

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

John Hancock

The strength of protection
and innovation, combined



Performance LTC™

Enhancing your financial plan with long-term care insurance

The goals of any solid financial plan are accumulation and protection. You may think you've covered all the bases, but if your plan doesn't consider the possible need for long-term care, you may be leaving your finances open to a significant risk. Find out how long-term care can help you and your loved ones face the future with confidence.

Introducing Performance LTC

John Hancock, a leader in the long-term care insurance industry is proud to say that Performance LTC continues our tradition of innovation.

The coverage provides benefits for care received in a home setting, assisted living facility, hospice, or nursing home for a wide range of benefit levels, depending on your goals and budget.

It offers a number of core features that add value without adding to premium, as well as optional benefits, available for an additional cost, to help further customize your policy.

In addition to providing coverage for a variety of long-term care settings, Performance LTC offers something more — the ability to earn Flex Credits* that can help reduce your premiums.



*Patent pending

Flex account

This policy includes an innovative and unique benefit called the Flex Credit.¹ On each policy anniversary, you may be eligible to receive Flex Credits, which can be applied to the Flex Account. Flex Credits are not guaranteed.

You can choose to use amounts in your Flex Account to reduce premiums or you can keep Flex Credits in your Flex Account to accumulate with interest. The Flex Account can be applied in the following ways:²

- To reduce premiums
- To pay for services that can help you remain in your own home³
- To reimburse LTC expenses during the Elimination Period, instead of you having to pay out-of-pocket
- To reimburse LTC expenses in excess of the long-term care benefit amount
- To provide a return of premium upon death or lapse, capped at total premiums paid

1. Flex Credits are calculated according to a formula that takes into consideration the company's insurance and investment experience. John Hancock's calculation method is described in the policy and is on file with the applicable regulator. Negative Flex Credits will not decrease the Flex Account, but will be carried forward until they are offset by positive Flex Credits. For example, if the current year's Flex Credit is a negative \$1,000 and the following year's Flex Credit is a positive \$1,200, you will receive no Flex Credit for the current year and a Flex Credit of \$200 the following year.
2. Important Notice Regarding Federal Income Tax Law: Please note that the payment of any Flex Account balance may have Federal Income Tax implications. You are advised to review this benefit with a qualified tax professional or attorney to determine any such tax impact.
3. Eligible services are limited to: Home Modifications, Emergency Medical Response Systems, Durable Medical Equipment, Caregiver Training, Home Safety Check, and Provider Care Check.



Inflation protection

You may not need long-term care for many years and, like everything else, long-term care expenses may increase in the future. To help ensure that your benefits remain adequate for your future needs, the policy includes a 3% Compound approach to inflation that will help your benefits grow over time. This means that:

- your benefits will increase annually by 3% compounded, even while you're on claim, unless you decide to opt out of an increase⁴



4. If you choose to opt out of a benefit increase, further benefit increases will not be available to you until the policy anniversary which follows your 91st birthday, when automatic increases will start again, without a corresponding increase in premium. Premiums are not guaranteed to remain unchanged.

Premiums

Your policy premiums⁵ for Performance LTC will increase annually, through age 90, with the possibility of being partially or fully reduced in the future by the growth in your Flex Account unless:

- you decide to opt out of receiving future inflation increases of 3% compound, in which case your premiums will not change
- for an added cost, you replace the 3% Compound Inflation benefit with the optional 5% Compound Inflation benefit, which has premiums that do not increase, and which also have the possibility of being offset partially or fully reduced in the future by the growth in your Flex Account.



5. Premiums are not guaranteed to remain unchanged. Please refer to the back panel of this brochure for further details. The policy offers a 65-day grace period for the late payment of premiums.

Why Performance LTC?

Performance LTC is designed to help cover the expenses associated with care, should you ever need it. It helps:

- protect the assets you've worked so hard to acquire
- preserve your income so you and your family members can continue to meet every day expenses
- give you more choice about where you receive care, as well as the quality of care
- alleviate the need to rely on family members for care



Why John Hancock?

Best of all, it's backed by John Hancock — a company you can count on.⁶

- Over 1.3 million individuals have chosen us to meet their potential long-term care needs
- Today, we pay approximately \$2.8 million in long-term care claims per day
- John Hancock has paid more than \$5.7 billion in total long-term care claims



6. Based on John Hancock internal data from 1987 – July 4, 2014. Information is available upon request.

PREMIUMS ARE NOT GUARANTEED TO REMAIN UNCHANGED.

As long as you pay the required premium, you have the right to continue the policy for as long as you live or until the policy limit is reached. We cannot cancel the policy unless you do not make the required premium payments on a timely basis. We cannot change the provisions of this policy without your consent. However, in addition to any scheduled increases to premium due to the operation of inflation coverage as may be applicable, we do reserve the right to increase your premium, as of any premium due date in the future. Any changes in premium rates must apply to all similar policies issued in your state to policyholders in the same class on this policy form. This means we cannot single you out for an increase because of your advancing age, declining health, claim status or for any other reason related solely to you.

LIMITATIONS

- Benefits will not be paid until your Elimination Period has been satisfied, except for Care Advisory Services or as provided under the Flex Account Benefit, or if Waiver of Home Health Care Elimination Period applies.
- Benefits will not be paid under the policy unless a current certification is provided, which relates to your condition within the past twelve months.
- Benefits will not be paid in excess of the Policy Limit, except for Care Advisory Services and as provided under the Flex Account Benefit.
- We will only pay benefits for services specified in the Plan of Care. We will determine services under the Plan of Care for which benefits are payable and the amount of such benefits.

EXCEPTIONS

This Policy does not pay benefits for care, treatment or charges:

- due to intentionally self-inflicted injury.
- due to attempted suicide (while sane or insane).
- required as a result of alcoholism or drug addiction (unless drug addiction was a result of the administration of drugs as part of treatment by a Physician).
- due to war (declared or undeclared) or any act of war, or service in any of the armed forces or auxiliary units.
- due to participation in a felony, riot or insurrection.
- normally not provided or made in the absence of insurance.
- provided by a member of Your Immediate Family, unless:
 - the family member is one of the following professionals — a duly licensed registered nurse, licensed vocational nurse, licensed practical nurse, physical therapist, occupational therapist, speech therapist, respiratory therapist, licensed social worker, or registered dietitian; and

- the family member is a regular employee of a Nursing Home, Assisted Living Facility, Home Health Agency, or Adult Day Care Center which is providing the services; and
 - the organization receives the payment for the services; and
 - the family member receives no compensation other than the normal compensation for employees in his or her job category.
- provided outside the fifty United States and the District of Columbia except as described in the International Coverage Benefit section of this Policy.

NON-DUPLICATION OF BENEFITS

This Policy will only pay covered charges in excess of charges covered under any of the following:

- Medicare (including amounts not reimbursable by Medicare such as a Medicare deductible or coinsurance amounts). This means that this Policy does not pay for Your Medicare deductibles or coinsurance.
- any other governmental program (except Medicaid).
- any workers' compensation law, employer's liability or occupational disease law, or any motor vehicle no-fault law.

PLEASE NOTE:

1. This is a general description of your coverage and is not an insurance contract. The long-term care insurance policy contains governing contractual provisions and describes coverages under the policy, exclusions, and limitations, what you must do to keep the policy in-force, and what would cause your policy to be discontinued. Refer to the Outline of Coverage provided by your agent for an explanation of features and options.
2. This policy is intended to be federally tax-qualified.

OUR MISSION

John Hancock Insurance empowers people to feel confident about the future by helping them protect their loved ones, grow their savings, and preserve their wealth.

It's why we're committed to offering innovative products and services that meet real customer needs and reinforce the trust in John Hancock that our clients have valued for more than 150 years.



This is an insurance solicitation.
An insurance agent may contact you.



Policies are subject to underwriting and a medical exam may be required to determine eligibility.

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

www.johnhancockinsurance.com

Insurance policies and/or associated riders and features may not be available in all states.

MLI101614131

Long-Term Care
Policy Form:
ICC14-LTC-15
ICC14-LTC-15U