



BULLETIN:

In-Force Rate Action Announcement: Arizona: PCS I

Effective – June 26, 2017

States – AZ

Contact – If you have any questions about these changes, please contact your Genworth LTCI Sales Team.

In August 2012, we began seeking premium rate increases on certain blocks of comprehensive long term care insurance policies, including PCS I. During the course of 2012-2014, we implemented rate increases on these blocks of business. In some states, we did not receive the full requested increase. We began submitting requests in these states during the second half of 2014.

Arizona has now allowed the following increase.

Arizona		
Product Series	Increase Percentage for Policies with Limited Benefit Periods	Increase Percentage for Policies with Lifetime Benefit Periods
PCS I	6.0%	58%

This rate increase applies to non-AARP, non-partnership policies only.

Communications Timeline

Servicing agents will receive a list of their impacted policyholders in this state one week prior to the start of policyholder notifications. Policyholder notifications will continue throughout the next year. Impacted policyholders will be notified at least 60 days in advance of their billing anniversary dates.

Agent Notifications* Begin:	June 27, 2017
Policyholder Notifications Begin:	July 4, 2017

*If we have your email address on file, you will receive an agent notification through email. If you do not receive an email, you will receive a hardcopy notification in the mail.

continued

Genworth companies include:

Genworth Life and Annuity Insurance Company, Richmond, VA

Genworth Life Insurance Company, Richmond, VA

Genworth Life Insurance Company of New York, New York, NY

Only Genworth Life Insurance Company of New York is admitted in and conducts business in New York.

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In the notification letter, policyholders are encouraged to call our Customer Service Team at 877-710-0817. Our team will be able to answer questions and provide policyholders with information about how they may be able to reduce premiums.

Policyholder Options

As a reminder, policyholders may have the ability to reduce their benefits in order to help maintain premium at approximate current levels. A policyholder may:

- (1) Choose to lower their current maximum daily benefit;
- (2) Adjust the benefit period, elimination period or
- (3) Where applicable, terminate Riders.

Please note: when reducing the maximum daily benefit or benefit period, the lifetime maximum will also be reduced.

IMPORTANT: If policyholders choose to decrease their benefits, they may change their decision in writing within 60 days of our written confirmation of the benefits reduction. Following this, they cannot increase their benefits or go back to the original benefits.

If a person has previously been on claim, it may not be appropriate for this person to adjust his or her elimination period.

Reminder: The Inforce Rate Action Producer Quote Tool is accessible within individual policies on the LTC policy notification section of Genworth PRO (genworth.com/pro). In addition, an online User Guide is available on PRO to help you learn how to use the quote tool.

Quotes to include the premium increase are not available until after the policyholder's rate increase notification has been mailed. The mailing date is 61 days prior to the policyholder's rate action effective date. Once a rate increase has been added to a policy, any quotes provided prior to the policyholder's rate increase notification being mailed will not include the new increased premium.

Find premium increase information you can share directly with your clients at genworth.com/LTCpremiums.