto:edwsieber@msn.com>]
Sent: Monday, August 8, 2016 11:19 AM
To: Kees, Karen <Karen.Kees@flor.com>
Subject: Re: Unum Insurance Company's proposed Premium Increase for Long Term Insurance

Karen,

Thank you for the rapid response. Yes you do have my permission to add our comments to the webpage.

Edward Sieber

From: Kees, Karen <Karen.Kees@flor.com>
Sent: Monday, August 8, 2016 2:49 PM
To: Ed Sieber
Subject: RE: Unum Insurance Company's proposed Premium Increase for Long Term Insurance

Dear Mr. and Mrs. Sieber –

Thank you for contacting the Office of Insurance Regulation (Office) and sharing your concerns on the rate increase requested by Unum. The following is a link to the Office's Long-Term Care Public Rate Hearings webpage where we are posting public comments received on the rate filings to become part of the hearing record:

<http://www.flor.com/Sections/LandH/LongTermCareHearing.aspx>

Please let me know if we have your permission to add your comments to the webpage along with others we have received. We will redact your mailing address and phone number prior to posting.

Kind Regards,

Karen

Karen Kees
Deputy Director of Communications
Office: [REDACTED]



From: Ed Sieber [<mailto:edwsieber@msn.com>]
Sent: Saturday, August 6, 2016 10:59 AM

To: Communications Office <Press@floir.com>

Subject: Unum Insurance Company's proposed Premium Increase for Long Term Insurance

Florida Department of Elderly Affairs

I am writing you in response to Unum's proposed premium rate increases for Long Term Insurance:

As responsible citizens, my wife and I enrolled in Unum's Long Term Insurance ten years ago. We believe, as citizens of this great country, we should be held accountable for how we live our lives. As you are aware, many citizens' plot and scheme to reduce wealth so as to qualify for the government sponsored long term Medicaid programs. We refuse to go this route.

Although we live on a fixed income (like so many Floridians) and are far from wealthy, we elected to forgo immediate gratification and to invest monthly insurance premiums of \$235.32 for our long term care - if we should ever require it. To date we have invested \$28,475 for this insurance (UNUM Policy Form Number RLTCP03), with no benefit received thus far Unum has received these monthly payments on a regular basis since 2006. Like all insurance companies Unum has invested these payments for a sum much larger than our actual payments.

Unum offered Long Term Care Insurance to employees of Tampa General Hospital in 2006. As part of their marketing strategy (to enhance maximum participation during rollout) Unum elected to waive any medical examination or requirements to qualify for insurance. Waiving medical requirements meant that individuals with chronic or mental illnesses –even those with life threatening diseases were accepted into the program. This medical waiver was not our motivation to enroll in the program.

It is understandable that benefits paid were markedly higher during the first years after rollout as an abnormally high number of those chronically ill were receiving benefits. This negative cash flow no doubt has been alleviated several years after rollout due to the maxing out of benefits – or the unfortunate death of those insured. Corporate Unum's decision to waive medical requirements was indeed an incentive for many to enroll in the program, but it also negatively affected Unum's profit margin.

An insurance company's strategies are their business. Sometimes they pay off and sometimes they do not. Unum's strategy of waiving medical requirements negatively affected their balance sheet; however, current policy holders should not be penalized for their decision.

We do not ever want to be a burden to our children or the government. Long Term Insurance will help achieve this goal. Our financial situation leaves no room for an increase in expenses. An increase in Long Term Care premiums will require serious sole searching decisions on our part.

Thank you for your consideration.

Edward and Marie Sieber

[REDACTED]
Pinellas Park, FL 33782

[REDACTED]
UNUM Policy Form Number RLTCP03,

From: InsuranceCommissioner
Sent: Monday, August 08, 2016 8:02 AM
To: UnumLTC Hearing
Subject: FW: Unum Insurance proposed premium increase for Long Term Insurance

Dear Mr. & Mrs. Sieber:

On behalf of Commissioner Altmaier, thank you for your correspondence. We appreciate you contacting us. Please visit our website at www.floir.com and click on the icon for Long Term Care Hearing. This will give you some information that will be helpful to you regarding the Long Term Care increases that are taking place. The Commissioner has scheduled a hearing on August 12, 2016, which will be held in Miami, FL. The Commissioner strives to protect the citizens of Florida.

If the Office of Insurance Regulation can be of further assistance, please do not hesitate to contact us

Again, thank you for writing.

Sincerely,

Lin Hartsfield
Office of the Commissioner

From: Ed Sieber [<mailto:edwsieber@msn.com>]
Sent: Saturday, August 06, 2016 11:25 AM
To: InsuranceCommissioner <InsuranceCommissioner@floir.com>
Subject: Unum Insurance proposed premium increase for Long Term Insurance

Commissioner Altmaier:

I am writing you in response to Unum's proposed premium rate increases for Long Term Insurance:

As responsible citizens, my wife and I enrolled in Unum's Long Term Insurance ten years ago. We believe, as citizens of this great country, we should be held accountable for how we live our lives. As you are aware, many citizens' plot and scheme to reduce wealth so as to qualify for the government sponsored long term Medicaid programs. We refuse to go this route.

Although we live on a fixed income (like so many Floridians) and are far from wealthy, we elected to forgo immediate gratification and to invest monthly insurance premiums of \$235.32 for our long term care - if we should ever require it. To date we have invested \$28,475 for this insurance (UNUM Policy Form Number RLTCP03), with no benefit received thus far Unum has received these monthly payments on a regular basis since 2006. Like all insurance companies Unum has invested these payments for a sum much larger than our actual payments.

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We do not ever want to be a burden to our children or the government. Long Term Insurance will help achieve this goal. Our financial situation leaves no room for an increase in expenses. An increase in Long Term Care premiums will require serious sole searching decisions on our part.

Thank you for your consideration.

Edward and Marie Sieber

[REDACTED]
Pinellas Park, FL 33782

[REDACTED]
UNUM Policy Form Number RLTCP03,