

BULLETIN:

In-Force Rate Action Announcement: Arizona: Privileged Choice® Flex

April 28, 2025

Effective – 04/28/25

State – AZ

Contact – If you have any questions about these changes, please contact our Customer Service Team at 888-274-6124.

Alternatives Included:

1% Compound Benefit Increase Option
and Reduced Covered Percentage Option

As part of the strategy for our long term care insurance business, we continue pursuing initiatives to improve the risk and claims paying ability of our business, including premium increases on in-force policies, as needed.

Arizona has allowed the following increases.

Product Series	Increase for Policies with Lifetime Benefit Periods	Increase for Policies with Limited Benefit Periods
Privileged Choice Flex	Policies with <u>no or 1%</u> Inflation Protection: 0% Policies with <u>greater than 1%</u> Inflation Protection: 57.5% phased (25.5%, 25.5% compounded)	Policies with <u>no or 1%</u> Inflation Protection: 0% Policies with <u>greater than 1%</u> Inflation Protection: 39.3%
Privileged Choice Flex <i>Policies with Revised Married Discount</i>	Policies with <u>no or 1%</u> Inflation Protection: 0% Policies with <u>greater than 1%</u> Inflation Protection: 0%	Policies with <u>no or 1%</u> Inflation Protection: 0% Policies with <u>greater than 1%</u> Inflation Protection: 39.3%

Alternatives Included

Eligible Privileged Choice Flex policyholders who currently have a benefit increase option as part of their policy may also consider the **1% Compound Benefit Increase Option**. If this option is selected, policyholders will retain their increased Daily/Monthly Benefit Amount (DBA). The increased DBA and Total Lifetime Benefit will increase at 1% compound going forward.

Eligible Privileged Choice Flex policyholders will also receive an option to **reduce the Covered Percentage**. The Covered Percentage is the portion of covered expenses that may be payable under the policy. The policyholder may reduce their premium by reducing the Covered Percentage from 100% to 80%. If the policyholder reduces the Covered Percentage to 80%, the policy will pay 80% of Covered Expenses under the Nursing Facility Benefit and the Home and Community Care Benefit, up to the daily Nursing Facility Maximum. Coverage remains subject to the Coverage Maximum, any applicable Elimination Period, and all other policy terms.

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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Communications Timeline

Servicing agents will receive a list of their impacted policyholders one week prior to the start of policyholder notifications. If we have your email address on file, you will receive an agent notification through email notifying you that your list of impacted policyholders is available on Genworth PRO (genworth.com/pro). You will not receive a hardcopy notification in the mail unless we do not have your email address on file.

Agent Notifications Begin: April 29, 2025

Policyholder Notifications Begin: May 6, 2025

Please note, with this implementation, we are rolling out a new design for our Premium Increase Notice, featuring a more readable format shaped by customer input.

Policyholder notifications will continue throughout the next year. Impacted policyholders will be notified at least 60 days in advance of their billing anniversary dates. Policyholders currently on claim will still receive a Premium Increase Notice. However, if they are on waiver of premium, they will not have to pay the increased premium until the premium is no longer waived and becomes due.

Policyholder Options

Policyholders may have the ability to reduce their benefits in order to help maintain premium at approximate current levels. Generally, they may:

- (1) Choose to lower their current maximum daily/monthly benefit;
- (2) Adjust the benefit period, inflation option (if included with their coverage) or elimination period or
- (3) Where applicable, terminate optional Riders.

Based on individual policies, if the policyholder chooses to stop paying premiums, one of the following nonforfeiture options may be available. Nonforfeiture options result in a paid-up policy that, while still providing coverage, greatly reduces the total amount of benefits available:

- **Nonforfeiture Rider:** A policyholder is determined to be eligible for this option if a Nonforfeiture Rider was purchased with the policy. This benefit provides coverage generally equal to the total premium paid, excluding waived premium. Lapse or cancellation at any time will be deemed an election of this benefit. If applicable, policyholders should review the Nonforfeiture Rider that was included with their policy for more detailed information.
- **Contingent Nonforfeiture Benefit:** A policyholder is determined to be eligible for this option when they meet a combination of issue age and size of the cumulative rate increases. This benefit provides coverage generally equal to the greater of total premium paid, excluding waived premium or 30 times the Nursing Home Daily benefit. The Contingent Nonforfeiture Benefit is only available to policyholders at the time of a premium rate increase for up to 120 days after their next Billing Anniversary Date on which this premium increase is effective.
- **Optional Limited Benefit:** A policyholder is determined to be eligible for the Optional Limited Benefit when neither the Nonforfeiture Rider nor Contingent Nonforfeiture Benefit is available. This benefit provides coverage generally equal to the total premiums paid on the policy, excluding waived premium, less any claims paid. The Optional Limited Benefit is only available to policyholders at the time of a premium rate increase for up to 120 days after their next Billing Anniversary Date on which this premium increase is effective.

The Coverage Change Selection Form in the Premium Increase Notice shows the current benefits and new premium. If the policyholder is comfortable with their current coverage, no further action is needed except to pay the increased premium. If the policyholder chooses to adjust 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.

Policyholders are encouraged to call our Customer Service Team at 888-274-6124. Our team will be able to answer questions and provide them with information regarding the Covered Percentage option, the 1% Compound Benefit Increase Option and other ways they may be able to reduce their premiums.

Other Considerations

- When reducing the maximum daily/monthly benefit or benefit period, the lifetime maximum will also be reduced.
- If a person has previously been on claim, it may not be appropriate for this person to adjust his or her elimination period.

Quote Availability

Quotes to include the premium rate increase are not available until after the policyholder's Premium Increase Notice has been mailed. The mailing date is approximately 68 days prior to the policyholder's rate action effective date. Once a premium rate increase has been added to a policy, any quotes provided prior to the policyholder's Premium Increase Notice being mailed will not include the new increased premium.

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).

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

Policy Prefixes

- **Privileged Choice Flex:** IMD, AOD, PGA, LGA, VMD, VOD, VOE, VME