November 29, 2016

Shannon Doheny, Esq.-
Deputy Director of Legal Affairs
Life and Health Product Review
Florida (FL) Office of Insurance Regulation (OIR) (Via Email)
200 E. Gaines St.
Tallahassee, FL 32399

Re: **Filing 16-09734** (Filing) - Pending MetLife Rate-Increase Filing and Related Public Comments re: Respectfully-Submitted Prior Public Comments of "NR", a FL MetLife Long-Term Care-Policyholder (Submission). **Renewed Motion** and Reply on Behalf of "NR".

Dear Deputy Director Doheny:

Introduction. Thank you so very much for taking time out of your busy work-day to reply to "NR's" (on her behalf, my) prior email to FL OIR. On behalf of "NR", she appreciates your reply why her timely Submission to FL OIR re: the above-subject Filing was not posted online as all the other public commenters' were; her Submission was not posted until later, after she (I, on her behalf) wrote about such omission.

Your Email's Explanation. After reviewing your reply-email, please know, we accept such reply. As you might imagine, "NR" was *very* disappointed when her Submission wasn't posted online as all the others were. "NR" verily believed her timely Submission respectfully-shared countless facts, data, persuasive contentions, and points not raised by any other FL MetLife-LTC policyholder-public commenter herein; considering same, "NR" again thanks you for FL OIR's later-posting of her original and timely Submission.

The Current State of Corporate "Flux" at MetLife. As FL OIR knows, this year, MetLife announced it would undergo *major* corporate re-structuring; in such regard, individuals are now-trying to grasp what will occur in the indeterminate future concerning MetLife and its operations, to-wit:

> On October 6, 2016, MetLife, Inc. (MET) announced that Brighthouse Financial, Inc. filed a Registration Statement on Form 10 with the U.S. Securities and Exchange Commission (the "SEC"). The filing of the Form 10 is an important step in *MetLife's plan to separate into two independent publicly traded companies*.

> The Form 10 reflects MetLife's current plan to initiate the separation of Brighthouse Financial in the form of a spin-off. While MetLife and Brighthouse Financial are currently preparing for a spin-off transaction, *the ultimate form and timing of a separation will be influenced by a number of factors, including regulatory considerations and economic conditions. MetLife continues to evaluate and pursue structural alternatives for the planned separation, including different forms of spin-off, a public offering of shares in an independent, publicly traded company, or a sale*. *(*Please *see* http://www.streetinsider.com/ (Oct. 5, 2016)).
> (Please *see* specifically, http://www.streetinsider.com/SEC+Filings/Form+8-+METLIFE+INC+For%3A+Oct+05/12107780.html). (Emphasis supplied herein and throughout.)

Thus, it is fair to share, as a corporation, MetLife is currently in a state of "flux". In light of the above-quoted general corporate plan by MetLife, no one can yet-state with total definiteness which related corporate entity will house, service, etc. what at MetLife; that includes MetLife's induced, "death-spiraling", "surviving" FL LTC-policies and such LTC-policies' related (and at-issue) MetLife Filing re: the proposed rate-increases.

Respectful Request that FL OIR Review and Analyze MetLife's Major Corporate Restructuring, i.e., MetLife's Plan to Separate into Two (2) Parts. Please know, on behalf of "NR", I continue reviewing and analyzing this major MetLife corporate-restructuring, separating into two (2) major parts. In such regard, if it would be necessary or helpful to FL OIR, "NR" could respectfully-submit an Addendum Submission about that separation.

"NR" further respectfully submits, such separation should be closely examined and analyzed by FL OIR, including, but not limited to, FL OIR's exhaustively searching whether there be any reasonably-foreseeable, resulting, negative impact(s) on MetLife's LTC-policies and the at-issue Filing. Among other items FL OIR might want to analyze is the ability of MetLife to free-up cash corporate-wide, to bolster any insurance losses, versus the presumed-lesser ability to do such in a split-up, restructured entity. As "NR" understands the restructuring at MetLife, said split-up entities would have less sales, less products, less assets (due to much of the cash's being returned to the shareholders, as will be discussed hereinbelow), less … than the current "whole" corporate entity. The possible negativity of such on FL LTC-policyholders (already in the MetLife-induced insurance-"death spiral") is further magnified when one acknowledges, MetLife may take/continue to take a per-segment approach to profitability; under a per-segment (vs. a corporate-wide) approach to profitability, each and every microscopic MetLife-unit would have to produce a yearly profit, with each product-line's having to further produce a yearly profit, and so on and so forth.

Definitively Known about MetLife in its Current Corporate Capacity. MetLife announced its 3rd quarter, 2016 results, and net income was down. Why was its net income down? Was it due to the LTC-policies at-issue herein? Again, **no**. Please allow "NR" to share verbatim from MetLife's related 12-page press release about its 3rd quarter net income:

> Net income includes $683 million, after tax, in **net derivative *losses* reflecting changes in interest rates, equity markets and foreign currencies, compared to $315 million, after tax, in net derivative gains in the third quarter of 2015.** MetLife uses derivatives as part of its broader asset-liability management strategy to hedge certain risks, such as movements in interest rates and foreign currencies. This hedging activity often generates derivative gains or losses and creates fluctuations in net income because the risk being hedged may not have the same GAAP accounting treatment. (Please see https://www.metlife.com/assets/cao/pr/3Q_2016_Earnings_Release.pdf p.1 of 12)

The above-cited excerpt could cause reasonable individuals to reasonably wonder about many, many things; please allow us to share only one question, i.e.: Why should MetLife's LTC-policyholders bear *any* part of the burden of MetLife's continuing to "hedge" (gamble, guesstimate, and speculate), especially in light of MetLife's admitted, very poor historic results concerning same *vis-a-via* its LTC-policies?

"Goodwill Impairment" due to MetLife Restructuring. And, of course, restructuring a major corporation, such as MetLife, is not without related costs, either.

> **Net income for the third quarter of 2016 also includes a goodwill impairment of $223 million, after tax, related to the new Brighthouse Financial segment.** (Editor's note: "MetLife, Inc. GAAP Interim Condensed Consolidated Statements of Operations (Unaudited) Sept. 30" "For the Nine Months Ended September 30" reflects results to-date for the goodwill impairment of such restructuring at $1,290,000,000 (that's $1 and a quarter+ **b**illion). (Please see https://www.metlife.com/assets/cao/pr/3Q_2016_Earnings_Release.pdf after/following the 12-page press release, the 3rd unnumbered page, under the subheading "Total Expenses" "Less: Goodwill Impairment")

From reviewing and analyzing MetLife's press releases and other available, credible new reports, it is "NR's" *understanding*, the LTC-policies at-issue will not be housed in, nor transferred to, the former-MetLife/now-restructured Brighthouse Financial segment. Yet, please note, how such restructuring has resulted in an almost quarter of a **b**illion-dollar "goodwill impairment" to MetLife in the 3rd quarter, alone, and a cumulative 2016 "goodwill impairment" of over a **b**illion and a quarter dollars.

Yet …. Yet, despite the above negative figures, MetLife also reported the following:

> MetLife reported operating earnings* of $1.4 billion, *up 102 percent* from the third quarter of 2015, and 98 percent on a constant currency basis*. On a per share basis, operating earnings were $1.28, *up 106 percent* from the prior-year quarter. (Id. at p. 1)

* * * * *

Adjusting for all notable items in both the third quarter of 2015 and the third quarter of 2016, operating earnings were *up 11 percent* in the third quarter of 2016, and 10 percent on a constant currency basis. On a per share basis, operating earnings were $1.53, *up 13 percent* from $1.36 in the third quarter of 2015, and 12 percent on a constant currency basis. (Id. at p. 2)

* * * * *

Book value per share $69.35 (vs. Sept. 30, 2015's $61.39) (a 13% increase)
Book value per share, excluding accumulated other comprehensive income (AOCI) other than foreign currency translation adjustments (FCTA) $53.40 (vs. Sept. 30, 2015's $51.11) (a 4% increase)
Book value per share – tangible common stockholders' equity $44.40 (vs. Sept. 30, 2015's $42.21) (a 5% increase) (Id. at p. 2)

MetLife Holdings. What about the MetLife segment in which the LTC-policies are now-housed and serviced? Concerning that MetLife segment, again, MetLife is not losing money there, either, despite no – repeat, no - increase in the LTC-premiums in FL as requested in its Filing. To the contrary, in that specific MetLife segment, i.e., MetLife Holdings, "(o)perating earnings" "were $266 million, up 9 percent …." Please *see* below.

METLIFE HOLDINGS

Operating earnings for MetLife Holdings, a segment comprised of non-core businesses, were $266 million, up *9 percent*, primarily due to higher variable investment income. Operating return on allocated equity was *9.6 percent*, and operating return on allocated tangible equity was *10.2 percent*. Operating premiums, fees & other revenues were $1.6 billion, down 9 percent, mostly due to the sale of the MetLife Premier Client Group, which included the company's affiliated broker-dealer unit. (Id. at p. 4)

And, for MetLife's Shareholders (But Not its LTC-Policyholders), It Gets "Even Better". **FL OIR, Please Note, an Eye-Opening Item Happened Next at MetLife. – And Please Know, "NR" Does *Not* Make This Up**. Despite all MetLife's FL LTC-policy "poor-mouthing", assertions of "bleeding" red ink, claims of monetary losses, etc. to FL OIR-this very Honorable Commission, and also to MetLife's own loyal, "death-spiraling" "surviving" FL LTC-policyholders - well, please consider such MetLife-assertions, and then, juxtapose that against the following, quoted-verbatim MetLife Nov. 10, 2016-press release involving $3,000,000,000:

METLIFE ANNOUNCES *NEW $3 BILLION SHARE REPURCHASE* AUTHORIZATION

NEW YORK, Nov. 10, 2016 – MetLife, Inc. (NYSE: MET) today announced that its board of directors has approved a ***new $3 billion authorization for the company to repurchase its common stock***.

Commenting on the announcement, Chairman, President and CEO Steven A. Kandarian said:

Excess capital belongs to our shareholders, and we are pleased to announce our largest ever buyback authorization now that we have defined a capitalization and execution plan for the separation of Brighthouse Financial. **Together with our dividend, which has grown by *116 percent* over the past three years,** this buyback authorization shows that **our strategy of generating higher free cash flow is gaining momentum.**"

While MetLife is currently preparing for a transaction to spin-off a substantial portion of its U.S. Retail business, the ultimate form and timing of a separation will be influenced by a number of factors, including regulatory considerations and economic conditions. (Please *see* https://www.metlife.com/about/press-room/index.html?compID=212294)

NR respectfully submits relevant questions concerning the issues herein pending before FL OIR: How can MetLife credibly assert it is losing and will lose such inordinate sums of money on its FL LTC-policies, yet MetLife has so much "excess capital" it can repurchase $3 billion of its common stock in its "largest ever buyback"? How can MetLife credibly assert it is losing and will lose such inordinate sums of money on its FL LTC-policies, yet MetLife has now "grown" (and paid out a higher) dividend to its stockholders "by 116 percent over the past three years"? Is MetLife's corporate "strategy of generating higher free cash flow" (which) "is gaining momentum" doing so at the cost of, and also to the detriment of, its FL LTC- (and possibly other) policyholders?

Additional MetLife Dividends. Not surprising, considering MetLife-Chairman's announced goals, which goals were previously discussed and commented-on in "NR's" prior Submission, MetLife has declared more dividends:

METLIFE DECLARES FOURTH QUARTER 2016 PREFERRED STOCK DIVIDENDS

NEW YORK, Nov. 15, 2016 – MetLife, Inc. (NYSE: MET) today announced that it has declared a quarterly dividend of $0.25277777 per share on the company's floating rate non-cumulative preferred stock, Series A, with a liquidation preference of $25 per share (NYSE: METPrA). The company also declared a semi-annual dividend of $26.25 per share on the company's 5.250% fixed-to-floating rate non-cumulative preferred stock, Series C, with a liquidation preference of $1,000 per share. Both dividends will be payable Dec. 15, 2016, to shareholders of record as of Nov. 30, 2016. (Please *see* https://www.metlife.com/about/press-room/index.html?compID=212355

"**Navigating Life Together**"? **The Filing at-Issue vs. Social-Security Cost of Living Adjustments (COLA's)**. Along with the corporate changes noted-above, MetLife also "plans to replace its 'MetLife. I can do this' branding tagline with 'MetLife: Navigating life together'." (Please *see* http://www.usatoday.com/story/money/2016/10/20/metlife-fires-snoopy/92452986/)

Concerning the Filing at-issue, how can MetLife contend it is "Navigating life together" with its FL LTC-policyholders when it seeks the proposed, at-issue LTC rate-increases, yet its FL-policyholders, such as "NR", receiving Social Security, were granted **no** (0) cost-of-living adjustment (COLA) whatsoever in 2016, and will receive merely a 3% COLA for 2017? (Please *see* www.cnbc.com/**2016**/10/18/**social-security**-increase-is-03-percent-next-year.html)

Further, how can MetLife contend it is "Navigating life together" with its FL LTC-policyholders when it seeks the at-issue LTC rate-increases, yet MetLife also: declares a new $3,000,000,000 repurchase of its common stock, its "largest ever buyback"? Has increased its dividend "116% over the past 3 years"? Has incurred over $1,000,000,000 in costs, restructuring into 2 major parts?

Another State's *Earlier* 2016 Ruling on MetLife's Proposed LTC Rate-Increases of "Only" 28.8%. *Even without knowing, much less considering,* the foregoing favorable, MetLife-financial news, but not surprising, another State, Oregon, rejected *in toto* MetLife's proposed LTC-rate-increases of "only" 28.8%. In such regard, "NR" respectfully urges FL OIR to review the reasons given by Oregon for such MetLife LTC rate-denial.

Rate Filing Decision January 14, 2016 MetLife Insurance Company USA

Policy form number: H-LTC3JQ11, H-5AI, H-COLI, H-NF3-6, H-IBOR SERFF #:MILL-129997488 ... Requested rate change: **28.8%** Approved rate change: **0% (disapproved)**

After careful actuarially review, DCBS disapproved the company's request for a 28.8% increase on its long term care plans. In its filing, the company failed to include several key pieces resulting in the division being unable to deem this filing complete and therefore having to disapprove it. *The division also considered the financial impact this rate increase would pose to consumers. The division considered how long policyholders have had their policies, past rate increases policyholders have faced, the availability and type of options to limit the rate increase by reducing benefits, and how the company has responded to changes in Oregon rules to alleviate the burden on policyholders*. (Please *see* http://dfr.oregon.gov/gethelp/ins-help/ltc/Documents/rate-decisions/20160114d-metlife-insurance-usa.pdf)

Additionally, the State of Connecticut rejected MetLife's proposed LTC-premium increases in 2014. Please further recall, FL OIR FL granted such increases then, failing to act similarly, when the requested-premium % increases were much smaller.
(Please *see* https://www.comparelongtermcare.org/connecticut-rejects-long-term-care-insurance-rate-increase-request-from-metlife)

LTC Insurance-Carriers Understand, Possibly Expect, their Respective Rate-Increase Filing May Be Denied. LTC insurance-carriers understand, possibly expect, their respective rate-increase filing may be denied. In such regard, please allow us to share a PowerPoint-slide from a recent Intercompany Long-Term Care Insurance Conference Association:

> The Intercompany Long-Term Care Insurance Conference Association, Inc.: "A 360° Perspective — Grappling with the Challenges of LTC Rate Increases" - Reid Ashinoff, Dentons US LLP and Patrick Reeder, Genworth Financial
>
> • States (please note, plurals) issuing non-actuarial based denials of rate increases have used various arguments that proposed increases:
>
> • are excessive
> • are not affordable
> • are not reasonable in relation to benefits
> • are not adequately documented and supported
> • will create shock lapses by (elderly) policyholders
> • are the result of faulty actuarial work at the time of original pricing and during prior rate increase requests
> • should have been rectified by prior rate increases granted
> • are unfair/inequitable to policyholders
> • constitute a deceptive trade practice
> • the insurer's actuarial assumptions keep changing and are not reliable
>
> (Please *see* http://iltciconf.org/2015/index_htm_files/06-360Degree3-20.pdf (PowerPoint-slide 11))

Conclusion. Considering all the foregoing, much less considering the foregoing in conjunction with "NR's" original Submission to FL OIR, "NR" again most-strenuously motions and urges FL OIR to deny *in toto* MetLife's Filing.

"NR" again thanks you for your reply-email, and further respectfully requests you consider this email's **renewed Motion**.

"NR" additionally respectfully requests you (1.) Post a copy of this email online concerning the above-referenced Filing, as well as (2.) Place a copy of same into FL OIR's Filing-record on this pending matter. "NR" thanks you for all such assistance.

Also, Happy Holidays.

Continuing regards,

Kitty Grubb

Kitty Grubb
Pro bono on behalf of and for “NR”, a current FL MetLife LTC-policyholder

State of Florida Office of Insurance Regulation (sometimes "OIR")
All OIR Staff re: Metropolitan Life Insurance Company (sometimes "MetLife") Proposed Rate Increases and its Pending Filing 16-09734 (Via email: MetLifeLTCHearing@floir.com)
Larson Building
200 E. Gaines St.
Tallahassee, FL 32399

RE: **Filing 16-09734** - Pending MetLife Rate-Increase Filing and Related State of Florida (FL) Public Comments. Respectfully-Submitted Comments of "NR", a MetLife Long-Term Care (sometimes LTC)-Policyholder.

Dear OIR Staff:

Introduction. This respectfully-submitted comment-document is filed on behalf of "NR", a long-term care (sometimes "LTC")-policyholder with MetLife. This document shares highly-confidential personal information about "NR"; as this is a public document, and an electronic public document at that, not surprising, "NR" desires use of only her initials. For your-the reader's convenience and ease of reading this document, headings have been added to many paragraphs; certain key words, phrases, and/or sentences have been highlighted, italicized, and/or underlined; bullet points were sometimes inserted; etc.

Responsive Document. This document responds to the July 22, 2016 letter from Thomas G. Reilly, MetLife's Director, Product Management & Compliance ("MetLife Letter"); that Letter informed "NR" of: the proposed "average rate increases requested" by MetLife (sometimes "proposed rate increases"), the related public hearing, and the right to submit public comments, if unavailable to attend that hearing. "NR" was unable to attend such public hearing and respectfully submits this document sharing her related comments.

Info about "NR", a FL MetLife LTC-Policyholder. "NR' is a 67 year-old, single/never-married female, having no children; further, she was the only child of 2 somewhat-older parents-deceased for quite some time. "NR" has no other, close relative to take care of, nor support, her, be it concerning LTC or otherwise. "NR" was an elementary-school, non-supervisory educator for a total of 36 years, and is now-retired, residing permanently here in FL; "NR" now-lives on a fixed-income, i.e., Social Security, and her school retirement-income, with very small, yearly COLA's. "NR" truly desired and desires to ***never*** be a burden, fiscal or otherwise, to anyone (be it to: any friend; acquaintance; stranger and the "goodness of stranger; and/or the government,

such as Medicaid). So, years ago, "NR" bought 1 of MetLife's LTC-policies at-issue; she has paid MetLife LTC-premiums ever since.

Totally *Pro Bono* (for Free) Assistance. "NR" is not an attorney, nor an actuary or underwriter, nor does she possess an MBA, insurance license, or insurance-related knowledge, skills, and abilities. "NR" shared that MetLife Letter with me. Never an attorney, and also having much-less word-processing and document-creating skills than I, "NR" sought my help concerning submitting comments on MetLife's proposed rate increases. I am assisting her comment herein totally *pro bono* (for free) and not in any formal legal capacity. [By way of disclosure, while licensed to practice law in 2 States for over 3 decades, I am not licensed in FL; likewise, insurance, insurance rate-making, insurance rate-filings, etc. were *never* any part of my law practice, nor did nor do I possess an insurance license, nor have I served, nor do I serve, as an actuary, underwriter, economist, rate-specialist, etc.]

Other MetLife LTC-Policyholders/Public Commentators. Countless, countless other public commenters-MetLife LTC-policyholders eloquently and also poignantly described receiving that MetLife Letter and trying to understand and comprehend such ***substantial*** proposed rate increases; if such premium increases were indeed approved as petitioned-for or approved anywhere in those neighboring ranges, those commentators most movingly and also painfully shared the resulting projected impacts on their lives, finances, and on the LTC-security they thought was obtained with their respective LTC-policy many years ago. For the sake of brevity, and to ease the administrative burden on OIR Staff and others' reading those public comments, "NR" adopts and incorporates by references all those excellent comments made by other LTC-policyholders.

General Statements concerning LTC-Policies in FL. Recently, OIR issued its *2015 Annual Report* (Kevin M. McCarty Insurance Commissioner). Several salient points in such *2015 Annual Report* possibly need sharing, to "set the stage", so to speak:

> A recent Congressional Budget Office (CBO) report estimates that *approximately 19% of the over-65 segment of the population needs some level of LTC assistance, while 55% of those over-85 will also need assistance*.3 Looking ahead, the over-65 segment of the population is expected to double between 2000 and 2030, and within this group the over-85 segment will grow the fastest.4 **This is just *simple* demographics**; *the baby boomers in the U.S. are growing older and living longer*. P. 12 (Emphasis added herein and throughout in citations and quotations, unless otherwise noted.)

[Please note the description of this being "simple demographics" – yet something, allegedly, MetLife could not and did not know, nor actuarially properly assume, nor … when making its past LTC-insurance assumptions, all as will be discussed more and in greater detail herein.]

* * * * *

* * * * *Future demographic trends point away from* the continued viability of the informal family support for long-term care, as families are becoming smaller, there are fewer traditional "nuclear" families, and there is a continuing increase in intergenerational geographic dispersion within families. (Id.)

[Again, please note these further familial-occurrences -- smaller families, few traditional "nuclear" families, families' living widely dispersed from one another, etc. Is any of that a new revelation? Or commonly-known realities of American life, i.e., "simple demographics"?]

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* * * * *Florida is on the right road* by encouraging *more private sector involvement, and less reliance on Medicaid*. P. 42

[If the petitioned-for rate increases be granted by OIR, then predictably which "road" will be the LTC-policyholders on - the "right road"?]

"Which Road?" In analyzing which "road", the testimony of FL then-Deputy Insurance Commissioner Senkewicz provides relevant details about LTC, when it is purchased, etc.

> Individuals typically purchase long-term care insurance policies at a younger age to offset the anticipated costs of long-term care expenses in the future. Unlike most health-related insurance, *this product is meant to mitigate expenses that may not occur for another 15-30 years*. The initial long-term care products were developed in the 1960s following the creation of the Medicare program in 1965. These initial policies were intended to supplement payment for the primary form of long-term care at that time: nursing homes. P. 4
>
> *During the **early years** of this product*, state regulators discovered that many companies were under-pricing long-term care policies due to faulty assumptions and data, particularly as it related to lapse rates and future anticipated claims. When a company's premiums are too low to cover claims, a company's solvency, or ability to pay claims, is threatened and the company must increase premiums. P. 5
>
> In the 1990s, state regulators witnessed a period of adjustment in the marketplace as companies refined their assumptions and adjusted their premiums accordingly. **In Florida and in other states, we saw companies impose significant rate increases. One result was that many policyholders could not afford these new premiums and allowed their policies to lapse.** (Id.) (Testimony of Mary Beth Senkewicz - Deputy Insurance Commissioner, Life & Health Florida Office of Insurance Regulation, On behalf of: The National Association of Insurance Commissioners, *"Long-Term Care*

Insurance: An Evolving Industry" Before the Senate Special Committee on Aging and the Senate Committee on Homeland Security and Government Affairs, Subcommittee on Oversight of Government Management, The Federal Workforce, and the District of Columbia October 14, 2009)

[Please note and remember that *well-known and foreseeable, historic* "cause and effect" - when LTC-premiums significantly increase, "many policyholders could not afford these new premiums and allowed their policies to lapse". In *accord*, please further *see* "*Why Long-term Care Insurance Is Becoming a Tougher Call"* by Barbara Feder Ostrov, Kaiser Health News, March 8, 2016, wherein the following excerpt is found:

> Rising costs could be prompting many seniors to drop their policies, according to a study from Boston College's Center for Retirement Research. Published in October, it found that **about a third of people with long-term care insurance at age 65 let their policies lapse, *often just a short time before needing care***. While some seniors had memory problems that kept them from paying their premiums, **others dropped their policies because they believed they could no longer afford them, the researchers found**. (http://time.com/money/4250147/long-term-care-insurance-rising-premiums/)

You-the reader hereof will later-note other relevant arguments contained in this document about that: "cause and effect", who caused it, who benefits from it, etc.]

MetLife. General Information. For 2015, MetLife had nearly $70 billion in revenue and is the largest US insurer (by assets). MetLife ranked 40th on the most recent FORTUNE 500®. (http://global.metlife.com/about/corporate-governance/board-of-directors/index.html) As of year-end 2015, MetLife had a *net* income of $3.7 billion and *surplus of $14.48 billion*. (http://www.floir.com/PressReleases/viewmediarelease.aspx?id=2164) Further, MetLife has a low P/E ratio of 10.64. (http://www.marketwatch.com/investing/stock/met)

Rate Spirals A/K/A Death Spirals. "Rate spirals, otherwise known in the industry as death spirals can be created when the initial rates on long-term care insurance are too low, the book of business is later closed, and the subsequent poor experience justifies future rate increases." (PHASE II: Expanding the Vision: Long-Term Care Insurance in Florida Office of Insurance Regulation April 2006) (http://www.floir.com/siteDocuments/LTC_Phase_II-final_report.pdf - P. 2) OIR "continued to receive large rate requests for closed blocks of business already in existence and historically underpriced due to inappropriate assumptions concerning claims costs, lapse rates and interest rates." (http://www.floir.com/siteDocuments/2015AnnualReport.pdf, P. 20) As OIR then prophetically-wrote in 2006,

> **Annual Rate Certifications.** In theory, long-term care policies that are underpriced can be adjusted annually. In actuality, companies often ignore the problem, continue with the underpriced products for several years, sell a multitude of policies as their underpriced products have a competitive edge versus rival products, and only apply for rate increases when it is too late. The company's only recourse is to close the block of business, and ask

> for significant rate increases. This is *only a stopgap measure* and begins *a vicious cycle*, as a closed block of business no longer invites new healthier individuals, and spiraling cost increases will encourage the few healthy individuals to leave. **This could necessitate *even more* rate increases.** P. 6-7

[Please note, an insurance death spiral is ***not*** a new phenomenon, but instead a well-known and foreseeable insurance-industry reality – for example, the quote cited-above is excerpted from a *2006 OIR Report*. Please also note, the very real prospects of "even more rate increases". (Id.)]

MetLife's LTC Death Spiral. A "death spiral" precipitating elements were and remain present herein. For example, as of 2010, MetLife no longer sold LTC policies in FL, (Please also *see* FL OIR Downloads/16-09734_1219169.pdf P. 2450 out of 246, **Section IV. Applicability**, 3rd para., "There are no longer policies being sold in the state under these policy forms."). When exiting the LTC-market, MetLife "capped" its pool of insureds, never adding any new healthier, younger individuals; as one ages, he/she generally experiences lesser/failing health, thereby often needing to utilize such LTC-policies. At a time when such policies predictably might expect utilization, now the ***22,796*** MetLife-policyholders, including therein "NR", find themselves in the proverbial Catch-22. Despite being nothing but loyal and alive, often retired and on fixed-income, and now-substantially older policyholders, they are now-faced with requested premiums they just can not reasonably afford, at the very time they reasonably might need such policies' protections.

April 21, 2016 Letter to Fellow MetLife Shareholders from Steven A. Kandarian, Chairman of the Board, President and Chief Executive Officer, MetLife ("Chairman's Letter"). Quoted in relevant portion, the following Chairman's Letter emphasizes several points we respectfully urge and strenuously stress to OIR's attention. Per MetLife's Chairman-CEO,

- It was a **"bold move"** to "exit the LTC business" and **"improve (MetLife's) risk-return profile"** (but correspondingly, arguably left its policyholders' policies in a death spiral).
- ***It would be easy to maximize near-term cash generation at MetLife—we could simply stop writing new business*** ***(***again, correspondingly, arguably exactly what MetLife did concerning LTC in FL, thereby creating a death spiral for its FL LTC-policies).

Such Chairman's Letter provides in relevant portion herein as follows:

> To My Fellow Shareholders: In my (Chairman Steven A. Kandarian's) first letter as (MetLife) Chairman four years ago, I wrote that "MetLife will not pursue growth for growth's sake." On the contrary, *our goal was to achieve returns above our long-term cost of capital, even if it meant we would have to "exit businesses that cannot consistently clear their hurdle rates."* In January of this year, MetLife took the biggest step yet in our commitment to this goal—announcing our plan to separate the U.S. Retail business upon which the company was founded in 1868.

* * * *

Our results were negatively impacted by three main factors: **a large non-cash tax charge, currency headwinds, and lower variable investment income - in particular, weak performance by our private equity and hedge fund investments**. * * * *

[Please note the 3 factors MetLife's Chairman-CEO then-cited, i.e., (1) "a large non-cash tax charge", (2) "currency headwinds", and (3) "lower variable investment income - in particular, weak performance by (MetLife's) private equity and hedge fund investments". Please further note the **total omission** of any factor directly related to MetLife's LTC-policies.]

We recognize that MetLife can and must do more to improve returns for shareholders. *That is why in 2015 we launched the next phase of our corporate strategy, called* ***Accelerating Value****. We chose that name deliberately to make clear to everyone at MetLife that* ***our No. 1 goal must be to improve total shareholder return***.

* * * *

To date, the most significant outcome of Accelerating Value is our decision to separate the U.S. Retail business. ***** This is consistent with **other *bold moves* MetLife has made to improve our risk-return profile, such as *exiting the long-term care business***, reducing variable annuity sales from $28.4 billion in 2011 to $7.1 billion in 2015, and exiting the market for universal life with lifetime secondary guarantees. As I wrote in my 2012 letter, "No business is automatically entitled to capital. All must compete on the basis of *which will deliver the most value to shareholders*." (P.1)

* * * *

Our goal is to invest—and when necessary, to *divest—in order to create the highest risk-adjusted returns for shareholders*. (P. 3)

* * * *

I (Chairman Kandarian) want to be clear that we are not focused on cash to the exclusion of growth. Completely maximizing free cash flow would mean foregoing attractive investment opportunities***. It would be easy to maximize near-term cash generation at MetLife—we could simply stop writing new business. By eliminating the strain from upfront policy acquisition costs and capital requirements, our cash flow would increase dramatically.*** However, this strategy would mean a declining stream of cash over time. (P. 4)

(Downloads/MetLife,%20Inc.%202015%20Chairmans%20Letter.pdf)

Dividend-Yield and Related Comparisons. Solvency and Related Comparisons. After reading the above cited-excerpts from its Chairman's Letter, you-the reader will not be surprised to learn, as of August 19, 2016, MetLife offers its stockholders a dividend-yield of almost 4% (3.96%). (http://quotes.wsj.com/MET). Such almost-4% payout "***far outpaces*** *that of industry peer American International Group (NYSE:AIG) and other major players in insurance"*. (http://www.fool.com/investing/general/2016/01/22/will-metlife-raise-its-dividend-in-2016.aspx)).

In such regard, in its *Ratings*, on August 14, 2016, The Street opined the following about MetLife:

> **Income** 4.5 out of 5 stars
> Measures dividend yield and payouts to shareholders. The company's (MetLife's) dividend is higher than 80% of the companies we (The Street) track.
>
> **Solvency** 5.0 out of 5 stars
> Measures the solvency of the company based on several ratios. (MetLife) is more solvent than 90% of the companies we analyze.
> (https://www.thestreet.com/files/r/ratings/equities/MET_weiss.pdf - P. 3)

And, again, not surprising, considering its Chairman's publically articulated goals for MetLife, recently MetLife declared a "quarterly dividend of $0.25555555 per share on its floating rate non-cumulative preferred stock, Series A, with a liquidation preference of $25 per share (NYSE: METPrA). MetLife further declared a semi-annual dividend of $26.25 per share on its 5.250% fixed-to-floating rate non-cumulative preferred stock, Series C, with a liquidation preference of $1,000 per share. Both dividends were payable June 15, 2016, to shareholders of record as of May 31, 2016". (http://phx.corporate-ir.net/phoenix.zhtml?c=121171&p=irol-newsArticle&ID=2168721)

Valuation. The Street *Ratings*' overall assessment of MetLife was:

> **VALUATION**
> **BUY.** METLIFE INC's P/E ratio indicates a significant discount compared to an average of 41.36 for the Insurance industry and a significant discount compared to the S&P 500 average of 25.29. Conducting a second comparison, its price-to-book ratio of 0.56 indicates a significant discount versus the S&P 500 average of 2.83 and a discount versus the industry average of 1.54. The price-to-sales ratio is well below both the S&P 500 average and the industry average, indicating a discount. Upon assessment of these and other key valuation criteria, METLIFE INC proves to trade at a discount to investment alternatives within the industry.
> (https://www.thestreet.com/files/r/ratings/equities/MET_weiss.pdf - P. 5)

MetLife LTC-Policies in FL. MetLife is the largest life insurance company in FL and one of the largest LTC-insurance carriers in FL.

(http://www.floir.com/PressReleases/viewmediarelease.aspx?id=2164) MetLife's total annualized LTC-premium volume in FL is $507,757,729, over half a billion dollars. (https://apps8.fldfs.com/IFileExternalSearch?_ga=1.225116122.1379201380.1470777582) Recently, MetLife proposed 20.09% to 95.44% premium rate increases for its respective 6 LTC-insurance standard-policies in FL. These increases were projected to affect approximately ***22,796*** FL-policyholders; "NR" is one of the literally 10,000's of MetLife's LTC-policyholders' facing such rate increases. If MetLife's rate filing were approved by OIR *in toto* as requested:

- its average LTC-annual premium would change from $1,593 to $2,580 (http://www.floir.com/PressReleases/viewmediarelease.aspx?id=2164);
- its average LTC-premium would increase by almost 62% (from $1,593 to $2,580) (Id.);
- assuming a constant rate increase of the lowest rate petitioned-for, i.e., 20.09%, and utilizing the financial "Rule of 72's", the underlying premium-sum would double in about 3 and ½ years;
- assuming a constant rate increase of the average annual premium petitioned-for, i.e., 62%, and utilizing the financial "Rule of 72's", such premium-sum would double in less than 2 years; and
- its 95.44% proposed rate increase for the VIP1 Series LTC-IDEAL-FL LTC-policies, in and of itself, for all intents and purposes, means the policy premium would almost double in merely one (1) year.

The MetLife Petitioned-for Premium Increases. "Killing Your Parents, then Pleading for Mercy, Because You're an Orphan". MetLife's premium increases sought are driven by *incorrect assumptions, incorrect investments, incorrect* … by MetLife; *nothing* (0) done by the involved LTC-policyholders realistically caused or contributed-to MetLife's incorrectness about:

- how many people would decide to cancel their coverage,
- the number of policyholders with cognitive issues such as Alzheimer's, and
- longer life expectancy. (http://www.floir.com/Sections/LandH/LongTermCareHearing.aspx)

Jonathan E. Trend, FSA, MAAA – MetLife's Vice President and Actuary, said the "increases are needed because the experience relating to these (MetLife's LTC) policies has been, and is expected to remain, materially worse than initially anticipated." (http://www.ft.com/cms/s/0/2fa2a2d0-60c2-11e6-b38c-7b39cbb1138a.html#axzz4HyGjsROr) Again, one reasonably wonders if the above-facts, such as "longer life expectancy", be rocket science or "simple demographics"? In such regard, a relevant question overarching throughout is: control, risk, and also fault, i.e., MetLife decided it was then-in its best interests to offer LTC-policies for sale in FL; MetLife hired the actuaries, underwriters, and other economists making the underlying insurance assumptions; MetLife made the errors; MetLife invested the premiums; MetLife quit selling LTC policies in FL; …. – Yet, now, years and years later, *the LTC-policyholders*, such as "NR" and 22, 795 others, are somehow responsible, to blame, and now to

shoulder the severe, lump-sum, financial burden for MetLife's incorrect assumptions, incorrect investments, incorrect … ? What MetLife is proposing to OIR is reminiscent of the old adage of "Killing one's parents, then pleading for mercy, because you're an orphan" – solely creating the very reality you now seek relief-about and relief-from.

OIR's Mission and Vision. Why have OIR? What does it do? OIR's mission is "(t)o promote a stable and competitive insurance market for *consumers*" and its vision is a "robust and competitive insurance market while maintaining protections for the *insurance-buying public*." (http://www.floir.com/Office/MissionStatement.aspx) OIR "closely monitors the financial health of the long-term care insurance market and strives to strike a balance between financial stability of the insurers and the cost to consumers". So, in relevant portion, much of OIR's mission is protection of the public. In such regard, very few, if any, LTC-policyholders could afford the costs of actuaries to make rate-assumptions; thus, those policyholders rely on OIR to assure not only accuracy in actuarial forecasts, but also concerning the underlying reasonableness of assumptions. Likewise, no policyholder can legally approve an insurance company to sell a LTC-policy in FL; no policyholder can similarly approve the corresponding premium rates. Again, the policyholders rely totally on OIR, including relying on OIR to constantly and vigilantly monitor and assure no death spiral.

FL's Relevant Statutes. FL's "Long-Term Care Insurance Act" is found at FL Statutes Section 627.9401 *et. seq.* Such Act's purpose was:

- to promote the public interest [Please note, the very first listed purpose],
- to promote the availability of long-term care insurance policies,
- to protect applicants for long-term care insurance from unfair or deceptive sales or enrollment practices,
- to establish standards for long-term care insurance,
- etc. …. (Please *see* FL Statutes Section 627.9402)

To be approved initially as a seller of LTC-policies, a seller must first prove itself to OIR. For example, an applicant-seller must prove that "A group other than as described in paragraph (a), paragraph (b), or paragraph (c), (is) subject to a determination by (OIR) that:

1. The issuance of the group policy is not contrary to the best interest of the public;

2. The issuance of the group policy would result in economies of acquisition or administration; and

3. The benefits are reasonable in relation to the premiums charged." (FL Statutes 627.9405 (1) (d) (1-3))

OIR Approval Factors and MetLife's LTC-Policies. MetLife was approved as a LTC-policy seller in FL; thus, we know it demonstrated to OIR at a basic minimum, the above 3 factors. One must reasonably wonder if the proposed average rate increases MetLife requested:

- be in "best interests of the public"?
- reflect "economies of acquisition or administration"?; and
- provide "reasonable benefits in relation of the premiums (proposed to be) charged?

Some Other, Related Relevant Questions. One must reasonably further wonder, would OIR approve MetLife as a LTC-seller now - today - if MetLife petitioned for such OIR-approval *and* also then-shared with OIR:

- MetLife's future **"bold move()"** to "improve (its) risk-return profile, (by) exiting the long-term care business", thereby creating the existing and current LTC-policy death spiral?
- MetLife's future option to "maximize near-term cash generation" — by "simply stop(ping) any new (LTC) business" and seeking the substantial premium rates here in-question?
- MetLife's premiums were going to *substantially* increase in merely one (1) year, after substantial increases the year before, i.e., the petitioned-for requested-percentages by MetLife herein at-issue?

Further, all this begets several fundamental troth (trust) issues - for example, can OIR rely on MetLife to know/better know the overall insurance industry-market than it concedes it did not know the LTC-industry and related market?

After viewing the entirety of the current situation MetLife has placed its almost 23,000 loyal LTC-policyholders in, i.e., a death spiral, in the future, can OIR rely on MetLife's representations and assurances about *any* of MetLife's insurances? Can *any* of MetLife's policyholders of any kind of insurance rely it will not effectuate, or accelerate an existing, death spiral on them and their respective MetLife-insurance?

What if MetLife has another/other, as of yet undisclosed "bold move()" or "bold moves" (plurals) concerning its LTC-policies and related premium rates? - Or for any of its other insurances' rates here in FL? What kind of precedent will OIR be setting, anyway? Such are especially probative questions, knowing of the rates now-petitioned-for, and further knowing of MetLife Chairman's articulated plan and desire for "bold move(s)", as outlined in relevant portion in his Chairman's Letter cited-above herein.

Doing Indirectly What Can Not Be Done Directly. No Cancellation, Nonrenewal, or *Other Terminat(ion)*. It is basic math that 2 + 2 = 4. Likewise, [1 + 3 - 6 + 8 – 2] also = 4. Yet those equations look very differently, now don't they? Similarly, in FL, there is a strong statutory

hurdle against cancelling a LTC-policy. For example, a LTC-policy can ***not*** **"(b)e canceled, nonrenewed, or *otherwise terminated*** on the grounds of the age or the deterioration of the mental or physical health of the insured (LTC) individual or certificate holder." (Please *see* FL Statute Section 627.9407 (3) (a))

No FL Statutory Exceptions Met by MetLife Permitting It to "Cancel, Nonrenew or *Otherwise Terminate()*" the LTC-Policies at-Issue by any Means, be it Direct, *Indirect*, or *Otherwise*. The only statutory exceptions to the above iron-clad rule are nonrenewal for MetLife on a statewide basis on terms and conditions determined to be necessary by (OIR) to protect the interests of the insureds (such as "NR" and 22,795 other LTC-insureds), if (and only if MetLife could demonstrate) renewal will jeopardize (MetLife's) solvency or that substantial and unexpected loss experience cannot reasonably be mitigated or remedied." (Id.)

MetLife has not, and candidly, can not, demonstrate:

- its solvency is at issue – to the contrary, as cited herein, MetLife's solvency is indeed rated at the highest/most solvent, 5 out of 5 stars;
- its loss experience was "unexpected" – MetLife created the well-known and most-foreseeable: death spiral; failed to recognize and actuarially adjust for known, basic "simple demographics"; etc.; nor that
- its "losses can not be mitigated nor remedied". MetLife left the LTC-market 6 years ago, acting in its best interests, but correspondingly, creating a foreseeable and predictable death spiral for the LTC-policies. [In such regard, please also *see* FL. Adm. Code, Reg. 69O-157.005 "Qualified Right of Renewal" in *accord*.]

* Isn't MetLife petition seeking OIR's permission for MetLife to charge such huge premium increases an veiled attempt to **effectuate *de facto* exactly what is *de jure* prohibited and barred by the phrase "otherwise terminate()" in FL Statute Section 627.9407 (3) (a)?**

Should OIR accelerate that MetLife-created death spiral by OIR's granting the petitioned-for substantial and largely unaffordable premiums, thereby condoning MetLife's doing *indirectly* what it statutorily can not do directly, i.e., allowing MetLife to, in effect, "price out" LTC-policyholders and cause large blocks of said policyholders to "*cancel, nonrenew, or otherwise terminate()*" the LTC-policies at-issue?

So, should MetLife be allowed to cause policyholder-termination of virtually all its LTC-policies via the death spiral and related pricing, which underlying conditions it, itself, solely created - thereby allowing MetLife to do *indirectly* what MetLife can not do directly?

It is basic math that 2 + 2 = 4. Likewise, [1 + 3 - 6 + 8 – 2] also = 4. Yet those equations look very differently, now don't they? But the bottom-line is the bottom-line – same result, just merely a different formula. The same for MetLife's arguably ridding itself of its LTC-policies via "cancel, nonrenew, or otherwise terminate()" means, i.e., whopping rate increases, being

possibly yet-another "***bold move*** **MetLife has made to improve (its) risk-return profile, such as *exiting the long-term care business*** *"*, to quote its Chairman. Once permitted to create a death spiral, what's to stop MetLife from warp-factor-5 accelerating such death spiral next year with even larger premium-rate increases? By like manner, what's to stop MetLife from eventually virtually ridding itself of all its remaining LTC-policies in FL, via indirect "otherwise-terminat(ion)" means it created, its LTC-policies' death spiral and related substantial rate increases?

Further FL Legislative Intent that LTC-Policies Should Not and Can Not Be "Cancelled, Nonrenewed, or *Otherwise Terminated"*. The intent of the FL Legislature is abundantly clear that LTC-policies are not to be "cancelled, nonrenewed, or *otherwise terminated*". Along with the above-cited FL Statute Section 627.9407(3) (a), among other applicable FL Statutes, please also generally *see:*

: the "Notice of cancellation; grace period" (FL Statutes Section 627.94073 (1));

: "the right to designate a secondary addressee", to receive notice of termination, in addition to the insured (FL Statutes Section 627.94073 (2)); and

: "Time limit on certain defenses."

> Notwithstanding the provisions of s. 627.607, each long-term care insurance policy *shall* provide that the policy shall be incontestable after it has been in force during the lifetime of the insured for a period of 2 years after its date of issue *except for nonpayment of premiums*." (FL Statutes Section 627.94076)

OIR Similar Adoption concerning LTC-Policies. OIR has likewise adopted the FL Legislature's intent; in such regard, OIR promulgated rulemaking in the FL Administrative Code (F. A. C.) 69O-157.104 "Policy Practices and Provisions" as follows:

> (e) In addition to the other requirements of this subsection 69O-157.104(1), F.A.C., a qualified long-term care insurance contract shall be *guaranteed renewable* within the meaning of Section 7702B(b)(1)(C) of the Internal Revenue Code of 1986, as amended. [Per such Section of the IRC,
>
> > (b) Qualified long-term care insurance contract. For purposes of (this Federal law/IRC) title—
> >
> > > (1) In general The term "qualified long-term care insurance contract" means any insurance contract if—
> > >
> > > > (C) such contract is guaranteed renewable]

MetLife agrees in its Filing, **Section III. Renewability**, "The policies (at-issue) are guaranteed renewable for life (of the LTC-policyholders"). (Please *see* FL OIR Downloads/16-09734_1219169.pdf P. 2450 out of 2461.)

Compounding Catch-22 Factors of MetLife's LTC-Death Spiral. Compounding the previously-discussed Catch-22 factors of MetLife's LTC-death spiral are the realities of MetLife-policyholders' general, overall LTC-situation. If they were to leave MetLife and procure *another* LTC-policy from *another* LTC-insurance carrier, said MetLife-policyholders could face the very real possibility of now-having new terms and conditions of disqualification/inability to qualify for *another* LTC-policy. To illustrate just a few of such potential disqualifiers (plurals) possibly now-present:

1. A *now* "preexisting condition" excludible-situation concerning any potential new LTC-carrier. In such regard, under applicable FL law, FL Statutes Section 627.9407 (4), to-wit:

> (4) PREEXISTING CONDITION.—
>
> > (a) A long-term care insurance policy or certificate, other than a policy or certificate issued to a group referred to in s. 627.9405(1)(a), may not use a definition of "preexisting condition" which is more restrictive than the following: "Preexisting condition" means a condition for which medical advice or treatment was recommended by or received from a provider of health care services **within 6 months *preceding* the effective date of coverage** of an insured (LTC-policyholder).

Assume in the time-period after someone qualified-for and bought his/her LTC-policy from MetLife, that person developed a new and serious health condition; now, years and years after qualifying for a MetLife LTC-policy, he/she may be disqualified from ever buying *another* LTC-carrier's LTC-policy, due to his/her later-developed/now-preexisting health problem.

[Further, certain *group* LTC-policies can utilize an even *more restrictive* definition of "preexisting condition" than the definition cited-above. (Please *see* FL Statutes Section 627.9407 (4)(a) (first sentence) wherein " … *(O)ther than a policy or certificate issued to a group referred to in s. 627.9405(1)(a),* no LTC policy or certificate (can) use a definition of "preexisting condition" … more restrictive than the definition (outlined above).") So, assume a MetLife LTC-policyholder searches for other, replacement LTC-coverage from other insurance companies. Those searching MetLife-policyholders may face even harsher and broader exclusions/failures to qualify, due to such other carriers' group LTC-policies' having more restrictive and more exhaustive listings of preexisting conditions.]

2. Any current MetLife LTC-policyholder searching for a replacement LTC-policy would be subjected to potentially different underwriting standards of other LTC-carriers. Even if the underwriting LTC-standards be similar to, or even the same as, MetLife's, due to aging and possible new health problems, the policyholder-applicant for a replacement LTC-policy now might never meet other carriers' LTC-underwriting standards, i.e., would be totally disqualified

from buying a replacement LTC-policy from another/other carrier(s); even assuming the policyholder-applicant could meet another LTC-carriers' underwriting standards, the policy-applicant might not be able to do so at a realistic price (assuming another LTC-carrier would even quote a replacement LTC-policy to the now-older and now new-health-problem'ed policy-applicant). Again, under FL law,

> (d) The definition of "preexisting condition" (outlined above) does <u>not</u> prohibit an insurer from using an application form designed to elicit the complete health history of an applicant, and, on the basis of the answers on that application, from underwriting in accordance with that insurer's established underwriting standards. (Please *see* FL Statutes Section 627.9407 4(d).)

3. A new waiting period with any replacement LTC-carrier concerning the MetLife LTC-policyholder's-applicant's preexisting condition. As provided under FL law,

> … (A) preexisting condition, regardless of whether it is disclosed on the application, need <u>not</u> be covered until the waiting period described in paragraph (b) expires. * * * * (Please *see* FL Statutes Section 627.9407 (3) (b))

4. A new 2-year period of incontestability with any replacement LTC-carrier. As allowed by applicable FL statute,

> … (E)ach long-term care insurance policy shall provide that the policy shall be incontestable after it has been in force during the lifetime of the insured for a period of 2 years after its date of issue except for nonpayment of premiums. (Please *see* FL Statutes Section 627.94076 "Time limit on certain defenses")

Just thinking about the above 4 Catch-22 items alone surely further illustrates why it is termed a "death spiral". Virtually no MetLife LTC-policyholder can escape to another LTC-carrier, due to the following summarized reasons, among others:

- underwriting rules and standards, LTC-policy replacement costs, and their (MetLife's LTC-policyholders') aging over the many years since they bought their respective MetLife LTC-policy. In such regard, MetLife quit selling any new LTC-policies in FL about 6 years ago. So the "newest" LTC-policy MetLife sold would be a minimum of 6 years old now; much can happen to a MetLife LTC-policyholder's health in 6 years;
- possible new and serious health concerns developed as they aged, which health concerns would now be "preexisting conditions" to any potential replacement LTC-carrier;
- related future time required to "wait out" any: waiting period, period of incontestability; etc.

<u>If such Massive Proposed Rate Increases Be Approved, then MetLife's LTC-Policies Achieve What, If Anything</u>? <u>MetLife's *Already-In-Place* Risk Limitations</u>. The basic reason for any insurance is to minimize risk, i. e., shifting and transferring risk from the insureds (here,

the LTC-policyholders) to MetLife-the insurer. First, while it almost goes without writing, nevertheless, please allow "NR" to share, MetLife has already had years and years of LTC-premiums paid-in. Please recall also, LTC-policies have no equity, contrary to whole-life policies; likewise, LTC-policies have no cash-surrender value.

Under these LTC-policies, the costs of certain covered-health care were "capped" at a maximum daily benefit (MDB)-limit, regardless how high such costs might continue to increase and increase; so, LTC-policyholders still retained and retain much excess-risk above the LTC-covered MDB. Please do *not* entertain, nor give weight to, MetLife's purported justification for increasing premiums due to the ever-rising costs of health-care – that is largely a "red herring"; to the contrary, MetLife's costs for such were and remain largely "capped" by MDB-limitations. "NR" is not familiar with other MetLife LTC-policyholders' respective MetLife LTC-policy; but, upon information and belief, she verily believes some MetLife LTC-policies may further be "capped" by maximum, total-exposure, aggregate-limitations. If MetLife should contend it was negatively-impacted by inflation of this or that items' cost, then please further recall, MetLife most-assuredly knew how to offer and sell LTC-"riders" at additional costs, providing protections against same; for even-more LTC-policyholder premiums paid to MetLife, such "riders" offered automatic, compound inflation-rate protections.

MetLife's "Power of the Quill". MetLife created the LTC-policies, and subject to applicable laws and OIR-regulations, MetLife could and did include/exclude whatever terms and conditions, health-costs, care-categories, etc., as well as limit/"cap" conditions for: eligibility, its maximum exposures, etc., all as it deemed best for MetLife; in such regard, MetLife was the pro-offeror, and also the author, of its LTC-policies. MetLife did not bargain with the insureds-the LTC-policyholders concerning the LTC-policies' terms and conditions; to the contrary, such LTC-policies' terms and conditions were offered on a standard, "take-or-leave-it" basis. As in Vegas, "the house makes the rules", not the gamblers-players. Despite holding sole and exclusive "power of the quill", now, years later, MetLife asserts OIR should require LTC-policyholders to "belly up to the buzz-saw" not for the policyholders' poor card-playing and being dealt bad cards, but for the house's, MetLife's. Can you-the reader imagine betting heavily on your card-hand in Vegas, busting out, and then telling MGM or Harrah's or any other gaming-house that it (casino) has to make-good your losses, because you assumed wrongly. (You bet heavily, thinking the next card would place you at 21 or below, but alas, it busted you out/put your hand over, at 22 or more). And, then, please imagine, gambling and assuming wrongly, gambling and assuming wrongly, and continuing to so gamble for a prolonged period of time. Well, duh! The LTC-policyholders can not be, nor should they be, "in MetLife's shoes", because someone has to be in theirs (policyholders' "shoes").

OIR Possibly Creating Another Major Risk to LTC-Policyholders. If the petitioned-for LTC rate increase were approved by OIR, then, "NR" respectfully submits, yet-another major risk has been created – and this time created by OIR. If MetLife be allowed to increase premiums by merely convincing OIR it got its actuarial assumptions wrong, hasn't yet another major risk been

created? - Namely runaway premium increases. Although an insured's purchasing LTC-insurance reduces certain risks posed by LTC-costs, these petitioned-for rate increases illustrate an entirely new risk, namely MetLife's seeking to charge MetLife LTC-policyholders unilaterally and massively-increased rates, thereby causing the- "otherwise terminat(ion)" of many LTC-policies. And then, MetLife's can effectuate that same thing yet-again the next year, and then next year, and …. . This is not far-fetched, abstract hypothesizing and argument, either. Please recall, MetLife received additional, premium-increases **only *2 years ago***, and is now-seeking more *this* year, as well. Under such scenarios, LTC-insurance would not always reduce the LTC-policyholders' respective overall risk-exposure; the LTC-policyholders must further regularly risk OIR's granting massive rate-increases, including the petitioned-for ones.

Precedent. As a matter of **precedent**, once other potential FL-buyers learn what MetLife seeks to increase its LTC-policyholders' policy premiums to, how many, if any, buyers will ever buy such a policy from *any* LTC-insurance carrier? And, then, who/what entity will bear those LTC-costs and risks? Who/What entity? Medicaid? Currently,

> Medicaid, the nation's health program for the poor and disabled, will pay for long-term care—*but it requires seniors to spend nearly all their assets beforehand.* These days, nearly half of all long-term care in the United States is paid for by Medicaid - a huge burden that is only going to grow as millions of baby boomers reach their eighties. (Please *see* "*Why Long-term Care Insurance Is Becoming a Tougher Call"* by Barbara Feder Ostrov / *Kaiser Health News*, March 8, 2016, where in the foregoing quoted-excerpt is found).

Some Related Legal, Contractual, and Equitable Factors. MetLife LTC-policyholders herein:

: acted in good faith;

: paid substantial sums in premiums for a long period of time;

: reasonably relied to their potential severe detriment on MetLife and on its asserted abilities, talents, skills, etc. concerning LTC-policies and related insurance;

: acted responsibly in society's best interests, especially as Medicare, the government health insurance program for the elderly, generally does *not* cover LTC-costs;

: never quit their respective MetLife LTC-policy, even though MetLife left FL and closed its related "book of business";

: had MetLife induce a death spiral concerning their respective LTC-policy; etc.;

And now look what has happened in result.

Didn't MetLife assume risks in its LTC-policy sales, including concerning its OIR-approved premiums? If so, what/which risk(s)?

Do MetLife's multi-years' faulty assumptions and ostensible related negligence factor-in – or can MetLife make all manner of errors, and make such errors over a prolonged time-period, leave the LTC-sales market, thereby creating a death spiral, *but* the resulting detriment be on the LTC- policyholders?

Do implied duty of good faith, implied duty of reasonableness, equitable estoppel, fairness, unclean hands, benefit of the bargain, construction against the pro-offeror/"holder of the quill", unconscionability, etc., etc. ever come into play? If so, then isn't the proposed premium-situation faced by MetLife-policyholders now a proper time for OIR to implement justice and fairness, having MetLife, not its LTC-policyholders, bear the burdens of its prolonged and sustained actions and inactions?

Not a Secret, Not New, Not Unique, Not Different, Not …. PHASE I: Long-Term Care Insurance in Florida Office of Insurance Regulation August 2005 http://www.floir.com/siteDocuments/LTC_Phase_I.pdf in its "Concluding Remarks" shared some timely, insightful, and also relevant information. And, please further note the date when such occurred – over a decade ago. These issues were and are: not a secret, not new, not unique, not different, not ….

> **Concluding Remarks** The cost of providing long term care services in our country will continue to increase. As currently structured, the greatest portion of expense associated with long term care will be paid by state Medicaid programs. Alternative funding mechanisms, including consumer personal savings, annuities, health savings accounts, and life policies with accelerated death benefits are available, but have to date provided only a small portion of the total long-term care financing. P. 33
>
> * * * * *
>
> Additionally a review of long-term care insurance complaints registered in Florida reveals that premium issues, including both the level and frequency of increases, are the most frequently made complaints. While regulatory changes have been made in Florida, as well as nationally, that should serve to at least partially address this issue, they address new sales only. A large number of consumers remain in insurance blocks that still face severe premium increase pressures for which no current mitigation solutions exist. Any discussion of the expanding and improving the long-term care insurance market must consider solutions to help these policyholders. P. 34

Christmas/Kwanzaa/Hanukkah, etc. ("Christmas")-List Effect. Wiggle-Room. Appearing to Lose Some. Around holiday-time, countless kids seek holiday presents, and prepare a Christmas-list. Trying to receive as many presents as possible, and only having that one single opportunity per year, many kids request, and request, and request in their Christmas-list. They seek much, much more than they know they will ever receive, but do so to leave wiggle-room. By analogy, "NR" submits, MetLife's seeking substantially-increased LTC-premiums is merely

establishing wiggle-room, hoping OIR will internally-compromise on MetLife's premium increases it might grant; so, while MetLife might receive lesser-approved premiums than originally-sought from OIR, "NR" further submits, such has the illusion, but not the reality, of losing some.

Even if OIR were to rule "Denied" concerning these petitioned-for rate increases, MetLife can just create yet-another Christmas-list next year to present to OIR, as MetLife did *this* year, despite receiving substantial increases merely *2* years ago. It's not as if MetLife could lose future, new LTC-customers by doing any of that - it has already left the State of FL, already left the LTC-market, etc.

And, if appalled and truly offended by MetLife's premium-requests 2 years ago and especially this year, MetLife's LTC-policyholders opt to cease doing business with MetLife concerning these LTC-policies - well, then, the death spiral just tightens further; MetLife's Chairman's "bold move()" is further accelerated – and also rewarded; and as "punishment", MetLife is "thrown into the briar-patch", much akin to Br'er Rabbit. "NR" most-strenuously urges OIR *not* to fall into these traps concerning MetLife's petitioned-for LTC-premiums.

MetLife LTC-Policies' Respective Anticipated Renewal Expenses and Commissions. Per MetLife in its Filing herein, MetLife's LTC97, VIP1, and VIP2 form series*' anticipated LTC-sales commissions were/are (as a percent of premium):

"Years 2-10 – 10% of premium;

Years 11-21 – 9%; and

Years 22+ -- 2%".

[* For the other, remaining MetLife LTC-policy series, "Group renewal commissions average 3% of premium, and the TIAA block has no commissions".] (Please *see* FL OIR Downloads/16-09734_1219169.pdf **Section VII. Expenses and Commissions** P. 2450 out of 2461)

While "9%" and "10%" in LTC-sales commissions may not sound huge, please recall, for 2014 CY, MetLife's LTC-premiums in FL were over $36 million ($36,357,606, to be exact).

Similarly, as a percent of premium, for all its LTC-policies, MetLife's anticipated policy administration costs are "3% of premium" ($82 per policy). While again, at first blush, 3% of anticipated LTC-policy renewal administration costs and $82 per LTC-policy may not sound like much, please recall $82 per policy multiplied by the number of LTC-policies (22,796) equates to $1,869,272 – almost $2 million. After reading the foregoing mathematical results, you may now-have a better "handle" about some of the many aspects of concern to MetLife-policyholders.

For illustration, and again utilizing the LTC-policies' "policy administration" costs' percent listed in MetLife's Filing, "3% of premium", 3% of $507,757,729 total annualized LTC-premium volume = $15,232,731.87, i.e., over $15.2 Million. And, spreading that $15.2+ million

over only 22,796 LTC-policyholders, then, that's $668.22 average total annualized LTC-premium volume per LCT-policyholder - almost $700 – for each LTC-policyholder in average annualized LTC-premium-volume policy-administration costs.

Further, MetLife's anticipated claim administration cost is "2.0% of paid claims". (Please *see* FL OIR Downloads/16-09734_1219169.pdf **Section VII. Expenses and Commissions** P. 2450 out of 2461)

Again, after reading these above-percentage, other cost-facts, and related mathematical results, hopefully you now-have a better "handle" about just some of the *many* aspects of concern to MetLife LTC-policyholders.

MetLife's LTC-Policies' Minimum Required Loss Ratio and Future Loss Ratio. Per MetLife's Filing,

> The LTC97, VIP1 and VIP2 form series were originally filed at approximately 60% lifetime loss ratio. The TIAA and T-C Life blocks were originally filled at approximately a 71% lifetime loss ratio. Group blocks were originally filed at approximately a 73% lifetime loss ratio. All filings met minimum requirements in effect at that time. (Please *see* FL OIR Downloads/16-09734_1219169.pdf **Section XVIII. Minimum Required Loss Ratio** P. 2452 out of 2461)

In contrast, also in its Filing, **Section XIX. Anticipated Future Loss Ratio** (FL OIR Downloads/16-09734_1219169.pdf P.'s 2452-53 out of 2461), MetLife asserted "Before Rate Increase" "Anticipated Future Loss Ratio(s)" ranging from "VIP2(Era 2) of 120.1%" to a high of "LTC-97 of 374.6%". One notes in reviewing those ratios, MetLife used both a "time value of money at 4.5% interest" and also "expected policy terminations" in its calculations. (Id. at P. 2453)

A reasonable question: As faulty as MetLife's LTC-assumptions have been throughout to-date, can someone reasonably rely on them now? For example, and as you know, using a higher interest rate in one's calculations would usually enhance/enlarge all "Anticipated Future Loss Ratio(s)".

As badly as MetLife admits it consistently performed concerning its LTC-projections and assumptions, some might contend, MetLife should "Declare victory" with a "Before Rate Increase" "Anticipated Future Loss Ratio" on its VIP2(Era2) LTC-policies of only "120.1%"; further, if its requested rate increase were granted concerning VIP(Era2) LTC-policies, then MetLife would have an "After Rate Increase" "Anticipated Future Loss Ratio" for that series' LTC-policies of "94.5%".

By further observation, if one should accept MetLife's projected "Anticipated Future Loss Ratio(s)" at face value/as accurate, then such further bolsters "NR's" contention that MetLife is trying to minimize its projected losses by hastily-accelerating the death spiral via massive rate-

increases, seeking non-cancellable LTC-policies to be soon-terminated ("otherwise terminated") by LTC-policyholders, i.e., MetLife's seeking to do indirectly-*de facto* what it can not do legally-*de jure* directly.

MetLife's LTC-Related Customer Complaints and Ratios for CY 2014. And, looking at customer complaints, in its *2015 Annual Report* (Kevin M. McCarty Insurance Commissioner). OIR provided information about the LTC-policy sellers' respective customer complaints and ratios for CY 2014. Such provided:

CONSUMER COMPLAINT RATIOS – CY 2014

POLICY TYPE: LONG TERM CARE

> Metropolitan Life Ins Co received 9.0% of all complaints, but had only 5.4% of the market share, and generated $36,357,606 in premiums. Similarly, MetLife Ins Co USA received 6.7% of all consumer complaints, while having only 3.0% in market share, and generating $20,270,870 in premiums.

In contrast, a competitor LTC-company generated merely 4.5% of all consumer complaints, while generating $123,557,761 (**almost $87M *more* dollars**) in premiums than Metropolitan Life Ins Co.; further, said LTC-company had *50% less* consumer complaints than Metropolitan Life Ins Co. By further example, yet-another LTC-competitor had $134,660,289 (**almost $100M *more* dollars**) in premiums, yet had the *exact same number* of consumer complaints as Metropolitan Life Ins Co. (http://www.floir.com/siteDocuments/2015AnnualReport.pdf, P. 111

Miscellaneous. When citing MetLife's Filing-data, we used the MetLife-data dated "**September** 3, 2016". No, no - that is *not* a typo, nor an error, on our part concerning that date of "September 3, 2016", even though today's date is merely, only August 23, 2016. (Please note the "September 3, 2016" date on the letter to "Kevin McCarty Insurance Commissioner" from "Ralph Donato, Senior Consulting Actuary" – found at FL OIR Downloads/16-09734_1219169.pdf P. 2443 out of 2461). Thinking such might have been a typo on Senior Consulting Actuary Donato's part, we looked further, and found such date of "September 3, 2016" again confirmed on the "ACTUARIAL MEMORANDUM FOR STATE FILING", wherein it clearly states "September 3, 2016" in the 3rd line, top of such page. (Id. at P. 2444 out of 2461)

Respectfully-submitted Summary Response to MetLife's Pending Proposed Rate Increases. Considering the pending Filing, MetLife's related proposals, other LTC-policyholders'/commentators' respective submission, and considering all the contents of this document in its totality, "NR" respectfully-submits:

1. MetLife's causing a willful, calculated, and predictable LTC-policy death spiral should never be rewarded, nor condoned, conduct by OIR. MetLife should *not* be permitted to "kill its parents, then plea for mercy, because it is now an orphan". Similarly, MetLife should *not* be permitted to effectuate such a massive rate-structure whereby it can *a de facto* effectuate a *de jure*–barred "otherwise terminat(ion)" of the underlying, at-issue LTC-policies, in defiance of FL applicable law. Any rate increases permitted by OIR will further tighten the death spiral MetLife created; therefore, MetLife's pending proposed rate increases should be denied.

In the unlikely event OIR should grant any rate-increase, then alternatively, the maximum increase for any of MetLife's 6 LTC-categories' respective premium should be "capped"/limited to 3.96%, the comparable amount MetLife pays its shareholders in dividends. As much as buying MetLife stock was and is an investment, possibly a long-term investment, by analogy, so, too, was and is LTC-policyholders': "investing" for years and years in MetLife's LTC-policies, trusting in and relying on MetLife's LTC-contracts as affordable binding agreements, etc. Further, MetLife's investors should *never* profit from MetLife's faulty assumptions, faulty projections, faulty …, while MetLife LTC-policyholders are in, and are projected to foreseeably remain in, a death spiral created by MetLife. Additionally, permitting MetLife to profit from its faulty assumption, faulty projections, faulty … encourages, *not* discourages, more of same in the future – much akin to "heads, I win; tails, you lose".

2. As MetLife no longer sells any LTC-policies in FL, and has not sold any for years and years, then its related administrative costs should be minimal and lower than at-present. We respectfully submit, OIR should consider same when deciding the Filing-request. Additionally, we further submit, OIR should closely monitor, even audit, such.

3. As the old adage recounts, allegedly, "Professionals built the Titanic, whereas an amateur (Noah) built the Ark". Since MetLife "built" and created the death spiral-the Titanic, then it should be forced to "rescue", including providing "rescue resources", "rescue boats", "rescue personnel", "rescue …", etc., i.e., absorb all related costs. In such regard, we respectfully submit, MetLife should be required to develop a plan, and then, make progress on the plan considering its LTC-policies, with the goal being the minimization or elimination of the death spiral and its negative effects on MetLife's LTC-policyholders. All of such should occur before any premium increases are granted; otherwise, MetLife will continue to profit from its faulty assumptions, faulty projections, faulty ….

Additionally, MetLife and/or OIR should form a permanent "MetLife LTC Task Force", with regular meetings, chaired by MetLife's Chairperson; such Task Force should further have as members a certain number of LTC-policyholders or their representatives, along with OIR- and other MetLife-personnel. Having amateurs/non-insurance personnel on such a Task Force might bring "new eyes" (new/improved/different thoughts) concerning the ever-tightening, quickly-executing death spiral of MetLife LTC-policies.

4. Due to the aging of MetLife's LTC-policyholders and also due to often age-related factors, such as job-retirements, ill health, etc., as a condition precedent to its granting *any* new increase, OIR should further require MetLife to provide *substantial, greater/enhanced advance notice* if and when MetLife should anticipate or reasonably suspect it will ever seek *any* other

LTC-rate increase greater than 3.96%; the proposed greater/enhanced advance notice to LTC-policyholders concerning any such future proposed increase would permit LTC-policyholders to possibly adjust their respective budgets, plan, sacrifice, etc., i.e., make informed, knowing choices concerning whether to keep such policies, surrender them, and so forth.

5. As yet-another condition precedent to any premium increase, additionally, OIR should instruct and require MetLife to reduce the number of its customer complaints and to bring such into line with, or be better than, its proportional market-share. Despite the proposed rate increases, MetLife's 22,000+ LTC-policyholders have thus far remained loyal and steadfast; said LTC-policyholders deserve and also need at least equal/comparable acceptable customer-service and related ratio's comparable to what other large-market share LTC-carriers provide in FL.

6. Some MetLife LTC-policies at-issue herein were *group* LTC-policies. Further, MetLife left the LTC-market about 6 years ago. If there be any new premium-increase granted by OIC, then as a further condition precedent thereto, OIC should require MetLife to provide each FL LTC-policyholder with a full and complete current-copy of his/her respective applicable MetLife LTC-policy and related new premium. By having his/her own full and complete copy of the applicable LTC-policy and related premium, hopefully each MetLife-policyholder could and would: make informed, knowing choices, seek competent independent advice and counsel, etc. concerning the future of such LTC-policy; further hopefully, having such information would prevent policyholders' "sticker shocks" and other possible adverse reactions, which could worsen the death spiral.

Conclusion. Thank you for allowing "NR' to submit all the foregoing comments and submissions. Consideration shown this document and also MetLife LTC-policyholders' death-spiral situation is of course most appreciated.

Respectfully submitted (via email) this 23rd day of August, 2016,

"NR", *pro bono* (for free) assisted by Kitty Grubb

["NR's" only email-address contains her entire name, and as noted, she desires confidentiality concerning her personal information. Therefore, in lieu of her email address, Kitty Grubb's email-address is shared, instead: kgrubblaw24@aol.com]

August 23, 2016

David Altmaier, Insurance Commissioner
Office of Insurance Regulation
200 East Gaines Street, Larson Building
Tallahassee, Florida 32399

RE: Metropolitan Life Insurance Company and Unum Life Insurance Company of America

Commissioner Altmaier:

As Florida's Insurance Consumer Advocate, I am committed to thoughtfully pursuing insurance matters on behalf of Florida consumers. My commitment is especially true for the millions of older Floridians that positively impact the social and financial health of our state and the thousands that will be adversely impacted by the rate increases proposed by Metropolitan Life Insurance Company ("MetLife") and Unum Life Insurance Company of America ("Unum"). I was extremely moved by the personal comments made by consumers at the rate hearings for both MetLife and Unum on August 12, 2016. It is very clear that the rate making challenges and aggressive marketing within the long-term care industry has led to a lack of consumer trust. Many consumers believe that the long-term care industry has failed them.

Consumers are rightfully concerned about the burden rising costs and unaffordable rates would put on them and their family members. Many consumers purchased long-term care insurance as a means to take the financial responsibility of their care off of their children, other family members, and government programs. For some, a substantial increase in their current premium would make long-term care insurance unaffordable, undo their hard work and planning and shift the burden back to their children and families. I understand and recognize the need for adequate rates, but I believe that consumers deserve more options that will lessen the financial impact of any rate increase so that this product remains affordable and in place for them when they need it.

In response to MetLife's 20%-95% requested rate increase and Unum's 0%-114% requested rate increase, I respectfully recommend the following:

1. The Office of Insurance Regulation should consider the implementation of smaller annual rate increases rather than one large increase to lessen the financial shock of any single, double or triple digit increase;

2. Allow for premium refunds so that consumers can proceed with their long-term care planning, independently; and

FLORIDA DEPARTMENT OF FINANCIAL SERVICES
Sha'Ron James • Insurance Consumer Advocate
Office of the Insurance Consumer Advocate
200 East Gaines Street • Tallahassee, Florida 32399 • Tel. 850-413-2868 • Fax 850-487-0453
Email • Sha'Ron.James@myfloridacfo.com
AFFIRMATIVE ACTION • EQUAL OPPORTUNITY EMPLOYER

3. Require MetLife and Unum to implement a clear communication plan regarding any approved rate increase in a manner that provides policyholders with the information and assistance they need to make careful and informed decisions about their future coverage and benefits.

Additionally, consumers should be made aware of all of the resources available to them as they work to address issues related to their long-term care policy. Each company's approved policy form should include contact information for the Department of Financial Services, Division of Consumer Services, an independent resource that provides assistance to consumers on numerous insurance and financial topics, such as long-term care insurance.

I recognize that the challenges facing long-term care insurance are not only a Florida problem, but are challenges impacting the marketplace nationwide. I applaud you and the Office of Insurance Regulation for providing a transparent public forum, listening to the voice of the consumer and ultimately ensuring that these rates are justified and not excessive or unfairly discriminatory.

Thank you for your commitment to Florida consumers. I look forward to your continued responsiveness.

With kind regards, I am

Sincerely,

C. Sha`Ron James, Esquire
Insurance Consumer Advocate

Sylvia Weber
[redacted]
Jacksonville, FL 32210
[redacted]

Consumer Services
AUG 0 9
Ready for Processing

August 2, 2016

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AUG 08 2016
Commissioner
Office of Insurance Regulation

Mr. David Altmaier
Commissioner of Insurance
Office of Insurance Regulation
Larson Building
200 E. Gaines Street
Tallahassee, FL 32399-0301

Subject: MetLife Long Term Care Premium Increases

Dear Commissioner Altmaier,

As an owner of Met's LTC policy since 2001, I have already received premium increases. Needless to say, I was almost rendered speechless when I received notification of a preposterous increase of 77.23%. I am aware that Met ceased writing new LTC policies in 2010 and can make an educated guess this line of business isn't profitable. I understand that insurance companies are regulated on the type of investments they make to generate additional income and that the returns over the last 8-10 years have been pretty ugly. Likewise my retirement savings have experienced the same lackluster results.

I respectfully request the following items be disclosed in the hearing.

1. Clear and concise evidence that Met "needs" the increase to remain in business. Net income from all product lines should be included – not just LTC.
2. Clear and concise evidence that any increase will be used solely for future LTC payouts, not to recoup past losses.
3. Assurance by your Office of Met's financial stability; that their reserves are adequate for the actuarial probabilities for payouts.
4. What guaranty does the State have in place in the event of a bankruptcy filing by Met to meet the needs of the policy holders?

Thank you for your time and consideration.

Sincerely,

Sylvia Weber

Sylvia Weber

Cc: Jeff Atwater, CFO

From:	Rickey Mittelberg
To:	MetLifeLTC Hearing
Cc:	bthelen@signatorfn.com
Subject:	Amy Mittelberg & Rickey Mittelberg - LTC policy holders with Met Life
Date:	Wednesday, August 10, 2016 8:28:59 AM
Attachments:	image001.png

Dear Sirs/Madam: My wife and I are policy holders of long-term-care policies with MetLife for over 10 years. When we purchased our policy we signed a contract with MetLife. Since inception we have abided by the terms of the contract from our end making all the required premium payments accurately and timely.

Approximately one year ago we received a notice asking us to increase our premium payments if we wanted to maintain our coverage as is or reduce our coverage and maintain our current premium payments. My wife and I opted for the second option and now have $200 per month coverage each for a period of time certain. Our policy also calls for shared time should one of us need to use the other's time during a possible LTC claim.

We are not privy to our policy's "Form Number" which was alluded to on a recent July 22, 2016 notice to us. Nonetheless MetLife is asking for another increase in premium. In retrospect and in good faith, we chose to sign up with Met Life for LTC coverage early in our working lives so we could lock in lower rates for the duration of our policy. We have already made one concession as stated above. And, since inception we have paid in a substantial amount of money for this privilege. Accordingly, our current premium payments are part of our budgeted expenses as we enter into our retirement years. We prepared well and a lot of thought went into this.

What you are doing by requesting a major premium hike in our policies again is unconscionable. We have entrusted MetLife with our long-term-care needs and that is now being compromised. If anything, because of our duration as clients, we should be grandfathered in with the current rates and should not be penalized because we "started early and signed/executed a contract in good faith" under the terms of our original policy.

My wife and I urge you to rescind the proposal and require MetLife: a thriving, long-lasting, and highly reputable insurance company, to honor its contract and current policy commitments and not be allowed to arbitrarily increase them. We have been loyal customers and have lived up to our end of the contract. It is time to insist that MetLife live up to theirs as well.

Thank you very much…

Rickey Mittelberg, CPA
Partner

K|S|D|T
AND COMPANY

Kabat, Schertzer, De La Torre, Taraboulos & Co., LLC
Dadeland Office Park
9300 S. Dadeland Boulevard
Suite 600
Miami, Florida 33156
Telephone: (305) 670-3370
Fax: (305) 670-3390
rmittelberg@ksdt-cpa.com

From:	Rickey Mittelberg
To:	MetLifeLTC Hearing
Cc:	bthelen@signatorfn.com
Subject:	Amy Mittelberg & Rickey Mittelberg - LTC policy holders with Met Life
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Thank you very much…

Rickey Mittelberg, CPA
Partner

K|S|D|T
AND COMPANY

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Telephone: (305) 670-3370
Fax: (305) 670-3390
rmittelberg@ksdt-cpa.com

From:	Carole McConnell
To:	MetLifeLTC Hearing
Subject:	Comment on LTC Filing 16-09734
Date:	Wednesday, August 10, 2016 4:30:31 PM

My husband and I have an LTC2-VAL-FL Insurance through Met Life. We chose that plan 6 years ago after evaluating many other Insurers. It was less costly than other programs, but none of the other ones were more than 15% more. Our premium this year was $2,850. If the 34% is approved, that will be an additional $969. We cannot afford that type of increase this year and will be forced to cancel our policy. As we will probably not be able to find another affordable policy (starting at ages 68 and 73, we will have to be uninsured. This 34% in one year is cruel and unreasonable and shows a total lack of caring for your policyholders. Obviously, the ones you care more for are your stock holders and executives. I'm sure MetLife can take less of an increase and afford to make a little less money this year!
If approved, perhaps MetLife could make a counter offer to policyholders for the current premium, but with reduced (not 34% less!) benefit amounts? Or make the raise over 5-7 years, with an annual 5% rise?
Carole and Michael McConnell

From: Lea Smith Johnson
To: MetLifeLTC Hearing
Subject: Comment
Date: Tuesday, August 09, 2016 2:18:01 PM

Attention: Regarding the increase percentages for various Met Life policies for Long-term care.

Your letter dated July 22, 2016 was received August 8, 2016. The Numbers for Form Numbers listed on your letter are not found anywhere on my policy so the rate increases cannot be understood as to which

One is related to my policies. Would you immediately provide to the consumers which plans are increasing specifically in the manner they can match the Form Numbers to their policies provided by your company. Your Met Life customer service telephone number has no one answering the telephones. There is an offering to call you back at the number on which you called Met Life. When a taped message calls you back, it never connects you to a live person, but keeps you on hold. Holding ten minutes, I tried telephoning in again with the same outcome. Thus, I went on-line and registered. The telephone number provided there was for on-line tech service only, but when someone answered, she offered to get me connected to the long-term department. I was put on hold since 1:27 p.m. and am still on hold with no answer at 2:08 p.m. The taped message and music just says thank you for holding the next consultant will be there to take your call soon.

The individual rate increases planned range from a minimum increase of 34 percent up to a 95.44 percent increase which are exorbitant rate increases. I am fearful my rate could be going up 95.44 percent. This

Increase hits Individual seniors hard. It could force many to stop their coverage after paying into the policies for many years. Further, the number of Form Nos. provided for the types of long-term care policies for which rate increases are being requested, six listed on my letter, are a lot of types requested at one time making it appear like these policies were “bait and switch” original offerings of coverage. Or, poor actuarial department estimates to say the least. Summarizing, these rate increases are too large and may force many elderly out of the policies after they had paid on them for years trying to plan for their needs responsibly. It is now 2:16 p.m. with still no connection to the long-term care department.

Sincerely,
Lea Smith

From: Dave Elyea
To: MetLifeLTC Hearing
Subject: Filing 16-09734 MetLife LTC
Date: Saturday, August 13, 2016 3:00:22 PM

Sirs and Madams:

I have been a LTC policy holder (LTC2-VAL-FL) with MetLife since November of 2007. The application currently before the Office of Insurance Regulation to raise my premium by 34% represents the second year in a row of increases with last years increase being 11%. If the current increase requested is approved, in two years time my annual policy cost will have increased 49%.

I tried to do the responsible thing by purchasing this policy to avoid being a burden on my family or the state should I someday require nursing home care. If this requested increase is approved, I may not be able to pay the premium and will have then wasted the approximately $15,000 I have spent on this policy since 2007.

I suspect that MetLife has kept the initial premiums for each class of policies purposely low at enrollment in order to sell the policies. I believe that they had full knowledge that they would need to ask for large increases in later years. This causes many of the policy holders who had not yet needed the benefits of the policy to cease paying, thus profiting the company unconscionably.

I implore you to reject this requested premium increase.

Respectfully submitted,

David Elyea
[redacted]
Tallahassee, FL 32308

From:	george forster
To:	MetLifeLTC Hearing
Subject:	Forster"s Long Term Care Ins Policies
Date:	Friday, August 12, 2016 12:48:01 PM

To All Parties Concerned, 08/12/2016 12:45 pm
Regina T Forster
George A. Forster
[redacted]
Wesley Chapel Fl. 33543

We each hold a policy for long term care MET LIFE..It has come to our attention that there is a request for Met Life to have the ability to increase the rate for the policies. They are asking for a 20-95% rate increase.
This is an attempt to dump the baby boomers and keep decades of premiums without any payouts.
They get to keep decades of premiums, and limit their liabilities by making these policies too expensive to stay enrolled.
Please do not allow them to rob your Florida Residents of a much needed benefit that does not involve Medicare or Medicaid or welfare.

We are willing to pay our fair share but lets keep it FAIR. We are extremely productive Seniors serving the health care needs of other Seniors.
We are in need of the departments intervention due whats right.

Dr George and Regina Forster

From:	Florida Department of Financial Services
To:	MetLifeLTC Hearing
Subject:	FW: FW: [SR#L:1-876509468] massive ltc premium increases
Date:	Wednesday, August 10, 2016 12:20:54 PM

Please review the consumer's comments

-----Original Message-----
From: consumerservices@myfloridacfo.com
Sent: 8/9/2016 03:29:51 PM
To: ServicePoint <ServicePoint@myfloridacfo.com>
Subject: FW: [SR#L:1-876509468] massive ltc premium increases

TOMIKA L GILLISON

INSURANCE SPECIALIST I

FLORIDA DEPARTMENT OF FINANCIAL SERVICES

DIVISION OF CONSUMER SERVICES

BUREAU OF EDUCATION, ADVOCACY & RESEARCH

(850)413-5450

From: paul huber [mailto:hubys1@comcast.net]
Sent: Tuesday, August 09, 2016 2:17 PM
To: Consumer Services <consumerservices@myfloridacfo.com>
Subject: massive ltc premium increases

To whom it may concern:

My wife and I purchased our Metlife LTC policies (policy [redacted]6 and [redacted]) with effective dates of May, 6 2004 at an age of 57.Our total premiums for both policies together were $5967/year. This premium

stayed the same up to and including 2014 for a total of **11 years.** Then in 2015 the premium increased to $6922 for the both of them.Now Met Life wants a massive 95.44% increase which is a total shock to a retired person.

My concern is that this massive increase will be approved and will be followed up by other massive increases until we are all priced out of our LTC insurance and Metlife runs away with all our premiums. I can not help but wonder if this increase has anything to do with **Obamacare, or is the result of mismanagement over the 11 years my premium never went up and now has to be corrected.** Who can morally defend an **immediate** 95.44% rate increase. At least we could have been told in advance that rate increases will occur over the following years so we could save for them. If this is involved somehow with Obamacare and the rate increase is approved

I feel there should be a qualifier with the approval that if Obamacare is repealed or replaced, the rates should be lowered back to the levels they were for calendar year 2015 or some other reasonable amount. We all want

Metlife to thrive so that if and when we need the coverage, Metlife is in a position to fulfill its contractual obligations but 95.44%. **Really!!!!!!!** I have sent an email to MetLifeLTCHearings@floir.com with similar comments.

I await your response

Respectfully,

Paul Huber

[redacted]

St Augustine

Florida 32086

Tel # [redacted]

From:	Larry Clancy
To:	MetLifeLTC Hearing
Subject:	Fw: Public hearing on Met Life Long Term Care Increase Request
Date:	Wednesday, August 10, 2016 6:11:58 PM

From: Larry Clancy <lclancy14@hotmail.com>
Sent: Wednesday, August 10, 2016 5:47 PM
To: MetLifeTCHearing@floir.com
Subject: Public hearing on Met Life Long Term Care Increase Request

Dear Sir or Madam,

It is with tremendous disappointment and outrage that I received notice of a public hearing for Long Term Care (filing16-09734) by Met Life.
Eleven years ago I purchased a policy and was told by a Met salesman "this will be your permanent monthly rate". I 'm sure this has happened over and over again all over the state. Met Life will point to paragraph xx on page xx which says they can increase the premium. People depended on the honesty of their agent that represented Met Life and the voluminous terms were not sent for several months after I signed.

In 2014 Met Life lowered the benefits substantially while adjusting the premium down by only 2%. For the class of policy I am in Met Life is requesting a 95.44% increase. This takes my premium from $146 to $285 or an increase of $139, an unconscionable amount. As I approach 70 I am left with an unenviable position of walking away from more than $20,000 I have plowed into this policy or trying to come up with almost $1,700 more per year from a fixed income. You purchase this insurance to combat the costs of diseases like alzheimers, ALS, etc. that may befall you at 75 to 80. It should be noted that most people never have occasion to actually use this insurance from which the company benefits greatly.

Remember also that an insurance company's cash position makes it a heavy investor in the market. In the last seven years the market has gone from 7,000 Dow Jones to a current 18,500. The company was in a position to make sizeable profits from the bull market.It is unethical and unconscionable to request such an outrageous increase and it is done at such a ridiculous amount (95%) in the hopes of getting a 30 or 40 % "compromise". I urge you to remember how these policies were sold by agents and deny Met Life's request any increase at all.

Respectfully Submitted,
Lawrence Clancy

Fort Pierce, Florida
August 10, 2016

From:	Marcella
To:	MetLifeLTC Hearing
Subject:	Fwd: Long term care increase
Date:	Wednesday, August 10, 2016 5:43:27 PM

Marcella Rheaume

Begin forwarded message:

> **From:** Marcella <marcella_garcia@bellsouth.net>
> **Date:** August 10, 2016 at 5:41:21 PM EDT
> **To:** MeLifeLTCHearing@floir.com
> **Subject: Long term care increase**
>
> To ever it may concern;
>
> The fact that you are increasing The Long Term Insurance is ludicrous.
> If I knew that a percentage increase would take place of this magnitude; I would have ever taken out a Policy. I believe if the increase does go through that; I strongly believe that I should get back my previous payments. This was not disclosed in the Original Policy in which I agreed upon.
>
> This is not fair to the Consumer. I object completely. If it goes through, I for one will not be able to continue my Policy and will follow with a Class Action Lawsuit.
>
> Thank you,
>
> Marcella Rheaume
> [redacted]
> Miami, Fl. 33186

From:	Greg Eckert
To:	MetLifeLTC Hearing
Subject:	Fwd: Rate Increase Proposal by Met Life
Date:	Tuesday, August 09, 2016 1:06:13 PM

-------- Forwarded Message --------
Subject: Rate Increase Proposal by Met Life
Date: Tue, 9 Aug 2016 12:57:53 -0400
From: Greg Eckert <geckert2@cfl.rr.com>
To: MetLifeLTCHearing@floir.com

Please register my very strong opposition to the Met Life request for punitive and exorbitant rate increases in LTC policies in the state of Florida. My wife and I (both in our 60's) took out LTC policies with Met Life several years ago thinking this would be cost effective insurance against unexpected health problems. (Both of us are extremely healthy and not even close to being in need of this coverage)

While I can empathize that they might need to sell their new policies at an exorbitant premium, my wife and I bought those policies with the understanding that we would be paying into them for an extended period of time, at a rate certain, before we would require Met Life to fulfill their end of the bargain.

To now have Met Life come to me and demand over $4,000/yr instead of the $2,000+ we are currently and have been paying for years is abhorrent and probably not do-able on a now retired fixed income.

We have no objection to Met Life charging whatever they feel they need to charge for future policies, as that is simply a factor of supply and demand. We also feel that it is patently unfair for you to grant these onerous rate increases that will apply to existing policy holders who ,in good faith, have been pouring money into their coffers for years without a use of service.

By the way, our policies, as explained to us at the time, were supposed to cover increased coverage requirements for our foreseeable lifetimes. As I see it now, that was either an outright lie and or deceptive business practice.

Please DO NOT APPROVE this Met Life demand .

Thank You

Gregory and Jackie Eckert

[redacted]

Geneva FL 32732

From: DoclRoc@aol.com
To: MetLifeLTC Hearing
Subject: Fwd: Undeliverable: RE: Raising long term health care rates
Date: Tuesday, August 09, 2016 5:57:18 PM

August 8, 2016

To Whom It May Concern:

Please be advised that the Met Life proposal to hike long term health care rates (Filing 16-097340) will financially hurt the very people this insurance was designed to help.
I fall into the VIP1 Series:LTC-IDEAL-Fl, LTC-PREMIER-FL,LTC-VALUE-FL category. Currently I pay $1,766.90 per year; if the proposed 95.4% rate is passed, my annual fee will double. I am now on a fixed income and this hike would hurt me financially.

I am sure that there are many people like me who took this policy out, hoping to never need it, but wanting to protect themselves and their families should the need arise. We trusted Met Life to be there for us and have paid our premiums for years. The amount of money proposed for the hike for this category appears to be a form of "age discrimination" as the people who will be the most hurt financially are the very ones who may need their policy in the near future.

If rates have to be raised, why not raise them with people who are still working and have many years to contribute to their funds financially?

There is a serious problem with any insurance company trying to gouge the very people who have supported the companies for years. It is up to the Florida Office of Insurance Regulation to protect the citizens of this state.

Sincerely,
Linda Teague, Ph.D

Re: NOTICE OF LONG TERM CARE PUBLIC HEARING –FILING 16-09734

POLICY HOLDER BACKGROUND:

1. In January 1992 at age 60 my application for Teachers LongTerm Insurance Plan was accepted ($92.66/month).
2. On 1 November 2004 MetLife assumed administrative functions for TIAA ($119.50). One of the reasons given: “MetLife has 438,000 policies in force, nearly 10 times the number of policies we (TIAA) hold”.
3. From 2004 to 2010 I chose to accept the optional inflation increases.
4. In December 2010 this optional inflation increase proposed would increase my monthly premium from $209.64 to $241.93. I said “NO”! I stayed at $209.64 until 2014.
5. In 2014 MetLife requested a 41.0% increase through the State of Florida; the increase approved was 8.0%! My monthly premium increased from $209.63 to $226.39!
6. According to MetLife the reasons for this latest request are: (1) the dramatic increase in long-term insurance premiums nationally for nearly a decade; (2) incorrect assumptions concerning cancellations; and (3) longer life expectancies, Alzheimer’s, etc.
7. Since 1992 I have paid $40,000+ in premiums. Hardly a paltry sum.
8. The premiums continually increase while benefits decrease.

QUESTIONS:

1. How can a company the size of MetLife be so wrong in its short- and long-term projections? Apparently these increases have been “dramatic” for more than a decade.
2. Are the incorrect assumptions due in part to the hefty premium increases since MetLife began administration in 2004 resulting in the cancellation of policies?
3. I find it amazing that there are only 906 TIAA policy holders in Florida. How many policies in total does MetLife currently have in force compared to the 2004 figure?
4. Since this long-term care program appears to have been so poorly administered/managed by MetLife, should the company be requested to close out this seemingly unsustainable and/or unprofitable program and make refunds to all policy holders?

We signed on for long-term insurance in order to protect our families. Today I pay Medicare ($104.90), secondary ($106.26), and long-term care ($226.39) for a monthly total of $437.55. This is more than my monthly grocery bill! When and if my retirement income is increased by 54.7%, I may be in a financial position to absorb any proposed outrageous additional increases.

Anne M. Martin
[redacted]
Fort Myers, FL 33919

Policy Number: [redacted] LTC.03(FL)

12 August 2016

From:	Roy Chasse
To:	MetLifeLTC Hearing
Subject:	RATE INCREASW
Date:	Monday, August 15, 2016 12:08:17 PM

Why should a policy holder have to pay for such a large rate increase when Met Life projections were so far off. Not my problem. We all know what the bottom line is, they want people to cancel there policies. They get to keep all the money people have paid for many years. I can see if the increase is allowed there, will be law suites filed. This is no different then a bait and switch.

Thank you
ROY CHASSE

From:	InsuranceCommissioner
To:	"Klein,Paul A"; InsuranceCommissioner
Cc:	MetLifeLTC Hearing; Young, T"Yana
Subject:	RE: Results of yesterday"s METLIFE LTC insurance hearing
Date:	Monday, August 15, 2016 10:16:16 AM

Dear Mr. Klein:

Thank you for your correspondence. We appreciate you contacting us and sharing your comments and concerns. The Commissioner values the views of citizens like you and works hard to protect the insurance market in Florida. No decision has been made The Office of Insurance Regulation (Office) is responsible for reviewing an insurer's proposed rates. In this review, the Office is required to make sure that rates are not excessive, inadequate or unfairly discriminatory prior to approving the rate. Florida Statutes dictates the method by which our actuaries and analysts review rate filings. The Office only approves rates that an insurer can actuarially support.

Again, thank you for writing.

Sincerely,

Lin Hartsfield
Office of the Commissioner
200 E. Gaines Street
Tallahassee, FL 32399-0305
850-413-5916
fax 850-488-3334
website: www.floir.com

From: Klein,Paul A [mailto:paklein@ufl.edu]
Sent: Saturday, August 13, 2016 11:52 AM
To: InsuranceCommissioner <InsuranceCommissioner@floir.com>
Subject: Results of yesterday's METLIFE LTC insurance hearing

Were there any decisions made on Metlife’s requests for really excessive premium increases for Florida’s seniors?

Seems like they have mega profits and surplus$$$ to cover their misjudgment about issuing these policies in the first place.

Thank you for protecting Florida’s senior citizens.

Paul A. Klein
[redacted]
Gainesville, FL 32605
Phone 352-331-8557

From:	InsuranceCommissioner
To:	"Leahy, Joanne C."; InsuranceCommissioner
Cc:	MetLifeLTC Hearing; Young, T"Yana
Subject:	RE: Met Life proposed increase
Date:	Monday, August 15, 2016 10:12:13 AM

Dear Mr. & Ms. Leahy:

Thank you for your correspondence. We appreciate you contacting us and sharing your comments and concerns. The Commissioner values the views of citizens like you and works hard to protect the insurance market in Florida.

Again, thank you for writing.

Sincerely,

Lin Hartsfield
Office of the Commissioner
200 E. Gaines Street
Tallahassee, FL 32399-0305
850-413-5916
fax 850-488-3334
website: www.floir.com

From: Leahy, Joanne C. [mailto:JLeahy@med.miami.edu]
Sent: Friday, August 12, 2016 5:19 PM
To: InsuranceCommissioner <InsuranceCommissioner@floir.com>
Cc: Jorge Garrido <jorge@fmstrategy.com>; eleanor.sobel@myfloridahouse.com; evan.jenne@myfloridahouse.com; Leahy, Dennis <Dennis.Leahy@parsons.com>
Subject: Met Life proposed increase

Dear Insurance Commissioner,

My sixty-five year-old husband and I purchased assisted living policies with Met Life more than ten years ago. We felt it was the responsible thing to do ensuring that if we became incapacitated, we would not be a financial burden on our children…or the federal government. Over the years, we have paid in excess of $75,000 dollars in premiums for two separate policies. We felt this was a good use of money as it provided us a safety net in case we faced poor health in our future. Well, that safety net looks to have a gigantic hole if the proposed astronomical increase proposed by MetLife is approved by the Insurance Commission. Just when we may be needing assisted living services, this increase will make it next to impossible to continue these insurance premiums.

We all know that increases are inevitable, but increases of near and over 100% for the individually insured is truly horrific. What is truly puzzling is that the group assisted living policies are proposed to jump around 14%. Why the difference in increase? I would hate to think that there is some type

of collusion of big companies at the expense of the senior citizens.

Please do not allow this atrocity. We chose MetLife because of its reputation and profitability. I don't see evidence that this company is in financial peril, rather I think this move is to placate their shareholders.

I am trusting this commission to do the right thing and follow in the footsteps of Connecticut and disapprove this outrageous increase.

We would have liked to attend the public hearing today, but we both work full-time, so since it was during the day, attendance was impossible.

I would appreciate a reply and am happy to discuss further.

Joanne and Dennis Leahy
[redacted]
Fort Lauderdale, FL
[redacted]

From:	Wayne Johnson
To:	MetLifeLTC Hearing
Subject:	Met Life Long Term Care Insurance Rate Increase
Date:	Monday, August 15, 2016 1:59:16 AM

Re: Met Life Long Term Care Insurance Rate Increase

Florida Office of Insurance Regulation
MetLifeLTCHearing@floir.com

Dear members of the Commission:

Prior to turning 60, I spoke with a few LTC Insurance Agents. All of them told me to get the insurance then, because premiums would increase drastically if I waited till past my 60th birthday. (This seemed logical since waiting would give them less time to collect premiums, and they may be looking at different odds due to possible future health concerns).

2005 - Bought Met Life Long Term Care Policy LTC-FL-IDEAL
(I still can't figure out which one it is on the Hearing Notice, but I believe it is either the 59.51% one ior the 95.44% one - my agent told me it is the 34% one, but they were sold after 2009 - mine was 2005)
Original Care BENEFITS $150/day
5% automatic Compound Inflation Protection Rider
Maximum Lifetime Benefit $164,250

Initial Premium $2124.15

Basic Coverage $ 772.47
5% automatic Compound Inflation Protection Rider $1139.27 (60%)
Annual Total with Discounts Applied (10%) $1911.74

Raised w/o notice in 2015 to $2,198.49 (to more than Initial Premium) - figured loss of discount - did not check exact $ amount in 2015.

When they wrote the policy, they knew new exactly what my entitlement was and the maximum growth in benefits in the future.
There have been no changes to these maximum benefits since the policy was written.
Since that time I have paid them $21,315.89.
Their costs related to my account have been sending me 11 invoices and cashing 11 of my checks. I don't think they are losing a bunch of money due to anything on my part.

No matter what today's Nursing Home costs are, they are not responsible for one dime over
$256.50/day in 2016. (60% of my payments were to cover increases over the base benefit of $150/day).

Either they would save the difference if the cost was less, or I would have to pay the difference if it was more - limits their risk, but not mine.

I bought this LTC insurance because I did not want to become a ward of the state using Medicaid to pay for a nursing home, but had I known that during my retirement years, this insurance would cost me two months of my small pension and social security income each year, I would not have bought it.

To sum up, this company knew in advance the limits of the benefits it would have to pay would be, and they charged an amount that customers agreed to pay.

Just as all the citizens of Florida have taken financial hits during the last nearly 10 years of financial turmoil and recession, so have businesses. They claim that their investment income is down. I get it. My savings account earns about .1 to .2% on my savings (I had saved it expecting that the interest would subsidize my retirtement income. During 2016, I personally withdrew $13,000 from my IRA. I'm sure many others had to do the same, and we certainly have nowhere to go to say "Raise my income because I need more money in today's world," as Met Life is doing. We have to draw from the principal in whatever small savings we have.

According to Met Life's 2015 Annual Report, the company netted almost $12 Trillion dollars in 2014. (They offered us no share of the windfall profits). They lost less than 5% of that one year's profit in 2015. How much of their losses were money spent on lobbying and political donations? I don't think they're going broke anytime soon, and they have to handle their very small losses utilizing their tremendous profits.

According to Forbes, 20 of today's richest Billionaires made their money in the insurance industry. My questions are:
Did they get there by overcharging policy holders?and
Are they attempting to get away with it again?

My proposal consists of two options:
That Met Life be denied the permission to increase rates for existing policy holders, or if they are allowed to make the increases, policy holders who have never made a claim for benefits under the policy be given the option to accept a refund of premiums paid and go elsewhere - no harm no foul

Sincerely,

Wayne R. Johnson
[redacted]
Valrico, FL 33594
August 11, 2016
[redacted]

From: Larry
To: MetLifeLTC Hearing
Subject: Hearing on Rate Increases
Date: Tuesday, August 09, 2016 9:44:45 AM

SUBJECT: MetLife LTC rate increases

My wife and I are 80 years old and live in a Continuing Life Care Facility where we will be responsible for payment of our own LTC. We have both had MedLife policies since 2002 and our policy rates have been raised ever 2 years since the beginning. Now MetLife is requesting a 77.23 % rate hike for our Policies. If this, or anything near it, is granted we are going to be hard pressed to continue our Policies. Maybe that would meet MetLife's objective in this matter!! This could be a life changer for us both.

Larry & Nan Baird Policy No. [redacted]

From: CPembe3939@aol.com
To: MetLifeLTC Hearing
Subject: INFORMATION, PLEASE !!
Date: Tuesday, August 09, 2016 5:36:21 PM

WE LIVE IN THE PENSACOLA, FLORIDA AREA AND WILL NOT BE ABLE TO ATTEND THE PUBLIC HEARING CONCERNING RATE INCREASES (WHICH WE OBJECT TO). PLEASE ADVISE BY RETURN EMAIL OR WE WILL APPRECIATE A CALL AT [redacted]

OUR PENSACOLA OFFICE NO LONGER EXISTS AND WE CAN'T SEEM TO GET ANY INFORMATION.....HOWEVER, WE KNOW WE DO OBJECT TO A RATE INCREASE !!

AN AGENT WE HAD IN THE PAST WAS VERY NICE AND STAYED IN TOUCH, BUT NOW WE FEEL DESERTED !!

DORIS AND COLIN PEMBERTON

[redacted]
CANTONMENT, FL 32533
[redacted]

From:	dave@jadetek.com
To:	MetLifeLTC Hearing
Subject:	Long Term Care Hearing 16-09734
Date:	Saturday, August 13, 2016 10:02:46 AM
Importance:	High

As the owner of a MetLife Long Term Care policy, I would like to register my objection to the proposed rate increase.
This policy was sold by MetLife with a promise that the premium rate would be locked in and never increase.
MetLife is contractually obligated to provide us this coverage at the current premiums with no increase in premium.

The current premium is substantial. As a retiree living on a fixed Social Security income, any rate increase would be extremely difficult to afford.
If the proposed rate increase is granted, I may no longer be able to afford to pay the premiums or may have to rely on public assistance for some of my basic living costs.
Neither option is acceptable.

As you state: As of year end 2015, MetLife had a net income of $3.70 billion and surplus of $14.48 billion.
MetLife can afford to keep the premiums steady. I can not afford any increase.
I know it is up to the Department to grant or reject MetLife's proposed rate increase. I would hope that the Department would be consumer friendly and REJECT the proposed rate increase.

Dave Riba

From:	David Fontaine
To:	MetLifeLTC Hearing
Subject:	Long Term Care Insurance Plan Increase of Rates - Public Hearing Filing 16-09734
Date:	Tuesday, August 09, 2016 2:40:20 PM

My husband and I purchased our LTC Plans from MetLife in the year 2001. Some years it was a struggle financially because we are retired and living on a fixed income. Our monetary investment is over $50,000.00! We have never missed a payment. We wanted the assurance for each other that we would be well cared for if the situation demanded specialized treatment.

Rates changed about two years ago (we were told by our MetLife Financial Advisor (at the time of purchase)) they would never change.

How will we be able to afford the increase in premium costs when we were **denied an increase in Social Security!** Living on a fixed income does not allow us to have substantial increases in expenses! So what do we do? Now we will be forced to walk away and lose all that money we've paid in! THIS IS NOT FAIR to the policyholders that have been loyal to MetLife LTC Plans all of these years! (15+ years) I still have the brochure which illustrates how the inflation protection options protect us against the rising cost of long-term care! Our rates would increase our premiums at +77.23%.

As a resident of Florida and a retiree, **please do not allow the request for premium increases of LTC.**

Respectfully,

David and Christine Fontaine
[redacted]
Bradenton, Florida 34203

From: i whitman-tims
To: MetLifeLTC Hearing
Subject: Long Term Care Public Hearing - Filing 16-09734
Date: Wednesday, August 10, 2016 5:34:38 PM

August 8, 2016

[redacted]

Valrico, FL 33596

Metropolitan Life Insurance Company
Long Term Care
PO Box 64911
St Paul MN 55164-0911

Re: Notice of Long Term Care Public Hearing – Filing 16-09734
Hearing to be Held on August 12, 2016 / Florida International University / Miami, FL
MetLifeLTCHearing@floir.com

Dear MetLife Hearing Committee Members:

The two of us (Willie Tims and Iowana Whitman-Tims) have been Long Term Care policy holders since June, 2007. We are extremely concerned about the huge, 59.51%, increase in the cost of coverage MetLife has proposed for policy holders in our category (Form Number: VIP (Era1) Series (issued prior to December 14, 2009): LTC2-IDEAL-FL, LTC2-PREM-FL, LTC2-VAL-FL). Such an increase, if approved, will have a significant, negative impact on our personal, family budget and subsequent quality of living.

As recent retirees, we projected a household budget that accounted for reasonable increases in the future costs of vital insurance coverage. However, an astronomical increase of almost 60% was not anticipated nor is it reasonable at this time.

MetLife increased the cost of our Long Term Care polices by 17% just two years ago. If the proposed increase of 59.51% is approved, the cost of coverage for policy holders in our category of coverage will have increased by 87.35% over a three-year period. Clearly, this type of increase is excessive and it would make it virtually impossible for many policy holders, such as the two of us, to continue with this essential Long Term Care coverage.

Again, we have been policy holders for nine (9) years and would like to maintain our Long Term Care coverage. We strongly urge this committee to consider the inherent, negative, financial impact of the proposed 59.51% increase in the cost of coverage for the two of us

(and others in the same coverage category).

While we will not be able to attend the hearing on August 12, 216, we wish to have our voices heard through this letter.

Thank you for your attention to this request.

Sincerely,

Willie Tims
Iowana Whitman-Tims

From: Joan Wagers
To: MetLifeLTC Hearing
Subject: Long Term Care Public Hearing Filing 16-097434
Date: Sunday, August 14, 2016 7:27:41 PM

I don't even know where to start to voice my disappointment in Met Life.
Since Long Term Care policies are mainly marketed to middle income seniors and I, being one, am at a loss for words in how to respond to this request by Met Life for a premium increase of this magnitude. I have not had a cost of living increase in 10 years. Any rate increase will be difficult or impossible for seniors to absorb. I purchased this policy being told that it would not significantly increase in premium and if it did, it would be minimal. I hope you will carefully consider how this will affect senior citizens.

Joan Wagers
Jacksonville, Fl

From:	Dan and Ellen Schmidt
To:	MetLifeLTC Hearing
Subject:	Long Term Care public hearing: Filing 16-09734
Date:	Tuesday, August 09, 2016 4:13:25 PM

Dear Sir:

I received the notification about the hearing for a possible long term care rate increase filed by MetLife in Florida. I will be unable to attend the hearing.

I purchased a LTC-IDEAL-FL policy in 2003 at the age of 59. There have been gradual rate increases over the ensuing years. I am now retired and live on a fixed income and a rate increase of +95.44% would impact my finances negatively. Fortunately I have not used the policy but it gives peace of mind to know it is there. I feel the rate increase MetLife has asked for is too high. My husband also has a long term care policy from a different company. We feel that our policies will keep us from becoming dependent on Medicaid--essentially wards of the State of Florida.

Please do not increase the premium rate to +95.44%.

Sincerely,

Ellen Schmidt
[redacted]
Merritt Island, FL 32952

From:	Patricia Jeffery
To:	MetLifeLTC Hearing
Cc:	Twogood, Vicki; Cyndi Stevenson
Subject:	Long Term Care Public Hearing-Filing 16-09734, Re rate increases filed by Metropolitan Life Insurance Company
Date:	Wednesday, August 10, 2016 4:09:52 PM

Commissioner Altmire, Insurance Commissioner

Dear Sir:

Met Life is requesting a premium increase pf 54.72% for my Long Term Health Care Insurance. I have been on a fixed income since the death of my husband in 1997, which I am sure you are aware has been shrinking.

Next month I will be 90 years old. My insurance began May, 2002. I have been paying faithfully my monthly premiums, which are now $437.28. To date I have contributed a total in premiums of $72,224.72. To date, I have not many any claims. I hope I never do. But, one must be prepared

I am in good health. I come from a line of long-lived women. For that reason I took a year researching various LTHC insurance plans. I settled on TiaaCleff after doing a long financial plan up to my reaching 100 years. I knew I would have to live on a fixed income and that this income would shrink thru the years. I sought help by some financial experts in this process. TiaaCleff promised me that rate increases through the years would not be frequent nor would they exceed more than 5%. Also I was promised that the daily rate for care would increase by 5% annually and that has been the case through 2015. The daily rate to be paid in 2016 should be $257.38.

I watch my expenditures very carefully. I live within my means. My standard of living is less than what it was in 2002. I have always been independent, but in 2009 had to give that up due to inflation and now live in a small apartment attached to my daughter's house. I am very concerned on what the future holds for me and for others like me who planned on a certain expenditure but now find the promises we counted on could be radically changed.

I can not see how this huge rate increase of 74.76% is justified. It is excessive and certainly not fair to people of my age who have been paying premiums for many years, are in too deep and too old to leave, and are worried about how to pay these huge premiums in particular and their financial future in general.

I pray and plead that this huge rate increase will not be allowed. Thank you for reading this message.

Respectfully submitted,

Patricia R. Jeffery

From:	kcurry@rrsells.com
To:	MetLifeLTC Hearing
Cc:	Mary Curry
Subject:	Long Term Care Public Hearing-Filing 16-09734
Date:	Tuesday, August 09, 2016 1:54:50 PM

To MetLife,
I am contacting you to express my dissatisfaction for the proposed rare increases. My husband and I have
VIP(Era 1) and the increase of +59.51% is UNACCEPTABLE!
Regards,
Mary and James Curry

Kate Curry
Realty Resources
[redacted]
St.Pete Beach, FL 33706
[redacted]
kcurry@rrsells.com

From: FRANK & DEE SPERA
To: MetLifeLTC Hearing
Subject: Long Term Care Public Hearing-Filing 16-09734
Date: Sunday, August 14, 2016 4:00:36 PM

Florida Office Of Insurance Regulation
Thomas G Reilly, Director, Product Management and Compliance

Re: MetLife LTC Hearing
August 12, 2016

Members of the Florida Office of Insurance Regulations:

I am a retired school teacher; I taught middle school students for over 22 years and when I retired my husband and I moved to Florida where we both had received our degrees from the University of Florida in the 1960's. At the time of our retirements we took out long term health coverage through my pension benefits program covered by TIAA Cref Life Insurance Company.

My policy began in August of 2002 at my age of 59 and my husband followed later in 2004 at his age of 61. At this time we thought we were maximizing our ages for the best premiums- $84.50 monthly for me and $95.41 monthly for my husband.

These policies were later taken over by Met Life and our premiums as of July 2016 had grown to $103.93 for me and $193.31 for my husband.

Over the years of our retirement our pension benefits and our Social Security have not increased significantly but we maintained our policies because, although we were and are in good health, this would not always be the case as nature does take its toll eventually. Understandably, health costs have increased as our age population has been living longer-good for us, but I guess bad for the insurance companies who may not have had the foresight to plan for these factors.

It seems to me as a lay person, that Met Life has conspired to raise our premium rates as we near the age when we might actually need the benefits in a calculated plan to have us drop our policies due to the astronomical effect these increases will have on our fixed budgets and therefore not have to pay out on policies that have been paid into for close to 20 years. For shame on Met Life with a net income of 13.70 billion dollars and a surplus of 14.48 billion dollars (posted on the Office's homepage at http://www.floir.com)/ ! One would hope that your office is looking into the salaries and benefit packages for those responsible for these decisions.

We sincerely urge your Office to consider the proposed rate increases of 95.44%,77.23% and 54.72% as being so far out of line with the cost of living increases as to be an outrageous insult to us seniors for having the nerve to live longer than actuarial statistics.

Thank you for your serious and compassionate appraisal of these proposed Long Term Care rate increases filed by Metropolitan Life Insurance Company.

Respectfully,

Mrs. Dee A Spera
Stuart, Florida

From:	Eva Greenfield
To:	MetLifeLTC Hearing
Subject:	Long Term Care rate increases
Date:	Sunday, August 14, 2016 6:34:27 PM
Attachments:	Long TermCare policy letter.pdf

Please see letter/comments expressing my very deep concerns about the proposed rate increases.I have copied and pasted it into the body of the email as well as attached it in a PDF file format.
Thank you.

August 14, 2016

To whom it may concern,

I am not normally a letter writer or a complainer- but I feel I absolutely must voice my concerns about the proposed rate increase on my long term care plan.

I was not blessed with children in my life so I won't have anyone to take care of me when I am no longer able to work or take care of myself. Years ago, in looking out for my future and trying to do the responsible thing – I purchased a long term care plan. I didn't want to have to depend on the state or go on Medicaid. It is a tough nut for me to crack every year to pay for this plan- but I somehow manage so I will have something I know I can depend on when the time comes. I already had to swallow a big rate increase last year. It was either that or reduce my benefits.

I just don't understand how a company can sell you a plan that is guaranteed to provide you the spelled out benefits and then turn around and say 'If you want to maintain the benefits we promised it will cost you more money'. They base the annual payment on your age, the number of years you will be paying and projected schedules taking into account rising costs. So I have been paying into this plan for years now and at this point, I have paid almost $20,000. I had assumed I would be paying into it for another 15-20 years. As tough as it is to make that annual payment, I do it because it is what will take care of me later on. However, I may very well have to cancel my plan. In which case I don't know what I will do to survive. Is Medicare and/or Medicaid going to cover it? I doubt it.

I have an elderly husband on a fixed income of Social Security and a small pension. Unfortunately he spent his career at Pan Am who went out of business and bankrupt because they weren't funding the employee pension plan! On top of that, I care for my 85 year old mother collecting Social Security. Between

caring for my husband and mother, I work hard running myself ragged with a small business that nets me a minimal income. My long term care policy has been my plan to take care of me in the future when I need help caring for myself.

I cannot afford these ludicrous price increases. If these rate increases go into effect, I will have no choice but to cancel my policy and will have to depend on the state to take care of me when the time comes. Is that what our society is coming to?

I signed a contract with Metlife. The plan I selected was one that knew would be of benefit to me when I most need it. Apparently it was one of the top plans they offered. So good in fact, that they no longer offer it! That's fine, they are certainly allowed to change what they offer to new clients - but they should be held accountable for plans that have already been sold/contracted for.

The insurance companies make a lot of money on people who pay into various plans and then never use the benefits. Those funds should be used to cover any rising costs instead of lining the pockets of CEO's and executives.

I truly believe that these proposed rate increases are absolutely unconscionable. Please support me and the thousands of other hardworking individuals that have done the responsible thing to try and look out for their futures. Don't let the insurance companies break our backs and our bank accounts!

Thank you.

Sincerely,

Eva J. Greenfield

--
Eva Greenfield

From:	Beverly
To:	MetLifeLTC Hearing
Subject:	Long Term Care Rate Public Hearing State of Florida MET LIFE
Date:	Thursday, August 11, 2016 5:37:20 PM

Filing 16-09734

LTC-IDEAL FL

Charles Wade
Policy # [redacted]

Beverly Wade
Policy # [redacted]

We have received notification from the Florida Office of Insurance Regulation of a request from Met Life for an increase in our premiums of an eye popping **95.44%.** To say we were shocked at this request is an understatement! Back in September of 2014 we were notified that the State of Florida Office of Insurance Regulations had approved a premium rate increase from Met Life and at that time we calculated that the length of time and thousands of dollars into these policies only made sense that we try to find a way to keep them. Now here we are again two years later faced with yet another request from Met Life that quite frankly is breathtaking and insulting! We are retiree's on a fixed income, still paying our home mortgage. Certainly not wealthy transplants that meandered here looking for a playground. We are Florida natives.

To be as honest as we can, we always wanted to pay our way as a working middle class family. Never taking government handouts and knowing neither of us are from wealthy families. It was up to us to work,save,help educate our children and care for our aging parents. We knew that an investment in Long Term Care Ins. was expensive but we have always paid our way and never wanted to grow old and become a burden on an already strained Medicaid program that would fall on the backs of other's. Now it seems the very thing we thought was a great decision is proving to be a regret and a heartbreak. We just don't know anymore if we made a wise decision.

All we ask is that you carefully consider all those of us that will be affected by this request. Especially those who are confused by all the insurance legal speak that is contained in these documents. Makes us wonder that without some knowledge or education on these matters how many policy holders won't even feel equipped or comfortable responding. For those who cannot we hope we can also be a voice for them.

Respectfully,

Charles and Beverly Wade

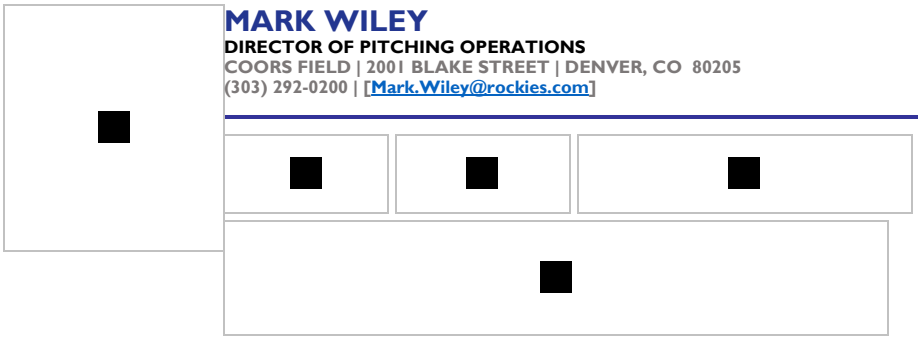
Lakeland, Florida

From: Wiley, Mark-CR
To: MetLifeLTC Hearing; bocacoyote@aol.com
Subject: Long-Term Care Insurance Policy LTC2-VAL-FL Increase
Date: Sunday, August 14, 2016 2:30:55 PM

First I would like to know which Average Rate Increase pertains to my Policy which was issued 3/10/2011 and has LTC2-VAL-FL at the bottom of the policy. Do both (Era 1) and (Era 2) pertain to my policy? If that is correct combining both increases would total to a 93.51% increase.

I understand the outrage over such an increase. What surprises me is that a company the size of MetLife would not absorb the cost their bad decisions on policies they no longer offered after 2012. It looks like they made their adjustment by not offering this product after 2012. They should suck it up and cover their bad decisions prior to that date. In business many companies smaller than MetLife have had to bite the bullet and absorb a losing year or a losing product, that is called doing business. If we give them an easy way out it would be another example of bailing out a big company that mislead customers and did not stand by their word. After all, these policy owners were trying to protect themselves from this exact thing from happening. They sought a Long-Care product and trusted MetLife representatives word, that there would be no increases through the rest of their lives. If the company misjudged the cost of their product that is their problem not ours.

Sincerely, Mark and JoAnn Wiley


MARK WILEY
DIRECTOR OF PITCHING OPERATIONS
COORS FIELD | 2001 BLAKE STREET | DENVER, CO 80205
(303) 292-0200 | [Mark.Wiley@rockies.com]

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From:	Good, Wanda
To:	MetLifeLTC Hearing
Cc:	Balkcom, Richard; John Mann
Subject:	LTC rate increases
Date:	Tuesday, August 09, 2016 1:26:26 PM

We have 2 Long-Term care policies LTC-IDEAL VIP 1 issued 02/01/2005. Both of these policies just experience a rate increase beginning 02/1/2015. Will these policies be impacted by this new rate increase a second time in as many years?

Wanda Good
Operations Manager
[redacted]
BAI Financial
baiplan.com
[redacted]
Trinity, FL. 34655

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From: Jim Rector
To: MetLifeLTC Hearing
Subject: LTC
Date: Tuesday, August 09, 2016 12:30:58 PM

To Whom It May Concern:

My wife and I have had Met Life LTC policy for many years. We have been paying monthly fees for these policies and it was our understanding that it'd never increase although there has already been one increase. Please do not raise these payments. If this occurs we will have to reconsider if we can continue with these policies and that will have been a major financial loss after making these high monthly payments for over fifteen years. We would have been better off to have just saved money in a regular savings account than to have invested in Met Life LTC.

thank you.

Sincerely,
Jim Rector and Linda Smith

From:	Iris Alfonso
To:	MetLifeLTC Hearing
Subject:	LTC-97-FL Policy [redacted]
Date:	Wednesday, August 10, 2016 5:18:29 PM

To whom it may concern,

I received the notification of the public hearing Filing 16-09734, and I was ghastly disgusted with what I read.
MetLIfe is requesting a 77% Increase on my policy.

I honestly can't believe this is happening.
My concerns that immediately came to mind -
Did your actuaries and statisticians not calculate the premiums correctly when you offered this contract.
How can a company such as MetLife, offer a contract that they cannot comply with ?
Did I buy a bogus contract ?

My contract does not offer inflation protection, I accepted those terms and I am fine with it. Therefore, you can consider this contract as a fixed premium offering a fixed benefit.

If MetLife can not comply with the contract that was signed, then I feel I was sold a bogus contract, and should be refunded ALL monies paid for premiums.

Regards,
Iris M. Alfonso
c/o Dora Martinez
Policy # #[redacted]

From: Judith Weinerman
To: metkifeltchearing@floir.com; bweinerman@hotmail.com
Subject: Met Life Long Term Care Policy [redacted] dated 5/1/2001
Date: Tuesday, August 09, 2016 1:47:36 PM

I have series LTC97 series.
I have been paying premiums since 2001 and had no claims. I and many other seniors that are on fixed incomes (only social security) cannot afford a 77.23% increase for this policy. Please do everything in your power as safeguards of the public to either eliminate the Met Life request or reduce it to a more realistic amount.
Thanking you in advance.

Judith Weinerman
[redacted]
Henderson, NV 89044
[redacted]

From: Nancy S. Pullum
To: MetLifeLTC Hearing
Subject: Met Life Long Term Care Rate Increase GNP99-LTC
Date: Tuesday, August 09, 2016 4:42:53 PM

To Whom It May Concern:

I OPPOSE the rate increase requested by MET LIFE

I currently have a Met Life Long Term Care policy - Group Series: GNP99-LTC. Met Life is requesting an average Rate Increase of 20.09%. I got the notice of a public hearing in Miami Dade on August 12, 2016. I am unable to drive to FIU Biscayne Campus to attend and share my concerns. Between traffic, and old car, personal safety and Zika Virus, this is a token head nod to make a public hearing accessible to policy holders. As a result, I can only hope that someone reads my feedback (although I am uncertain if this will be the case!).

Background:

This policy was taken out May 1 2003.
There has been no claim made against the policy since the inception.

I am a 69 year old 30+ year retired teacher in the State of Florida (Palm Beach County). I took this policy out in good faith, thinking that this policy would give me some security, should I ever need it , or keep me from being a burden to the State if I should run out of money. I live on State Retirement and a modest payment from Social Security and I have no family.

I have dutifully paid the premiums on this policy for thirteen years. I have never been contacted by Met Life and I might have called the company once or twice with questions. Met life has spent NO time or money servicing my account other than to cash the quarterly checks I send them. I have not cost Met Life one dime!

REASON for OPPOSITION:

In 2015 Met Life requested a 45% rate increase from the State of Florida and was granted a 20% increase. I did not protest or file a complaint. My State retirement and my Social Security have not increased anywhere near the 45% requested last year or, for that matter, the 20% granted last year.

Met Life asked for 45% in 2015 and got 20%. Now, one year later they are requesting an additional $20%, which would substantially grant them near the increase they originally were denied in 2015.

For a long-time policy holder who has never had a claim (or any service) , this rate increase, combined with a previous year rate increase of the same amount, is beyond ridiculous and should be denied. I am on a fixed income. This is price gouging. The Florida Retirement System/Florida Legislature has not increased my retirement by 40% over two years. If they had, I would not be writing this letter of objection.

Met Life obviously is trying to maximize profits on the backs of elderly people. If their projections were incorrect when they sold the policies, perhaps they should have to cover their own bad business moves and not penalize people who, in good faith have been paying premiums over many years.

It should also be noted that the payout of this policy, IF I should need it, does not near cover the cost of care. This leaves me in a predicament of not only paying premiums but also digging in my meager savings to cover the costs.

DENY the requested rate Increase. PLEASE!

From: Ted Allen
To: MetLifeLTC Hearing
Subject: Met Life Long Term Rate Increase In Florida
Date: Thursday, August 11, 2016 3:30:27 PM

To Whom It May Concern:

I recently received notice that MetLife is trying to raise the rates again. Our policy has already more than doubled since we took it out. Thankfully we have never had to use it. We were told when the policy was taken out that there MAY be some minor increases along the way. I feel that this is very unfair and are already so vested in the policy that is very frustrating. We live on a limited income and it is hard enough to make the annual payment as it is. Please vote not to this huge increase in our premium. Thank you for your time and consideration.

With Regards,

Franklin T. Allen
[redacted]

From: Joyce Yearsley
To: MetLifeLTC Hearing
Subject: Met Life LTC Insurance Increase Meeting
Date: Saturday, August 13, 2016 10:07:39 AM

To the Board Members of the Florida Office of Insurance Regulation:

I attended the August 12 hearing at the Kovens Conference Center regarding the rate increases being proposed by Met Life on their Long Term Care Policies. There were Floridians of all walks of life attending the meeting; professionals, sons and daughters on behalf of their parents, people still working and retired seniors. The common denominator for us all was that we purchased an LTC from MetLife because we wanted to provide a better end of life for ourselves and not burden our families.

I have had my policy since October 2007 and this would put me in the 59.51% increase category. I was 57 and still working when my financial advisor suggested it was a good time to look into obtaining an LTC; and, this was a good policy for the price. So, I signed the dotted line and purchased the policy. In 2014, MetLife increased the premium. I opted to lower the benefits to keep the premium almost at the same rate. Realistically, I never thought that the policy I purchased back in 2007 wouldn't increase at some point. But, not at these obscene rates. Like so many other seniors, I am now retired and on a fixed income. An increase of this magnitude would be a huge financial burden. So much so, I would more than likely have to drop the policy.

I have worked hard, achieved goals I set for myself and have provided for my financial future. I hope that when the Board makes its decision, it will be something we as citizens in the State of Florida can live with and die in peace with.

Kind regards,

Joyce Yearsley
Hollywood, Florida

To: Florida Office of Insurance Regulation

Due to medical issues I was unable to attend the public hearing on August 12 regarding increases of Long Term Care insurance premiums requested by Met Life. I would like my opinions included in the discussion and consideration of the Met Life proposed rate increases.

In 2003, I took out a Long Term Care insurance policy with Met Life. Despite the fact that I never filed a claim for benefits, premiums increased each and every year. The premium increases came without any explanation or justification. I recently received a notice that Met Life is increasing my premium by 95.44% in a single year. The almost doubling of the premium is outrageous and comes with no justification.

This increase of 95.44% in premiums is unjustified, immoral and is an undue and unbearable financial hardship on me and I imagine, most Met Life customers who have been loyally paying premiums for many years. It appears that Met Life is attempting to force policyholders to drop their policies as the customers increase in age. If this is not illegal, it should be.

As a policy holder, taxpayer and frequent voter, I ask the Florida Department of Insurance Regulation to deny Met Life the ability to issue any unreasonable premium increases.

Charles Lindquist
[redacted]
Coconut Creek, FL 33066

From:	Karen Nuttall
To:	MetLifeLTC Hearing
Subject:	Metlife long term care public hearing-filing 16-09734 8/12/16- Miami, fl.
Date:	Thursday, August 11, 2016 5:23:10 PM

Sent from my iPad
I was shocked when I received the letter from metlife stating a proposed ltc rate Increase of 95.44% for my form number vip1 series: ltc-ideal-fl.

First of all, I started this ltc policy back in 2004, and ha ve never missed or Been late with a payment. Last year (2015), MetLife increased my yearly rate $482.84. Of course this was very upsetting, but maybe there would not be Any increases for a long time. And just the next year MetLife is threatening to Issue another increase.

The sad part of this experience is that most people will not be able to Afford ltc.

Thank you for your attention,

Karen nuttall
[redacted])

August 10, 2016

Email: MetLifeLTCHearing@floir.com

Metropolitan Life Insurance Company
P. O. Box 990028
Hartford, CT 06199-0028

RE: Long Term Care Public Hearing Filing 16-09734 – LTC97 Series 1LTC-97-FL

We each received the captioned notice regarding Metlife's request for another rate increase. To say we were shocked by a 77.23% increase request is an understatement! Our LTC policies already had a substantial rate increase in 2014, and now Metlife is proposing an additional horrendous 77.23% increase! This increase would be an **extreme hardship** for our "fixed" income budget and we **strongly** oppose this exorbitant increase request or any increase.

When we originally met with a Metlife agent in 2002, he led us to believe we were locking in a "fixed" price on the LTC premiums. Unfortunately, the possibility of an increase was never pointed out. These policies were purchased to have assurance that we would not be a financial burden to a spouse or family members if there was ever the need for long term care. Now when we assuredly hope to maintain these preplanned long term care policies, Metlife is threatening to make it impossible for us to continue to support these policies.

Existing policy holders that have consistently paid their premiums **should not be penalized** for flagrant miscalculations by incompetent actuaries as well as present and future exorbitant executive compensation. There has to be a better solution. **Please do not grant such an increase**. Please confirm receipt of this email.

Peter and Kathy Schmidt
Naples, FL 34119
Email: schmidtk1111@gmail.com

Phillip A. Johnson
[redacted]
Davenport, FL 33837
August 14, 2016

Re: Met Life Long Term Care Insurance Rate Increase

Florida Office of Insurance Regulation
MetLifeLTCHearing@floir.com

Dear members of the Commission:

Prior to turning 60, I spoke with a few LTC Insurance Agents. All of them told me to get the insurance then, because premiums would increase drastically if I waited until after my 60th birthday. (This seemed logical since waiting would give them less time to collect premiums, and they may be looking at different odds due to possible future health concerns).

8/2005 - Bought Met Life Long Term Care Policy

LTC-FL-IDEAL

(I still can't figure out which one it is on the Hearing Notice, but I believe it is either the 59.51% one or the 95.44% one - my agent told me it is the 34% one, but they were sold after 2009 - mine was 2005)

Original Care BENEFITS	$150/day
5% automatic Compound Inflation Protection Rider	
Maximum Lifetime Benefit	$164,250

Initial Premium	$1813.20
Basic Coverage	$ 772.47
5% automatic Compound Inflation Protection Rider	$1126.50

I changed from the annual premium to quarterly several years ago which increased the annual total, which was known and expected.

Annual Total with Discounts Applied (10%)

Raised with notice in 2015, From $460.?? to $571.79 (to more than Initial Premium) - figured loss of discount .

When they wrote the policy, they knew new exactly what my entitlement was and the maximum growth in benefits in the future. There have been no changes to these maximum benefits since the policy was written.
Since that time I have paid them over $21,000.00
Their costs have been sending me invoices and cashing my checks. I don't think they are losing a bunch of money due to anything on my part.

No matter what today's Nursing Home costs are, they are not responsible for one dime over $256.50/day in 2016. (60% of my payments were to cover increases over the base benefit of $150/day).
Either they would save the difference if the cost was less, or I would have to pay the difference if it was more.

I bought this LTC insurance because I did not want to become a ward of the state using Medicaid to pay for a nursing home, but had I known that during my retirement years, this insurance would cost me two months of my small pension and social security income each year, I would not have bought it.

To sum up, this company knew in advance the limits of the benefits it would have to pay would be, and they charged an amount that

customers agreed to pay.

Just as all the citizens of Florida have taken financial hits during the last nearly 10 years of financial turmoil and recession, so must businesses. They claim that their investment income is down. I get it. My savings account earns about .1 to.2% on my savings (I had saved it expecting that the interest would subsidize my retirement income.

According to Met Life's 2015 Annual Report, the company netted almost $12 Trillion dollars in 2014. (They offered us no share of the windfall profits).
They lost less than 5% of that one year's profit in 2015. How much of their losses were money spent on lobbying and political donations? I don't think they're going broke anytime soon.

According to Forbes, 20 of today's richest Billionaires made their money in the insurance industry. My questions are:
Did they get there by overcharging policy holders? and
Are they attempting to get away with it again?

My proposal consists of two options:
That Met Life be denied the permission to increase rates for existing policy holders of the policy holders who have never made a claim for benefits under the policy or be given the option to accept a refund of premiums paid and go elsewhere.

Sincerely,

Phillip A. Johnson

From:	Lourdes Brandenberger
To:	MetLifeLTC Hearing
Cc:	doug sedlak
Subject:	MetLife Long Term Care letter Policies #009680795 LTC & 009680794 LTC
Date:	Wednesday, August 10, 2016 6:01:02 PM

Recently we received a letter from you regarding a proposed Long-Term Care rate increase. We were very disturbed by this as you already increased our premium on 12/1/2014 on both our policies by 24% for Lourdes and 16% for Michael. Your new proposed increase to our policies LTC97 Series of 77.23% is ridiculous. When added to the former increase, in a period of 1 1/2 years, our premiums would increase to 220% for Lourdes and 206% for Michael. In reviewing our policies from the inception date of 12/1/2000, we have an inflation protection of simple increase of 5% on the benefits with no corresponding increase in premium.. This creates many questions.

1). How can you get away with increasing our premiums by 77.23% within 1 1/2 years since your last increase of 24% and 16% respectively when on your page 19 under Premium payments it states "the premium is not expected to increase as a result of benefit amount increases".

2). Is this a Nationwide increase or is this a statewide adjustment for the state of Florida? We moved from Florida to Georgia, will this increase apply?

3). Will we have the option to keep our current premium with the current corresponding benefit in lieu of avoiding an increase in premiums, or would we have the option to reduce our coverage to align with the current premium?

4) When are these proposed increases to take effect?

Your prompt response would be appreciated.

Lourdes and Michael Brandenberger
Cell: [redacted]
Hm: [redacted]

Sent from my iPad

From:	Ellen Volpicella
To:	MetLifeLTC Hearing
Subject:	MetLife Long term proposed rate increase
Date:	Thursday, August 11, 2016 10:48:35 AM

I cannot be at the hearing on Aug. 12,2016 regarding the proposed rate increase for my long term MetLife policy.My premium
amount has been increasing steadily since I started this policy in 2001.Now they want to increase it even more. I will not be able
to keep this if It keeps going up each year. I'm hoping that the Florida Office of Insurance Regulation can help with this.

From:	paul huber
To:	MetLifeLTC Hearing
Subject:	MetLife LTC premium increase
Date:	Tuesday, August 09, 2016 12:45:25 PM

To Whom It May Concern

My WIFE AND I PURCHASED OUR METLIFE LTC POLICIES IN 2004 AT AN AGE OF 57. OUR PREMIUMS FOR THE TWO WERE 5967/YR. THIS PREMIUM **STAYED THE SAME** UP TO AND INCLUDING 2014 FOR A TOTAL OF 11 YEARS. THEN IN 2015 THE PREMIUM INCREASED TO 6922. NOW THEY WANT A MASSIVE 95.44% INCREASE **WHICH MAY BE WARRANTED** BUT IS CERTAINLY A SHOCK TO RETIRED PEOPLE. MY CONCERN IS THAT THIS MASSIVE INCREASE WILL BE FOLLOWED BY OTHER MASSIVE INCREASES UNTIL WE ARE ALL PRICED OUT OF OUR LTC INSURANCE AND MET LIFE RUNS AWAY WITH ALL OUR PREMIUMS. I CAN NOT HELP BUT WONDER IF **THIS INCREASE HAS ANYTHING TO DO WITH OBAMACARE, OR IS THE RESULT OF MISMANAGEMENT OVER 11 YEARS** WHICH NOW HAS TO BE CORRECTED. **WHO CAN MORALLY DEFEND A RATE INCREASE OF 95.44% FOR ANY PRODUCT OR SERVICE. IF THIS IS INVOLVED WITH OBAMACARE, AND THE RATE INCREASE IS APPROVED, I FEEL THERE SHOULD BE A QUALIFIER WITH THE APPROVAL THAT IF OBAMACARE IS REPEALED OR REPLACED, THE RATES SHOULD BE LOWERED BACK TO THE LEVELS THEY WERE FOR CALENDAR YEAR 2015**
OR SOME REASONABLE AMOUNT. WE ALL WANT METLIFE TO THRIVE SO THAT IF AND WHEN WE NEED THE COVERAGE, METLIFE IS IN A POSITION TO FULFILL ITS CONTRACTUAL OBLIGATIONS BUT 95.44%
REALLY!!!!!!!

I AWAIT YOUR RESPONSE

RESPECTFULLY,

PAUL HUBER
[redacted]
ST AUGUSTINE FLORIDA
32086

From: Vince Piccolo
To: MetLifeLTC Hearing
Subject: MetLife LTC rate hike
Date: Friday, August 12, 2016 2:10:36 PM

August 12, 2016

To: Hon.Bill Nelson, U.S. Senate
Hon. Marco Rubio, U.S. Senate
Hon. David Jolly, U.S. House of Representatives
Governor Rick Scott
State Senator Jack Latvala
State House Rep Chris Latvala
*** Florida Office Of Insurance Regulation**

Re: Proposed Metropolitan Life Insurance Long Term Care Rate Increase

To all concerned:

In June of 2005, my wife and I each purchased through MetLife a long term care policy to protect each other, our family, *and* the government from being forced to provide for us in our declining years if and when we were no longer able to provide for each other, or ourselves.

In the late 1990's, my mother, a resident of Largo Florida, was diagnosed with dementia and placed in a long term care facility. My father was forced to divest himself of his assets and savings,and eventually to turn to MediCaid to provide care for my mother, My wife and I chose to spare ourselves of that painful choice, and purchased the LTC policy through MetLife.

We have been advised in a letter dated July 22 that Met is seeking through the Florida Office of Insurance, rate hikes ranging from 20.09% to as much as 77.23% annually depending on the policy type. This is unconscionable.

There are a number of reasons to deny MetLife, or any insurance carrier, rate increases of this magnitude. First, it is a fact that many insurance providers no longer issue LTC policies. This limits the competition MetLife has, and gives them extraordinary leverage with their policy holders.
Second, a rate increase (or decreased coverage amounts representing your choice of a 20% rate hike or an 8.3% reduction in daily benefits) was issued in December of 2014, to which we quietly and resignedly acceded.
To request an additional rate hike now, just 18 months after the last increase, presents a burden to the community, and a potentially greater burden to the government and families because should a rate increase go through, some people may be forced to cancel their policies outright.

Since our policy was instituted in June of 2005,my wife and I have paid in LTC premiums over $3,700 per year, over $41,000 to date.

I know insurance companies use a ploy of requesting a HUGE rate increase, knowing that legislators will “negotiate” them down to a lesser rate, so that everyone feels like they have won.

I request that the Florida Office of Insurance Regulation, as well as my elected state and national representatives, take a strong stand against these proposed rate increases on behalf of all of us who have tried to do the right thing by preparing for a sad future that if weare fortunate we will not have to experience, but should a long term care situation occur, we may be satisfied that we have taken the proper steps, early in our lives, for which to prepare,

Please note as well that in 2005, the year we were issued the policy, MetLife's net earnings were $677 million. In 2012, their

earnings were 1.32 *billion,*
in 2013 $3.37b; 2014 $6.31b; and 2015 $5.31b.
This is not a company in *need* of a rate hike.

Thank you for your time and attention.

Sincerely yours,

Vincent W. Piccolo
Judith A. Piccolo
[redacted]
Largo, Florida 33771
[redacted]

Barbara J. Clark

[redacted]

Eugene Or 97408

bjclark105@gmail.com

Attention Andrew Marcus

Upon receiving a letter from MetLife about the upcoming hearing for the increase in the premiums for Long Term Care policies, I am quite distressed. I can understand cost of living increases but a +77.23% increase in the type of policy I have is beyond comprehension.

This will raise my rate to a point that I can no longer either continue my life style of living, have to go to a much lower stand of living, or drop a policy which I have been paying into since 2001. Is there no consideration for the elderly today? Thank goodness to this point in my life I have not needed this policy BUT what happens when I do, and I have had to cancel due to some rate increase that is beyond what the average senior can afford to pay. I have paid into MetLife a sum greater than if I had opened a special account to have fund for this need.

Your help for me and other seniors who are in this same predicament is more than needed. We need help in fighting a system that we are a large voice but little help given to us. We have worked hard, saved as to not be a burden to our families or the state and this increase would be a major impact on everyone – you, me, my family and countless other seniors.

HELP IS NEEDED and you are our only hope to stop this ridicules rate increase.

Thank you for all your help

Barbara J. Clark

From:	Kelly Tate
To:	MetLifeLTC Hearing
Subject:	MetLife proposed LTC rate increase public comment
Date:	Friday, August 12, 2016 1:53:38 PM

Dear MetLife LTC Hearing Moderator: 8/12/2016 LTC policy: VIP(era1) series

As a nurse who has spent her entire career caring for those whose aging left them in need of care, I was pleased when insurance companies began to offer Long Term Health Care policies. In 2006, I joined MetLife's coverage in order to safeguard my future well-being. I was told at the time, by the insurance representative who sold me the policy, that the yearly costs "would only go up if the entire group's rates were increased...and that was a rare occurrence". He was so wrong.

In 2006 my quarterly rate was $686.82 per quarter. In Feb, 2015, it increased to $803.59 per quarter. Now, I see that MetLife--one year after nearly a $200 per quarter increase to my policy (without any claims against it)—is now asking for a +59.51% increase!

Back in the 1980s, I remember the newly growing group of AIDS patients discovered that, if the insurance companies were not allowed to drop them from coverage, the companies would just keep increasing their rates: Increasing the rates until the patients had to drop their coverage as they could no longer afford to maintain the premiums. Then the companies could legally drop them! It was scandalous then; this move by MetLife is scandalous now.

I have no problem with a company increasing its rates for new customers; however, to keep increasing the premiums to long-standing customers/members is unethical. I fear that MetLife is using these rate increases to force the exact members--the elderly--to voluntarily drop their coverage, despite having paid for sometimes years. It is the "AIDs methodology" all over again.

I strongly urge MetLife and the State Insurance regulators to see this tactic for what it is: a disguised way for the company to not live up to its contract with its enrollees.

I ask the State Insurance regulators to deny any rate increases for any currently participating enrollee.

Yours truly,

Anne Kelly Tate, BA. BS. RN
[redacted]
Vero Beach, Florida

From:	Jeff Tieger
To:	MetLifeLTC Hearing
Subject:	MetLife Proposed Rate Increase
Date:	Saturday, August 13, 2016 2:18:04 PM

Dear Mr. Altmaier:

I was deeply upset to read in the August 13 issue of the SunSentinel that a hearing was held yesterday on the proposed rate increase for MetLife Long Term Care policies. My wife and I took out one of these policies about six years ago believing that it would protect us against the financial disaster that would occur if either of us delveloped costly health problems in our old age. I did ask about future potential rate increases that would force us to let our policy lapse and was told by the agent that the company did not have a substancial rate increase in the past 16 years and that no great future increase were anticipated. Further, she assured me that the company had great monetary reserves to cover future outlays without resorting to high rate increases. Now these lies come out.

Insurance companies have actuaries who are supposed to take all potential future costs into account when setting rates. Is it the fault of the policy holders that they misfigured how many policies would lapse, their future costs to provide contracted benefits or that people would be living longer? If any other type of company did not figure their costs correctly they could not cover their losses by raising prices in the future. Their customers would simply not buy their product at the future higher prices. Because insurance of this type requires the customer to keep up payments to continue coverage why should they get away with hugh price increases to cover their mistakes? If your office allows inflated cost increases you would be doing exactly what MetLife wants. Many of us will be forced to let our policies lapse letting MetLife keep all of the payments we have made. Since many of us started long term care policies at a young age, when our health was good, MetLife had minimal cost outlays and will get to keep almost all of the money we have paid in. The sales pitch strongly encouraged us to start a long term care policy at a young age to lock in lower costs compared to the costs if we took out a policy at an older age. I encourage you to deny MetLife and similar companies from any price increases greater than the cost of living to protect the citizens of Florida.

I would appreciate periodic updates on this issue via email.

Very truly yours,

Jeffrey J. Tieger
[redacted]
Plantation, FL 33324
[redacted]

From:	Earl Mirus
To:	MetLifeLTC Hearing
Subject:	Metlife Public Hearing Filing 16-09734
Date:	Tuesday, August 09, 2016 1:13:13 PM

Dear Sir or Madam:

I wish to comment on the filing to increase my policy rate by up to 95.44%.

First, the long term care policy I hold is written for a specific, not to exceed, amount of money. Therefore MetLife's risk and/or liability is no more than it was when I originally bought the policy. Almost doubling the cost of the premium would mean that I could no longer afford to keep it in place. That in turn would mean that the $10,000 I have already spent on premiums would go down the drain and have been completely wasted.

Second, When I purchased the policy in May of 2005 the company stated in writing the following: "At MetLife we have a solid record of meeting our obligations and providing quality service to millions of customers. With almost $350 billion in assets under management as of December 31, 2003, MetLife is one of the strongest and most respected financial institutions in the world."

While I have experienced small increases in premium during the 11 years I have been paying for the policy, the proposed increase is way too high, by a factor of 10 to 15 times. **The company entered into a long term contract with me and they should be held to it.**

Please do not approve this filing or anything close to it.

Thank you,

Earl C. Mirus Jr.
[redacted]
Lynn Haven, FL 32444
[redacted]

From:	David Fredrickson
To:	MetLifeLTC Hearing
Subject:	MetLife Rate increase...?
Date:	Wednesday, August 10, 2016 2:07:36 PM

To the Florida Office of Insurance Regulation:

Please do NOT allow MetLife or any other predatory insurance company that issued insurance to FL senior citizen's the ability to rate increase our policies to the point they are no longer affordable and many are forced to give them up-only to need them and having LOST all those prior premiums that the carrier kept! when the policy is finally needed most!!

MetLife and every other insurance co. should be held accountable for their underwriting practices and NOT punish policyholders w/ huge rate increases that force many senior's to give up their coverage!

It would one thing if MetLife was offering its policyholders a RETURN OF PREMIUM's before being allowed to subject policyholder's to large rate increases! But they want their cake….and as always….to eat it too!

Please stand firm and protect FL senior citizens from any further rate increases!

Thank you.

Sincerely,

David Fredrickson
[redacted]
Port St. Lucie, FL 34987-2779
cu2mro@gmail.com
[redacted]
Twitter- @CU2MRO follow me- I follow back!

We make a living by what we get, but we make a life by what we give.
Winston Churchill

From:	sally wheeler
To:	MetLifeLTC Hearing
Cc:	sally wheeler
Subject:	MetLife"s proposed LTC premium increase
Date:	Sunday, August 14, 2016 10:48:14 AM

Please add our names to those opposed to any increase.

We bought our policies in 2003, with the thought that we wouldn't be a burden to our kids or to each other should our circumstances require a claim. We also were told by MetLife that they had never increased the premiums and it was very unlikely they would do so. We chose MetLife for the company's reputation and strength at the time.

Our first premium increase occurred just last year in 2015, with a 19% increase. I do not recall getting a notice that MetLife asked and received permission from Florida for that increase. Why we policyholders are on the hook for MetLife's evidently incompetent risk management department is beyond understanding. Our policy type has a cap on the daily rate and no limit on number of years it can be used. This type is no longer marketed by any companies that I am aware of, and MetLife has stopped selling any new LTC policies in Florida to my knowledge. We don't get a refund of premiums. If we let the policy lapse, all monies collected by MetLife remains with MetLife. Having paid in for 14 years now, we realize that we should have chosen another company or another manner in which to cover our personal LTC risk. MetLife has disappointed us, just by making this request for an increase. We have no way of getting anything similar to replace these policies at this time; we have just thrown the premium payments away. This is not what insurance is for. We don't mind paying premiums and then not needing the service; that is fine, and lucky us. But if we need the coverage, we do mind when the company makes it impossible to keep the policies and is fairly clear about really not wanting these policies in its portfolio anymore. Bait and switch? Scam?

We own other MetLife products, but we have not been too happy with their administrative/clerical/technical work over the past few years. Something is going on with their customer service, and they should not be allowed to cover it up with new money or lapsed policies. An example of their recent errors: (1.) We asked last year in writing for a 5% payout from an annuity; MetLife sent 6%; we notified them of the error; they said they couldn't do anything about it, but they were terribly sorry. (2.) We asked for our address and phone number to be corrected in May this year; after numerous phone calls and emails from our agent and ourselves, they still have yet to correct it all and it is now August; they have one of our neighbors' phone numbers on our account for some unknown reason.

To be clear, we do not support MetLife's request for any rate increase. Please do not approve it.

Sally and Mike Wheeler

From: Ann Harden
To: MetLifeLTC Hearing
Subject: Notice of Long Term Care Public Hearing - Filing 16-09734
Date: Tuesday, August 09, 2016 5:57:53 PM

What is the need for Florida Policyholders to have an increase in premiums? Is it because Policyholders from other states retire in Florida, so premiums are paid in their home states
but benefits are used and paid in Florida?

President Obama, at least three times lately, claimed no inflation so Social Security recipients received no in creases in benefits and other times less than 3% yet Government employees
did receive substantial increases during these same years. Also, since Soc. Sec. beneficiary increases are based on percentages, each year that we do not receive an increase, recipients
are penalized from then on.

The government is pushing for minimum wage increases by a large jump and my policy only pays a given amount per day for given number of years { therefore MetLife will not have to
pay any more than that given amount and nothing at all if I don't ever get to use it) which will mean every thing will cost more including if a sitter or assistance is needed the benefits
will be used up in a shorter period of time than I anticipated. It would make more sense to bring all costs down so every one would benefit especially since the minimum wage people
will not be any better off when everything costs more unless the plan is that we all will get the same increase at the same time which means every one will be the remain the same.

I bought your program, when I was making more money, hoping to keep from being a burden to my children, should I need assistance. If MeLife needs more money then I suggest
that they charge more for the new policies they are currently selling so policyholders will know what they are buying and old members will get what they bought if needed. Remember
if I am fortunate not to need my policy Metlife gets to keep all or any part of my premiums that I paid without costing them. Since we are both taking a chance,I think we should each
live up to our original agreement unless they wish to increase my coverage accordingly. Or if MetLife feels I will be a burden on them, they can refund to me all the premiums I have
paid in full and we can cancel our agreement. Then I will try to use the money for my old age in another way.
Thank you kindly for your consideration in this important matter to me, I am waiting for your decision.

With kind regards,

Ann G. Harden
[redacted]
Chipley, Florida 32428

From:	Abby Riba
To:	MetLifeLTC Hearing
Subject:	notice of long term are public hearing - filing 16-09734
Date:	Wednesday, August 10, 2016 2:42:18 PM

When as both responsible citizens so that we would not need to take government assistance and as responsible parents so as not be a burden on our children my husband and I took out long term care policies. At that time, we were assured that our policy benefits would not change nor would rates increase. The proposed rate increase would be a real hardship for us. We have the unbelievable choice of leaving in poverty to afford the policy or losing all the money we have paid in premiums and dropping the policy. It will be impossible for us to obtain new policies so this rate increase must not pass.

Abby Riba
Safety Harbor, Fl 34695

From: Tili Findley
To: MetLifeLTC Hearing
Cc: Tili Findley
Subject: Notice of Long Term Care - Filing 16-09734
Date: Thursday, August 11, 2016 1:39:19 PM

I received this notice of hearing for potential policy increase. My policy is ILTC# [redacted]5. I can't tell ehich Form #, if any, my policy falls in. Can you please help?

Tili Findley
Owner/Partner
ProfitSword, LLC
[redacted]
Orlando, FL 32819
Tfindley@ProfitSword.com
[redacted]

From:	Kincher3666@aol.com
To:	MetLifeLTC Hearing
Subject:	Notice of Long Term Care Pol; 14630-11632
Date:	Friday, August 12, 2016 5:10:42 PM

Sirs,
I write in regards to the proposed increase letter I received 2 days ago. I was away on vacation hence this last minute response. Not that I could attend the hearing if I had received it earlier.
My reason for writing is to dispute any further increase
When I bought into this Policy your Agent came to my home, at which time I had resign my job and become the sole care giver for my husband who was in the closing stage of life. This was May 2008 my husband passed away June 10,2008. When your agent visited my husband could understand all that we were told and thought it was a good idea for me to sign up for Long term care. I knew then having gone over with Fidelity who handles my pension , what the extent of my spending each year should be. He asked in my presence would there be any increase , the agent's response, "OH No this is what you will pay for the life of this policy. Your Agent picked a rate for me for what I could manage and I signed off on that for $120 .42 each month the deduction started July 21 2008. My payments are deducted from my pension with Fidelity each month.
I received a letter dated September 10,2014 , This was in regards to an increase , I called up and explain that I do not get an increase in my pension, neither do I get my husband's social or a pension from his work records. I live solely on what I get for my pension and social security. So adding more to my expense would be putting me in jeopardy of meeting my monthly and daily expenses. Well since it was an increase of $7 per month, I consider I could make some adjustment in my daily living to accommodate that amount since it was explained if I do not pay that the service I would receive when I need it, would be greatly reduced. Fearing being alone with minimal help, I accepted the increase.
Here we are 1 year and 10 months later you are asking for another increase, I do not even understand from reading this letter which of the category I fall in. I do not under the Series quoted the lowest of which is +20.09%. I am disputing this increase because I cannot afford it. You gave options which would leave me with less service should I not agree. This was not what I bought, given the time I bought this policy with a dyeing husband on my hand , who was eager to know I would have some help after he depart and I need help in my sickness should that happen, we signed in good faith. My husband pass 1 month after we signed not even a good month.
I am the sole provider of all I exist on, there is Home insurance , there is car insurance there is Property Tax. these are must pay bills, I had to stop my Life Insurance with Prudential because I see that as something I could do without and keep my bills being paid. I try to live within my income that I am becoming a recluse, because I cannot afford to go out with other widows to lunches and such. I cannot afford it. I do not shop, I am wearing the clothes I have worn for the last 10 years and more, I do not even use my dryer, I dry my clothes in my garage at nights. What more can I do. I do not make trips in order to save on gas. My trips are Church that is 10 minutes from home , Supermarket , that is 5 min from home and my doctor's appointment 20 min from home. I am driving a 10 year old car, and I am fine with that, it needs to be service and I wait until I put that money together to get that done once a year.
I say all that to tell you this is no seeking sympathy cry, I definitely cannot afford an increase. I am 79 and half years old in fairly good health, Has no complaint or any type of old age sickness. To God be the Glory. If I stop this policy will I get all that money I have paid into this policy for the last 8 years?.
I trust you will make the necessary adjustment in my favor. While I anticipate your most favorable answer I remain a voice crying out for justice.
.

Ruby C T Bell

[redacted]

Valrico , Fl 33596

[redacted]

From:	Betty Wirth
To:	MetLifeLTC Hearing
Subject:	Notice of Long Term Care Public Hearing - Filing 16-09734
Date:	Thursday, August 11, 2016 6:46:15 PM

August 11, 2016

To: Florida Office of Insurance Regulation

From: Elizabeth M Wirth
[redacted]
Plantation, FL 33317
H: [redacted]
Email: wirtb1@comcast.net

Dear Sirs

It has come to my attention that MetLife Insurance had requested to increase their rates for exiting long-term health care policies. How can they justify this since financial payout limits in both amount and the duration were set at the initiation of each policy and these amounts have not and will not change/increase. Is MetLife trying to increase revenue to pay recent fines levied against them because of their wrong practices?

If these rate increases are approved those, of us who have nevert used the coverage and have paid extra for a “return of premium rider” should have the opportunity to cancel our policies and be reimbursed all money given to date to MetLife. I was told 9 years ago when I took out my policy that there would be no rate increases, yet, MetLife increased my monthly costs significantly two years ago.

Your acknowledgment and consideration to these thoughts would be greatly appreciated.

Sincerely,
Elizabeth M. Wirth

From:	Betty Wirth
To:	MetLifeLTC Hearing
Subject:	Notice of Long Term Care Public Hearing - Filing 16-09734
Date:	Thursday, August 11, 2016 8:11:31 PM

August 11, 2016

To: Florida Office of Insurance Regulation

From: Elizabeth M Wirth
[redacted]
Plantation, FL 33317
H: [redacted]
Email: wirtb1@comcast.net

Dear Sirs

It has come to my attention that MetLife Insurance had requested to increase their rates for existing long-term health care policies. How can they justify this since financial payout limits in both amount and the duration were set at the initiation of each policy and these amounts have not and will not change/increase. Is MetLife trying to increase revenue to pay recent fines levied against them because of their wrong practices?

If these rate increases are approved those, of us who have nevert used the coverage and have paid extra for a “return of premium rider” should have the opportunity to cancel our policies and be reimbursed all money given to date to MetLife. I was told 9 years ago when I took out my policy that there would be no rate increases, yet, MetLife increased my monthly costs significantly two years ago.

Your acknowledgment and consideration to these thoughts would be greatly appreciated.

Sincerely,
Elizabeth M. Wirth

From:	itagene@aol.com
To:	MetLifeLTC Hearing; metlifeltc@ltcg.com
Subject:	Notice of Long Term Care Public Hearing -Filing 16-09734
Date:	Friday, August 12, 2016 9:36:09 AM

Dear Sir/Madame:

We are deeply concerned about the rate increase for our Long Term Care Policy.

On May 1, 2015 my premium rate was increase by $ 248.44 per year now again in 2016 you are looking to increase the premium. Is there a cap on the increases? A yearly increase of this size will surely make the insurance unaffordable.

We purchased insurance in good faith expecting to get what we paid for; only years later when we may need it to then be priced out. And to be given an option to decrease the coverage is unacceptable.

Met Life has collected our premium for years we don't want to lose our money and the policy. This is not good business.

Will you help us?

Sincerely,

P. G. Williams Policy #[redacted]. Miami, FL 33147

C. Brown Policy #[redacted] Miami, FL 33176

From:	john Palmer
To:	MetLifeLTC Hearing
Subject:	Notice of Long Term Care Public Hearing- Filing 16-09734
Date:	Thursday, August 11, 2016 1:22:30 PM

August 11, 2016

Metropolitan Life Insurance Company
Long Term Care
Post Office Box 64911, St Paul, MN

Re: Notice of Long Term Care Public Hearing- Filing16-09734

At the time my spouse and I entered into the contract for long term care, we did not realize that METLIFE would increase the premiums so significantly. Certainly, the agent did not emphasize that fact.

The premiums were increased by 14% effective August 5, 2015. I now recognize that rate increases will come after this latest proposed increase. It looks as if METLIFE will increase the premiums until we cannot afford the insurance.

One of the options given to insured clients for long term care should be a return of all premiums paid to METLIFE. The company should not be able to take our money in the manner that will affect us adversely without any impact the company.

Sincerely,

John A Palmer
[redacted]
Neptune beach. Fl 32266

From: Stella Mason
To: MetLifeLTC Hearing
Subject: Notice of Long Term Care Publix Hearing Filing 16-09734
Date: Tuesday, August 09, 2016 3:02:41 PM

Dear Sirs: As an insured that may be impacted by a proposed Long-Term Car rate increase filed by Metropolitan Life Insurance Company in Florida, I express my serious concerns about the percent of increase. Perhaps an increase of 3% might be in order but to have the increases between 20.09% and 95.44% is unrealistic, unconscionable, absurd and greedy. Where do Social Security recipients on a fixed income obtain the premium increase necessary to maintain coverage? I would hope that as a resident of Florida the rate increased filed with the Florida Office of Insurance Regulation will be denied as being contrary to protection of consumers who purchased Met Life products in good faith more than 10 years ago. Thank you. Please do not hesitate to contact me with any questions or comments..

Stella Mason, CP, CFP, FRP
Shapiro Goldman Babboni & Walsh
[redacted]
Sarasota, FL 34236
[redacted]
smason@getmejustice.com
Legal Disclaimer: The information given by me is not legal advice. I am not establishing an attorney-client relationship with you. Nothing in this email is intended nor should it be considered legal advice. Each matter is unique and specific; as such I encourage every individual and business to seek guidance from legal counsel concerning their specific legal matter.

From:	mdbach@aol.com
To:	MetLifeLTC Hearing
Subject:	Please protect our interests
Date:	Wednesday, August 10, 2016 5:12:14 PM

August 10, 2016

To: Florida Office of Insurance Regulation

From: Roger and Marilyn Bachmann

[redacted]
Gainesville, FL 32653

Re: Long Term Care Public Hearing-Filing 16-0934
Proposed rate increases for long term care policies filed by the Metropolitan Life Insurance Company

We are writing to protest the proposed rate increases for long term care policies held by the Metropolitan Life Insurance Company. We purchased our policies in 1994 from TIAA as a part of our planned retirement. Later our policies were transferred to the Metropolitan Life Insurance Company, and we have paid our premiums to them ever since. We purchased them under the assumption that a certain level of premiums would guarantee a certain amount of coverage if we ever needed long term care at some time in the future. These amounts of coverage would not increase with inflation unless we agreed to increased premiums. Like a life insurance policy, the premiums did not change over a 21-year period until last year when they were raised. It seems unconscionable to raise them again by such a large amount when the benefit remains the same. We do not have the alternative of going with another company for long term care, for at our age the premiums would be too large. We joined at a younger age when it would most likely be a very long time before we needed them if ever and have faithfully paid our premiums for 22 years. It is not fair to increase the premiums on us now. We are asking you to please protect our interests.

From: awismarinv@aol.com
To: MetLifeLTC Hearing
Subject: POTENTIAL COST INCREASE TO POLICY HOLDERS HEARING
Date: Friday, August 12, 2016 1:34:37 PM

TO WHOM IT IS CONCERNED

My name is Marilyn Gore. I purchased a Long Team Care insurance policy some years ago and has maintained its premium no matter how tight my budget has been because it is important to my family and me.

I am against the fact that Met Life is even considering the thought of hiking up the rate to existing customers like myself which will further created hardship for people. Let this be known that I am totally outraged and hope that ML resolves this issue in ways other than rates increase. There are people who I encouraged to purchase long term care who are devastated by the letter which we all received regarding a possible rate increase and for those on a fixed income, it is even inconceivable that they could keep such policy if rates go up.

I am letting my email express my feelings concerning this matter because I can not be there in person since I am at my work-site preparing for school in the next ten days. I am hoping that your resolution will be favorable to all policyholders who have planned ahead to ensure some peace of mind now and in the future. We have done our part to protect our selves. Now it is your turn to protect us by helping us keep our policies. I am speaking for myself and those who can't!!

Thank you kindly.
Sincerely,

Marilyn Gore
Policy Holder

From:	sjdavid915@aol.com
To:	MetLifeLTC Hearing
Subject:	Projected Policy Rate Increases
Date:	Tuesday, August 09, 2016 6:43:58 PM

Dear Whomever wants to listen:

It is a disgrace to even project these type of increases to EXISTING POLICIES. You signed up for the deal, I pay my premiums and you should live by your commitment.Unfortunately, my wife passed away several years ago. She never benefited from your policy I paid all premiums. Shall I ask for a refund. I committed and paid , so too your commitment should stand behind your policy. I trust this will be a fair hearing and at the end of the day will do the "right thing"

Sheldon David
Policy # [redacted]

From:	Tony Johnson
To:	MetLifeLTC Hearing
Subject:	Proposed LTC rate increase - Filing 16-09734
Date:	Friday, August 12, 2016 11:09:14 AM
Importance:	High

To whom it may concern,

I am writing today to express my concern over the proposed MetLife rate increases. My wife and I purchased our policies in good faith in 2004 while we were younger. We were told to get them while we were young so we could afford them. We have now been paying on these policies in good faith for over 10 years, total premiums paid are somewhere approaching $50,000.

Now we are being told our premium will increase 95%! And of course if we are not able to afford the new premium we will lose our policy and all the premiums that we have paid. This is criminal! It is completely unacceptable behavior! There is no way a normal hard working American can afford to absorb and increase like this all at once. It is nothing short of extortion!

We have been told by MetLife that the reason they are requesting the rate increases is because they made a mistake and sold these policies at too low of a rate, basically they made an error and now we are being made to pay for that mistake. I always thought a policy was a contract of sorts.. I guess I am wrong.

I am pleading with you to not allow a rate increase of this magnitude. My wife and I simply cannot afford at this stage in our lives to throw away $50,000. We have paid our premiums all these years in good faith, we have absorbed the normal rate increases throughout these years with what we thought was the knowledge that this was a good investment and our futures would be secure should we require care in our later years. That by planning early, while we were young, we wouldn't be a burden on our families or society.

Sincerely,

Anthony Johnson
[redacted]
ajohnson443@att.net

From:	Bobbi Markiewicz
To:	MetLifeLTC Hearing
Cc:	Denis Markiewicz; Denis Markiewicz
Subject:	Proposed LTC rate Increase
Date:	Thursday, August 11, 2016 9:21:47 AM

My husband (William D. Markiewicz) and I are policy holders for Met Life Long Term Care Insurance. When we purchased our policy it was with the understanding and commitment that the premium would be fixed until we died. This is a contractual commitment and we have budgeted to ensure that we can cover the annual premiums. We understand that insurance companies cannot prosper without covering their expenses, but MetLife should make up their losses in premiums for future policies.

If this rate increase is granted, we will feel, given our advanced age (73), that we have no choice but to squeeze the additional premium out of our budget because purchasing a new policy is not really an affordable option. What will stop them from asking for another rate increase for existing policy holders in a few more years? We think allowing MetLife to increase premiums for existing policy holders would set a bad precedent, and would put undue strain on limited budgets of senior citizens.

Thank you in advance for considering our position.

--
Barbara Markiewicz
[redacted]
Ipswich, MA 01938
[redacted]
bobbimarkiewicz@gmail.com

From: Betty Moody
To: MetLifeLTC Hearing
Subject: proposed LTC rate increase
Date: Saturday, August 13, 2016 12:02:11 PM

Since we just had a increase last year, I am upset to see another is on the table. Prayerfully it won't pass. I have too much money invested in this insurance to cancel, but if rates continue to increase, it is inevitable that will happen.

Betty Moody

From: Gene Rinderknecht
To: MetLifeLTC Hearing
Subject: Proposed rate increase
Date: Wednesday, August 10, 2016 9:44:14 AM
Importance: High

Good morning,

This letter is in response to a letter I received from the Metropolitan Life Insurance Company, dated July 22, 2016. With reference to Notice of Long Term Care Public Hearing - 16-09734. I am writing this letter, because neither my wife nor I will be able to attend the hearing scheduled for August 12, 2016 in Miami.

My policy number is # [redacted] and was purchased from David Pahl (Palm Beach Gardens, Fl) on August 4,2005.
My wife (Sandi Rinderknecht) policy number is # [redacted] was purchased at the same time.

I feel this proposed rate increase (95.44%) would place an undo financial burden on myself and my wife as we ease into retirement. I am now 69 years old and my wife is 67 years old. My premiums would increase from $163.23 per month to $319.02 and my wife's premium would increase from $129.56 per month to $253.21. This would cause our monthly premiums to go from $292.79 per month to $572.23 or $6866.76 per year. When we purchased these policies, we understood that rate increases could happen. We also understand that small rate increases maybe necessary, however an increase of 95.44% is just unacceptable. We purchased these policies trying to be responsible individuals so that we would not place an undo burden on our spouses or our children. A rate increase of this magnitude would force us into making hard choices as to do we continue the policies our try to cut back somewhere else.

We understand there has been a lot of turmoil in the long term health care industry, but the bad decisions made by this industry should not be put on the backs of the insured. We feel the insurance industry must be held accountable for its mistakes in judgement and long term planning.

I would hope that a rate increase of this magnitude would not be allowed.

Thank you for your consideration.

Sincerely,

Gene & Sandi Rinderknecht
[redacted]
Alva, FL 33920
[redacted]

From: David C. McCormick
To: MetLifeLTC Hearing
Subject: Proposed Rate Increase
Date: Thursday, August 11, 2016 2:13:52 PM

Please do not approve the rate increase that MetLife is proposing for long-term care policies. With full confidence of being adequately protected, we purchased the policy from Teachers Insurance and Annuity Association of America (TIAA), a not-for-profit organization, but the policy was subsequently transferred to MetLife a for-profit corporation.The MetLife proposal would present an untenable situation: we cannot afford the increase in premiums, cannot afford to lose that major investment by stopping coverage, and cannot afford to reduce the amount of coverage. We have been retired for 19 years and are now ages 86 and 79 with only one of us receiving retirement benefits. The increase would be virtually impossible for us to meet. The average statewide increase of 54.9% for Florida is unreasonable and the proposal for Lee County is higher. A request for such a large increase would seem to call into question the management efficacy of MetLife, a corporation with $3.7 billion annual income and $14.48 billion reserves, quite a contrast with our financial situation.

David and Constance McCormick
[redacted]
Fort Myers, Florida 33919 USA
Phone: home [redacted]
Phone: cell [redacted]
Fax: [redacted]
Email: mctuba@embarqmail.com

From: Gene Rinderknecht
To: MetLifeLTC Hearing
Subject: Proposed rate increase
Date: Wednesday, August 10, 2016 9:44:14 AM
Importance: High

Good morning,

This letter is in response to a letter I received from the Metropolitan Life Insurance Company, dated July 22, 2016. With reference to Notice of Long Term Care Public Hearing - 16-09734. I am writing this letter, because neither my wife nor I will be able to attend the hearing scheduled for August 12, 2016 in Miami.

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My wife (Sandi Rinderknecht) policy number is [redacted] was purchased at the same time.

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We understand there has been a lot of turmoil in the long term health care industry, but the bad decisions made by this industry should not be put on the backs of the insured. We feel the insurance industry must be held accountable for its mistakes in judgement and long term planning.

I would hope that a rate increase of this magnitude would not be allowed.

Thank you for your consideration.

Sincerely,

Gene & Sandi Rinderknecht
[redacted]
Alva, FL 33920
[redacted]

From: Robert Neale
To: MetLifeLTC Hearing
Subject: Public Hearing Comments 8/12 1pm
Date: Thursday, August 11, 2016 1:14:58 PM

My name is Robert S. Neale and while I was an MGA with Unum Life Insurance Company I was approached by and appointed to be an MGA with Metropolitan Life both for ILTC and individual disability.

Although much of my focus and marketing since 1979 has been employer paid or employer sponsored individual disability plans we subsequently marketed Met Life's individual long term care plans as well with great success.

The target customer was medical, legal as well as corporate and closely held corporations; most often on a multi-life basis. It has always been my understanding that this type of market was more profitable for the insurance carrier.

It's important to note that Met Life has already been granted an inforce rate increase back in April 2013. If this current request for increase is granted it will present a compounding event to consumers who just experienced a rate increase three short years ago. This is unfair to the consumer as well as those employers who have sponsored benefit plans.

The insurance department has a fiduciary responsibility to the individual policy holder as well as those firms that sponsor plans for their employees. The department needs to protect the public from repeated rate increases in such a short period of time.

Most of the policies that will potentially be affected are 10-20 years old. At the time of purchase many of these consumers were 50-60 years old. Now 10-20 years later, our golden agers may experience a second rate increase on their long term care coverage putting yet another financial burden on them in their retirement years.

It's no secret that many of our elderly are already forced to choose between food and/or medications these days. We have more of our "retired" community still working simply to make ends meet. Not everyone is blessed to have family to care for them, should the need arise. If these people are put into a situation where they must let this coverage go, not only do we eliminate their safety net, but we compound the growing burden on the government to provide care for those who would otherwise have planned on such an event.

I am of the opinion that Met Life is not providing the type of ongoing customer service in an effort to help these clients conserve their policies. For example the insured should receive annual type statements on one's anniversary displaying how inflation riders have increased their benefit on an automatic basis could prove to be extremely helpful and informative.

In addition employer sponsored plans where a list bill invoice is being generated; in most cases nothing goes out directly to the insured to ensure the carrier has a current

address. The carrier needs to reach out directly to these individuals on an annual basis to ensure they are informed about their coverage and not only when they are no longer employed by the firm. The carrier refers to the address they have on record from when the application was taken some 10, 15, 20 years earlier. Servicing agents have since retired or even deceased. Reaching out to the consumer, regardless of billing method on an annual basis can and will prevent unintentional lapses.

In the event that any increase is approved, the policyholder should be provided with 4 – 5 options of benefits and associated costs as compared to their current plan to include indexing of inflation riders. In connection with the policyholder notice, it is imperative that their insurance advisor be simultaneously copied on correspondence so that the policy holder can receive proper counsel and advice.

Respectfully,
Robert S. Neale, RHU

please confirm receipt by replying to this email "received" thank you.



From:	Tili Findley
To:	MetLifeLTC Hearing
Cc:	Tili Findley
Subject:	Public Hearing Filing - 16-09734
Date:	Thursday, August 11, 2016 2:22:03 PM

My Policy is the VIP1 series which would be the 95.44% increase. That amount of increase should be a criminal offense. What is the purpose of insurance if not to insure against having to pay huge amounts. I purchased this policy in 2006, for my parents, in case they were ever to have a need for long term care. Why doesn't MetLife sell new policies at the new exorbitant price and see who they can get to buy it, instead of being underhanded and increase the policies of people who have been paying into it for years and who would have a difficult time getting a new policy because of the policy holders current age. A reasonable increase would be 5%, (close to a COLA increase) I am a business owner and I would lose business if I were to increase my clients contracts by 95%.

I believe that an increase of greater than 5% would place an undue burden on current policy holders and would be considered unethical business practices.

Tili Findley
Owner/Partner
ProfitSword, LLC
[redacted]
Orlando, FL 32819

[redacted]

From: frankjacobs05@gmail.com
To: MetLifeLTC Hearing
Subject: Rate increase hearing
Date: Thursday, August 11, 2016 1:01:24 PM

Franklin M Jacobs, policy number [redacted] and Maxine E Jacobs [redacted] urgently request that you reject the extreme rate increase on Long Term Care insurance premiums. Such increases will literally leave scores of seniors with little or no protection or recourse in their twilight years, thus placing an undue burden upon the state.

Sent from my iPhone

From: Greg Eckert
To: MetLifeLTC Hearing
Subject: Rate Increase Proposal by Met Life
Date: Tuesday, August 09, 2016 3:05:04 PM

Please register my very strong opposition to the Met Life request for punitive and exorbitant rate increases in LTC policies in the state of Florida. My wife and I (both in our 60's) took out LTC policies with Met Life several years ago thinking this would be cost effective insurance against unexpected health problems. (Both of us are extremely healthy and not even close to being in need of this coverage)

While I can empathize that they might need to sell their new policies at an exorbitant premium, my wife and I bought those policies with the understanding that we would be paying into them for an extended period of time, at a rate certain, before we would require Met Life to fulfill their end of the bargain.

To now have Met Life come to me and demand over $4,000/yr instead of the $2,000+ we are currently and have been paying for years is abhorrent and probably not do-able on a now retired fixed income.

We have no objection to Met Life charging whatever they feel they need to charge for future policies, as that is simply a factor of supply and demand. We also feel that it is patently unfair for you to grant these onerous rate increases that will apply to existing policy holders who ,in good faith, have been pouring money into their coffers for years without a use of service.

By the way, our policies, as explained to us at the time, were supposed to cover increased coverage requirements for our foreseeable lifetimes. As I see it now, that was either an outright lie and or deceptive business practice.

Please DO NOT APPROVE this Met Life demand .

Thank You

Gregory and
Jackie Eckert

[redacted]

Geneva FL 32732

From: Ed Streich
To: MetLifeLTC Hearing
Subject: Rate increase request
Date: Wednesday, August 10, 2016 6:28:21 PM

I am in receipt of a notice outlining the rate increases being requested by Metropolitan Life Insurance Company dated July 22, 2016. I am writing to share my concern regarding this request.

The rate for my LTC increased by approximately 10% in May, 2015. I live primarily on my SSI, but was able to handle this increase. For the life of me, I cannot understand why they now are asking for a 59.51% increase just 15 months later. Like many Seniors, I am working hard to manage my financial obligations within my limited income. LTC insurance will hopefully keep me from depending upon Government dollars should I require the covered care. If a substantial rate increase is granted to them, it is likely I will have to let this policy lapse, not only placing me at risk for needing Government assistance at a later point, but also depriving me of thousands of dollars which I have already invested toward my goal of financial independence.

I encourage you to deny this request.

Thank you for your attention.

Ellen L Streich
St Petersburg, Fl
[redacted]

From:	Melinda Morrison
To:	MetLifeLTC Hearing
Subject:	Rate increase
Date:	Thursday, August 11, 2016 11:06:40 AM

To whom it may concern,
I am writing in regard to the proposed rate increase by Met Life as it concerns the LTC insurance plans. I own one of these plans and have for more than 10 years. I probably bought it too soon but of course the agent insisted that I needed it "right then before something happened". I was there trying to get a policy for my husband who had had an aneurysm but they would not cover him even though he was back to work every day for more than 5 years.
This company is all about the money.
No surprise, companies need to stay solvent but the rate increase they are requesting is MUCH too high. We had a rate increase 2 years ago that was substantial and this puts that one to shame. Last was 114 to 148 monthly (400.00 annually) and this one is going to be much higher. There needs to be a profit limit on these companies and a limit they can pass on to us as policyholders. Making less profit is an option they do not like but is a reality. I do all I can to stay healthy. That and and paying my premium is doing my part.
Perhaps they can grandfather 10 year plus policyholders into a rate increase limit much like "Save our Homes" did with property taxes. We cannot afford these kind of increases and many of us have bought this type of policy instead of life insurance as it really helps the loved ones more at a time they really need it. Plus with this policy type, the company is not even guaranteed to pay a loss- many people die suddenly and do not use this benefit at all.
Please be thoughtful in considering this request. The state will pay dearly if many of these policies are dropped because of rates. If I have to drop mine, I will be looking to Medicaid when the time comes.

Melinda Morrison
[redacted]
Jacksonville, FL 32205
[redacted]

From:	Debra Kalitan
To:	MetLifeLTC Hearing
Cc:	Debra Kalitan
Subject:	rate increase
Date:	Friday, August 12, 2016 9:20:34 AM

I recently received notice of a possible rate increase. While I do not know the specific form number (not readily apparent on my policy), I will be impacted by increases ranging from 54.72% to 77.23%. That is unconscionable! Runaway insurance rates on a policy that I have faithfully paid since 2007 is something that must be called into question. I experienced a rate increase in August of 2015 and am worried that I will be subjected to increases yearly based on this trend.

I am now retired and living on a retirement income and this insurance bill is more than my car payment! At 52, I was pitched a policy that was relatively affordable that would ensure my care as I aged. I saw no rate increase for MANY years and now the possibility of a second increase in 2 years. Now 63, I have to wonder if this is not a concerted effort to force “baby boomers” out of the LTC market as we approach the years where Metlife will have to pay the benefits. If this rate increase goes through, I will consider a class action suit and will seek counsel in pursuing same.

Thank you for your consideration.

Debra Kalitan
policy # [redacted]

From: Barbara J. Clark
To: MetLifeLTC Hearing
Subject: rate increases Attention: A Marcus
Date: Tuesday, August 09, 2016 2:49:59 PM
Attachments: Metlife LTC.docx

From:	MARK A PLENGE
To:	MetLifeLTC Hearing
Subject:	Re: MetLife Long-Term Care Public Hearing - Filing 16-09734
Date:	Wednesday, August 10, 2016 4:58:25 PM

Kovens Conference Center, Room 114
Florida International University, Biscayne Bay Campus
3000 NE 151st Street
Miami, FL 33162

Re: Increase in premium on Form Number LTC2-VAL-FL

Dear Ladies and Gentlemen:

I am a retired 65 year old widow and recently received notice of a possible increase of premium on my Long-Term Care Insurance Policy held with MetLife which was issued on October 2, 2008, with a quarterly premium of $335.58. The current quarterly premium is $412.89. I am in good health and anticipate living another 20 to 30 years. The request of a 59.51% premium increase, will make it very difficult for seniors to continue paying for their long-term care policies.

I sincerely hope that you will consider this request very carefully, and should any increase be granted, please specify that the increase would only apply to the initial premium as of the date of the contract and NOT to the current premium.

Thank you for your attention to this letter.

Sincerely,

Lawanda F. Plenge
August 10, 2016

From: Shirley Trotman
To: MetLifeLTC Hearing
Subject: RE: Policy [redacted] * Plan #[redacted]
Date: Tuesday, August 09, 2016 11:54:29 AM

Please realize that most "baby Boomers" are on a fixed income. I know that costs are getting "out of hand", but please do not increase the premiums **TOO much!** Remember, profit is not everything.

Thank you,
John Trotman

From: Steve Beckman
To: MetLifeLTC Hearing
Subject: Re: LTC hearing-16-09734
Date: Sunday, August 14, 2016 5:25:26 PM

If u look at Mets last quarters earnings report you will see that earnings were in the millions even after a large charge to earnings to cover the write down of their annuity business. I mention this large charge to show that they made a miscalculation regarding their annuity business which no one bailed them out of and they have now miscalculated on the cost of their long term care product and want the policy holders to bail them out. Not fair you make a deal you stand behind it, maybe they can save a little if they quit flying their blimps.

Sent from my iPhone

On Aug 4, 2016, at 11:58 AM, "MetLifeLTC Hearing" <MetLifeLTCHearing@floir.com> wrote:

> Thank you for taking the time to provide your comments to the Florida Office of Insurance Regulation regarding the Metropolitan Life Insurance Company ("MetLife") 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:	Choppercop2003@aol.com
To:	MetLifeLTC Hearing
Cc:	choppercop2003@aol.com; sbbunch1971@aol.com
Subject:	Re: Met Life Long Term Care Insurance Rate Increase
Date:	Sunday, August 14, 2016 3:14:41 PM

Phillip A. Johnson
[redacted]
Davenport, FL 33837
August 14, 2016

Re: Met Life Long Term Care Insurance Rate Increase

Florida Office of Insurance Regulation
MetLifeLTCHearing@floir.com

Dear members of the Commission:

Prior to turning 60, I spoke with a few LTC Insurance Agents. All of them told me to get the insurance then, because premiums would increase drastically if I waited until after my 60th birthday. (This seemed logical since waiting would give them less time to collect premiums, and they may be looking at different odds due to possible future health concerns).

8/2005 - Bought Met Life Long Term Care Policy LTC-FL-IDEAL

(I still can't figure out which one it is on the Hearing Notice, but I believe it is either the 59.51% one or the 95.44% one - my agent told me it is the 34% one, but they were sold after 2009 - mine was 2005)

Original Care BENEFITS	$150/day
5% automatic Compound Inflation Protection Rider	
Maximum Lifetime Benefit	$164,250
Initial Premium	$1813.20
Basic Coverage	$ 772.47
5% automatic Compound Inflation Protection Rider	$1126.50

I changed from the annual premium to quarterly several years ago which increased the annual total, which was known and expected.

Annual Total with Discounts Applied (10%)

Raised with notice in 2015, From $460.?? to $571.79 (to more than Initial Premium) - figured loss of discount .

When they wrote the policy, they knew new exactly what my entitlement was and the maximum growth in benefits in the future.
There have been no changes to these maximum benefits since the policy was written.
Since that time I have paid them over $21,000.00
Their costs have been sending me invoices and cashing my checks. I don't think they are losing a bunch of money due to anything on my part.

No matter what today's Nursing Home costs are, they are not responsible for one dime over $256.50/day in 2016. (60% of my payments were to cover increases over the base benefit of $150/day).
Either they would save the difference if the cost was less, or I would have to pay the difference if it was more.

I bought this LTC insurance because I did not want to become a ward of the state using Medicaid to pay for a nursing home, but had I known that during my retirement years, this insurance would cost me two months of my small pension and social security income each year, I would not have bought it.

To sum up, this company knew in advance the limits of the benefits it would have to pay would be, and they charged an amount that customers agreed to pay.

Just as all the citizens of Florida have taken financial hits during the last nearly 10 years of financial turmoil and recession, so must businesses. They claim that their investment income is down. I get it. My savings account earns about .1 to.2% on my savings (I had saved it expecting that the interest would subsidize my retirement income.

According to Met Life's 2015 Annual Report, the company netted almost $12 Trillion dollars in 2014. (They offered us no share of the windfall profits).
They lost less than 5% of that one year's profit in 2015. How much of their losses were money spent on lobbying and political donations? I don't think they're going broke anytime soon.

According to Forbes, 20 of today's richest Billionaires made their money in the insurance industry. My questions are:
Did they get there by overcharging policy holders? and
Are they attempting to get away with it again?

My proposal consists of two options:
That Met Life be denied the permission to increase rates for existing policy holders of the policy holders who have never made a claim for benefits under the policy or be given the option to accept a refund of premiums paid and go elsewhere.

Sincerely,

Phillip A. Johnson

From:	InsuranceCommissioner
To:	"Milt Farrow"; InsuranceCommissioner
Cc:	Colona, Eva; MetLifeLTC Hearing
Subject:	RE: Met Life LTC
Date:	Friday, August 12, 2016 4:27:46 PM

Dear Mr. Farrow:

Thank you for your correspondence. We appreciate you contacting us and sharing your comments and concerns. The Commissioner values the views of citizens like you and works hard to protect the insurance market in Florida.

Again, thank you for writing.

Sincerely,

Lin Hartsfield
Office of the Commissioner
200 E. Gaines Street
Tallahassee, FL 32399-0305
850-413-5916
fax 850-488-3334
website: www.floir.com

From: Milt Farrow [mailto:miltfarrow@blurredvisioncc.com]
Sent: Friday, August 12, 2016 4:09 PM
To: InsuranceCommissioner <InsuranceCommissioner@floir.com>
Subject: Met Life LTC

Dear Commissioner:
I listened to the hearing today and as a financially trained individual who was formerly liscensed by the NYSE to handle ALL insurance products as well as debt and equity instruments of all types and kinds>
My experience with this commission concerning Home Owners and Citizen was a total sham – as no one was punished for wrong doing @ Citizen's I avoided dealing with the Crap artists and dumped Citizen's and paid off my small Mtge balance and no other ins companies benefitted from Citizen's Transgression on me The Ins staff at that time sucked-

Now on to Met Life LTC
That the Company is responsible for the contract and Met Life is full of crap in their claim that their staff erred in underwriting –or improper estimating risk Blaming the actuaries is pure Bullshit- They took the client's money
GLEEFULLY in the early years and " had a party in VEGAS- and as the "financial thieves in Met saw the future NO MAS PARTY they laid the bets off on the STATE I WOULD BE VERY

CAREFUL,AS IF THE STATE HELPS THE COMPANY VIOLATE IT'S CONTRACT IT WILL SET THE PRECEDENT FOR RAPE AND PILLAGE HEREINAFTER-IT IS NOT THE STATE'S CALL TO ASSIST A PARTY BREAK A LEGAL AND BINDING CONTRACT- AND THAT SIR IS WHAT THIS IS ALL ABOUT-THEY ARE IN A PROFITABLE SITUATION AND THEY WANT TO ILLEGALLY AVOID PAYING CLAIMS-----I SAY NO SIR .. THE STATE SHOULD LET THEM TAKE THE HIT ---OR DO THEY WANT TO REIMBURSE THE POLICY HOLDERS IN ORDER TO BREAK THE CONTRACT-if the Ins co would have spent a proper amount to retain competent actuaries –this would not have happened-this is pure outright theft... planned conversion on a monthly basis...look at the salaries-THE JUDGES WILL SEE IT – A BLOCK OF ATTORNEYS COULD REALLY WRING THEM GOOD ... ASK THEM IF THEY ARE WILLING TO RETURN PREMIUM ..... AS THE PREMIUM WAS UNEARNED BECAUSE NO CLAIM WAS INSTITUTED
Milt Farrow

From:	Bill WIrth
To:	MetLifeLTC Hearing
Subject:	Re: Notice of Long Term Care Public Hearing - Filing 16-09734
Date:	Wednesday, August 10, 2016 2:30:20 PM

To: Florida Office of Insurance Regulation:

As a followup to my initial comments below, I wanted to insure that your office was fully aware of the substantial fines against MetLife by the Financial Industry Regulatory Authority for violating FINRA Rules between January 1, 2009 and December 31, 2014 in replacing variable annuities for customers. My wife and I have now received notice that as part of the settlement for those fines, MetLife will be sending her a check for $150.00 and will be sending me a check for $180.00. It is a mystery to me why my check is only 20% greater than my wife's when I have better than three times the amount she does in those MetLife investments.

However, that $30.00 difference is less than irrelevant as is the amount of the checks which total only $330.00. That $330.00 is like a drop of water in the ocean when you consider that if the long term care premiums increase of up to better than 95% is approved, it will cost thousands of dollars more per year! Hence, MetLife pays us a one time payment of a few hundred dollars and in return they receive a few thousand dollars additional each year if their premiums are allowed to increase. What a bargain for MetLife at the cost of all their policyholders!

In addition, if MetLife is approved to increase their premiums and the policyholders cannot afford it, they will have to terminate their policies and lose all previously paid premiums unless those premiums are returned to the policyholders. How many retirees on fixed incomes can afford premium increases of thousands of dollars per year? Furthermore, why should MetLife be allowed to retain all those previously paid premiums when the policyholders can no longer afford the increased premiums? As I stated originally, the initial policy premiums were set in accordance with a limit on the daily cost and a limit on the duration of that cost. Therefore, MetLife has no justification to raise those premium rates other than greed and, perhaps, poor management.

Thank you for your time and consideration of these comments.

Sincerely,
Bill and Cindy Wirth
[redacted]
Floyds Knobs, IN 47119-9394
[redacted]
BillWirth@twc.com

On Aug 8, 2016, at 6:26 AM, Bill WIrth <billwirth@twc.com> wrote:

> To: Florida Office of Insurance Regulation:
>
> My wife and I purchased MetLife Long-Term Care policies in January of 2005 while living in Tallahassee, Florida and shortly before moving to Indiana in October 2005. And should any rate increases actually apply to Indiana residents, as your notice seems to imply?
>
> At the time, my yearly premium for my policy was $2,141.44 and my wife's yearly premium was $1,194.01 and both included a return of premium rider to our estate if the

policy was not utilized during our lifetime.

Just two years ago, my policy premium increased 13% to $2,419.82 and my wife's policy premium increased 25% to $1,492.51. Since I am now almost 74 years old and retired, we cannot afford constant increases in these policies and I believe them to be unwarranted anyway. These policies come with a limit on the amount of cost for care and duration of care in accordance with the policy premium!

If rate increases for these policies are to be approved, they should come with the stipulation that anyone not willing or able to pay those increases should be given the option of terminating the policy with a complete refund of all premiums paid. This should especially be true if you paid for a return of premium rider to that policy and have received no benefit from the policy.

Hence, MetLife has no justification to raise rates when the allowed medical costs and duration of those costs was initially fixed to the premiums charged. Just because MetLife has been fined for inappropriate actions and are not experiencing the return they anticipated, gives them no just cause to penalize others that have taken out policies in good faith.

If a rate increase is granted despite the inappropriateness of same, all policy holders should have the option of canceling their policy with a full return of all premiums paid, especially if there was no benefit received from same policy. If an individual cannot afford a premium increase, they should not have to suffer the loss of all their previously paid premiums without ever having received a benefit.

Your acknowledgement of these comments would be greatly appreciated.

Sincerely,
Bill and Cindy Wirth
[redacted]
Floyds Knobs, IN 47119-9394
[redacted]
BillWirth@twc.com

From: eauslander@sc.rr.com
To: MetLifeLTC Hearing
Subject: Re: Notice of Long Term Care Public Hearing- Filing 16-09734
Date: Monday, August 08, 2016 8:03:34 PM

Hearing Participants:
Metlife is one of the most successful companies in the world. It recently showed very good earnings,a high stock price and pays a dividend that is about twice the national average. When I was a kid people would call that "crying with a loaf of bread under your arm". This is the second big raise in two years. I propose that it is time to get back to reality and cancel the requested raise and substantially cut the 2014 raise. Thank you.
Sincerely, Edward L. Auslander, VIPI Series: Policy No. [redacted]

From:	Richard Goss
To:	MetLifeLTC Hearing
Subject:	Re: Notice of Long Term Care Public Hearing-Filing 16-09734
Date:	Thursday, August 11, 2016 9:43:13 AM

The above-mentioned notice was received by myself and my wife from Met Life. We have each had a Met Life Long Term Care policy issued prior to December 14, 2009 on which we have paid aggregrate premiums of over $10,000 per year annually. Since we are both retired and are without earned income we are very concerned about the possibility of a 59.51% increase in our annual premiums. Undoubtedly all holders of policies issued prior to 2009 are in the same position. We respectfully request that the proposed rate increase, which can amount to a significant portion of a retired person's income be denied.

We also feel that the notice of hearing should have been sent to our insurance agent as well and would suggest that it would be appropriate in the future.

Thank you very much for your consideration,

Richard H. Goss and Eleanor B. Goss
[redacted]
Lecanto, Florida 34461
gossport3@gmail.com

Albert & Kathy Cook
[redacted]
Orlando, FL 32817

August 11, 2016

VIA E-MAIL & REGULAR MAIL
metlifeLTChearing@floir.com

Florida Office of Insurance Regulations
Kovens Conference Center, Room 114
FIU Biscayne Bay Campus
3000 NE 151st Street
Miami, FL 33162

RE: MetLife Long Term Care Public Hearing
Filing 16-09734

Dear Sir or Madam:

My name is Albert R. Cook and I, and my wife, Kathy S. Cook, are the owners of MetLife Long Term Care Policy Nos. [redacted]. Both my wife and I are 65 years old and will soon be 66 years old. We were 52 years old when we applied for these policies.

The principle reason we applied, at age 52, for these long term care policies was that we were told by our MetLife advisor, Larry Esposito, that the earlier we applied for these policies, the lower would be our premium cost. Our original premium amount was $1,423.84 per year, which included the basic coverage and all of the riders that were attached to the policy to suit our needs.

When we took out the policy, we were aware of the terms of the policy that gave the company the right to raise rates in the future, but our sales representative assured us that the rate increases would be minimal. During the 13 year period of our policies, we have had one modest rate increase that I can recall. We accepted this without reducing the coverage of the policy. Obviously, we were shocked and saddened to read the letter of July 22, 2016, which informed us of an up to 95.44% increase in the annual premium requested by MetLife. We strongly object and urge you to not approve such an increase in this policy premium.

I clearly recall the application process and have reviewed a copy of the Health Care Questionnaire and related correspondence that passed back and forth during the policy application period. Both my wife and I, qualified for the Standard Health Rating. My wife was slightly overweight and there were questions about my kidney function, and I was required to provide a letter to the underwriter by my nephrologist, Dr. Timothy D. Youell [redacted]. The significance of this is that the underwriting standards were quite stringent and we had every reason to believe that MefLife had calculated not only our own life expectancy and health situation, but their future and anticipated costs of providing the benefits described in our policies. It should be obvious to everyone that, at ages 65+, neither my wife nor I would qualify, and if we did, it would be at a significantly increased price for the same policies. To date, we have made no claims against MetLife on either of these policies, and, of course, we look forward to a long time before these policies are ever called upon to provide benefits.

I would like to emphasize that terms of the policies and the underwriting criteria were solely within the control of MetLife and there was no negotiation available to us in this regard. We were clearly sold on the benefits of applying for these policies at the earliest possible time, and in fact we have been making our annual payments for both of these policies for 14 years now.

As you are obviously aware, MetLife is one of the largest insurers in the state with assets of over fourteen billion dollars and annual revenues of over four billion dollars. I believe that they have only approximately 22,000 long term care policies issued in the State of Florida, and many less than that have applied for benefits under their policies. If a large company with as many assets and as many capacities as MetLife cannot anticipate the costs of servicing these policies, the policy holders should not be the ones to "bail them out". I am familiar with the fact that your department regulates a variety of industries, including those who have been granted monopoly power by the State. It is obvious that those industries have to cover their costs and cannot anticipate future costs, such as fuel charges, disasters such as the Crystal River Power Plant, etc., but your department should not be in the business of subsidizing what may be an actuarial mistake on the part of a large company such as MetLife. This is especially so since the customers served by these policies, have, in effect, no other option available to them. My wife and I have no other recourse other than to continue to pay the premiums on these policies. At our age, we cannot go elsewhere and have relied, for more than 14 years, on the promises of MetLife who told us that we would pay less for these policies the earlier we signed up for them. Frankly, I cannot anticipate being able to pay, on retired income, the policy increase requested by the applicant, and I do not believe that the Florida Office of Insurance Regulations should protect a company the size of MetLife from mistakes that they may have made in their original (or current) assumptions. This is truly a "David vs. Goliath" situation and we are requesting that you deny MetLife the requested increase. They

should be free, if they recalculate their costs for these long term care policies, to charge whatever they wish for new policies, but I urge you to not allow them to change rates on their long term customers who are most affected by this and who have no alternative available to them.

Respectfully yours,

Albert R. Cook

From: Louis Rossnan
To: MetLifeLTC Hearing
Subject: What are you selling when we cannot afford the premiums
Date: Friday, August 12, 2016 4:15:28 PM

This is not right to raise the prices on the fly when we agreed to a price that was fair an has been raise before or stop selling policy's that are worth nothing !!!

Louis W. Rossnan
[redacted]

From: marlyn barbour
To: MetLifeLTC Hearing
Subject: Hearing
Date: Tuesday, August 16, 2016 3:21:53 PM

In response to your letter of July 22, 2016 a long-term policy holder since 2001, I fall into the 1 LTC -97- FL group.

My name is Marlyn L. Barbour, age 80, widow and resident of Ocala, Florida.

I am absolutely " Blown Away " with this proposed rate increase. As a retiree living on a very strict limited budget, Social Security and a small pension, I understand that costs go up everywhere but the proposed increase of 77.23% is excessive to say the least!

I have no family to fall back on, the reason for my LTC policy. By having this policy I have had a very secure feeling for how my later years would be but now I have feelings of despair causing me much concern.

My parents always had Met Life and as a child I remember to this day how the agent came to our home every month to collect on their policies. A company they trusted and in turn I did also but now.....what will happen? Will Met Life do right for all of us who trusted them?

Please think of all your devoted clients and make things right for all concerned.
Thank you.

Marlyn L. Barbour

From:	tom goodnight
To:	MetLifeLTC Hearing
Subject:	LTC rate increase
Date:	Tuesday, August 16, 2016 3:06:28 PM

My wife and I were told by our insurance salesman when we bought LTC policies over 10 years ago that by buying before getting old would LOCK in rates and would NEVER be increased.
Who can afford a rate increase of up to 95%?????
Please show integrity and honor your promise.
Thank you,
Thomas Goodnight

From: MJS729@aol.com
To: MetLifeLTC Hearing
Subject: (no subject)
Date: Tuesday, August 16, 2016 3:02:36 PM

WAIT A MINUTE!!!!!

MY PREMIUM THIS YEAR FOR MY LONG TERM CARE POLICY WITH MET LIFE WAS $3634.72. I AM IN THAT 95% BRACKET. IF THIS INCREASE GOES INTO EFFECT, THAT WOULD MEAN AN INCREASE OF APPROXIMATELY $3453.00.

DO YOU SEE WHY WE ARE COMPLAINING?

THE PALM BEACH POST TODAY QUOTED A MAXIMUM INCREASE OF $2580. I DON'T KNOW WHERE THAT FIGURE CAME FROM

I WONDER WHAT THE EXECUTIVES OF THESE COMPANIES EARN. MY GUESS IS, TOO MUCH.

From:	CECILE BORDLEMAY
To:	MetLifeLTC Hearing
Subject:	RE: Notice of Long Term Care Public Hearing--Filing 16-09734
Date:	Tuesday, August 16, 2016 2:39:32 PM

I strenuously object to the confiscatory increase in rates for Long Term Care insurance as proposed by Met Life.

Consumer price index has been flat for years. Social Security recipients have had NO increase in benefits for last 2-3 years and prior to that if there were an increase 2 or 3% would be the maximum,

I had my policy for 15 years and have paid in over $ 30,000 in premiums at great sacrifice. Now isn't it ironic, that 15 years later, when there is increased possibility of my needing this insurance (due to age) the company proposes to jack up rates to a level where I can no longer afford to keep this policy. Or perhaps that is the point? Lure in customers with low rates and when they have invested sufficient funds into the policy, they are trapped and told they must ante up double the premium or they're out, and Met Life wins the game, and gets to keep all the premiums. Is this the newest and latest racket?

Met Life employs actuaries to figure all kinds of probabilities. All policies have an upper limit as to how much the company is obliged to pay out. It seems odd that suddenly the actuaries come to a conclusion that they need a rate increase up to 95%.

Perhaps policy-holders need a class-action lawsuit to get their money back. This company has betrayed our trust.

Cecile Bordlemay
Woodstock GA

From: Sandra Green
To: MetLifeLTC Hearing
Subject: Long Term Caring Public Hearing - Filing 16-09734
Date: Tuesday, August 16, 2016 2:21:40 PM

To whom it may concern, my name is Sandra Green and my Long Term Policy number is LTCI. I've had this policy since 2009. However i received a letter of a possible rate increase, which to me is an astronomical increase due to the fact that i'm a retired disabled veteran on a very tight budget. I'm sorry that i was unable to attend the conference. Here are my questions and concerns, what are the reasons for this increase? If i cancel the policy will there be any refunds for the monies that i've invested? What are my options because my policy will increase to about $ 45 more to what i'm paying now.

Sincerely, Ms. Sandra Green
Telephone number [redacted]

From:	Susan Dawood
To:	MetLifeLTC Hearing
Subject:	Substantial Premium Increase
Date:	Tuesday, August 16, 2016 2:03:08 PM

I just received my forwarded mail containing the above notice of Long Term Care Public Hearing - Filing 16-09734.

First:
How is a retired individual on a very fixed income expected to continue paying an annual premium of $2,131.03 if it is increased 95.44%, bringing it to $4,164.89?

Second:
What recourse would I have? I don't have an extra $2,033.86 allowing me to pay this.

Susan Dawood

From: Pedro Guilarte
To: MetLifeLTC Hearing
Subject: Comment re: Long Term Care - Filing 16-09734
Date: Tuesday, August 16, 2016 1:51:59 PM

August 16, 2016

Florida Office of Insurance Regulations

Re: Notice of Long Term Care Public Hearing - Filing 16-09734

Please accept this supplement to my comments of July 26, 2016 on the proposed premium rate increase from MetLife. My wife and I are affected policyholders of the "TIAA Series: LTC" insurance program.

We listened to the live hearing presented on the internet portal , and as a result we would like to add to comments filed earlier.

Your questions to the MetLife presenters were excellent, unfortunately their answers were not responsive, always stating something along the line of "if you want an answer, look it up in the filing", or "we are a public company, thus we cannot give you an answer". This was ridiculous. These executives certainly will be commended by their superiors for obfuscation.

I have a finance and accounting background and I am familiar with insurance accounting. The executives assertion that you should regulate this Long Term Care business on the basis of the loss ratio is laughable. Regulating insurance with a "short-tail" life, such as auto insurance on the basis of the loss ratio is a credible proposition. Regulating a "long-tail" insurance product such as Long Term Care on the basis of the loss ratio is not proper. Let me explain. Take our case for instance. If we live another 20 years, we will have paid somewhere around $100,000 in premiums. Because the insurance company will have invested this money over several decades, they will have turned the $100,000 into say $300,000 in 20 years (based on the "Rule of 70", and assuming a 7% annual rate of return, money will double every 10 years). Then if they pay $180,000 in claims, they will have had a "loss-ratio" of 180%; but in reality they will have profited to the tune of $130,000 from underwriting my policy!

Reported profits is also an improper way to regulate this business. Again, take my case. At this point in time the insurance company can literally report almost whatever they want (within limits of course). They can book all my premiums to reserves, and book no profits. They can assume that my claims will exceed the reserves and book a loss. Or they can assume that part of my premiums will never be paid in claims, and book a large profit. This is all done by accountants using assumptions that are partially industry guidelines, and partially management discretion. All can be manipulated.

The only way to regulate these long tail insurance products is to "follow the money", including returns on invested capital.

At the hearing the MetLife presenters stated that the problem was issues with mortality and morbidity, and their poor assumptions going into the business when they priced the policies. Clearly the most powerful argument made at the hearing against this thesis is that it was THEIR mistake, and the policy holder should not have to pay for it. There is another argument that was not made at the hearing. This is that they simply did not use the best information that was already available to

them. It is well known that some church organizations started some life-care programs in the 1970s. These were well intended efforts that failed because as it turned out individuals buying into these programs lived longer than the population at large, and standard mortality and morbidity tables did not apply to people who took care of themselves (non-smokers, non-drinkers, followed health guidelines, etc). The Long-Term Care industry should have known that people who signed up for long term care policies were not average individuals. These are more likely individuals who take care of their health, and would likely live longer lives, significantly affecting their mortality and morbidity. The Long Term Care industry should not be rewarded for easily preventable underwriting errors that were well documented when these policies were sold. If THEY made a mistake, they should absorb the consequences, as is the case in free enterprise where profits and losses are possible.

Yes, the idea that insurance companies could change pricing on these policies in the future for an entire class was known to us. We always assumed that this was meant to address a situation of unforeseen circumstances, such as a "bubonic plague" event striking our society. Never did I conceive that this clause could be used to raise rates on issued policies to cover up preventable underwriting errors on the part of the insurance company.

If indeed these policies present a loss to the insurance companies, they should absorb the loss. The policy holder pays to pass on the risk which the insurance company agrees to take. If the policy holder does not make a claim exceeding the premiums and compounded earnings on the invested dollars, the policy holder gets no money back. If the insurance company pays out more, they take a loss. No one is guaranteed to come out ahead when the policy is underwritten. In this case, we do not know who will come out ahead, but neither TIAA or MetLife is at any risk if they lose some money on this line of business they chose to enter and later exit for whatever reason. They must honor the policies they agreed to underwrite. The concept of loss leaders is well documented in all businesses; e.g. airlines have some less profitable or unprofitable routes, they chose to continue, reduce capacity, or absorb losses for whatever reasons.

In conclusion, this rate increase petition should be denied. The insurance company should prove that any rate increase be based on conditions that were totally unforeseen, and not within the control of risk managers to hedge. Preventable underwriting errors are not a valid reason to grant premium relief to an insurance company in no danger of defaulting on obligations it accepted to carry.

Thank you,

Sincerely,

Pedro Guilarte

Zulima Guilarte

(As TIAA Long Term Care policyholders, as administered by MetLife).

From: CECILE BORDLEMAY
To: MetLifeLTC Hearing
Subject: Long Term Care Public Hearing-Filing 16-09734
Date: Tuesday, August 16, 2016 1:40:30 PM

From:	Lynda Cairo
To:	MetLifeLTC Hearing
Cc:	"Angelo Schiralli"
Subject:	Long Term Care proposed Rate Increase - Filing 16-09734
Date:	Tuesday, August 16, 2016 12:57:18 PM
Attachments:	image001.png
Importance:	High

Florida Office of Insurance Regulation:

I am writing as a MetLife policy policyholder for the past 10 years. I purchased this policy from MetLife, although at the time I had other (less expensive) options, because of the strength and stability of MetLife as an insurer, over the other competitors that I was considering at the time.. I had been told that 1) premiums could be increased by companies requesting increases from the states; and therefore, 2) ***the financial strength and history of a company was important***. MetLife was a company with a long history of selling insurance, had very strong Financials, and (based upon their literature), was a company that consumers could trust.

With this astronomical proposed increases, MetLife is saying to all of those policyholders "With our 100+ year history, with our strong financials, with our teams of actuaries – we made a mistake, now you pay the price". With decades of experience, they miscalculated claims and lapse ratios, and now policyholders who are getting older and are therefore more likely to need care – are put in a position of now not being able to afford to keep their policies. This should be a crime. When I purchased the policy, there was a worksheet that asked if I could afford the policy if the premiums went up by 20%. Now the proposed increase is up to 95%! This is totally unfair, and puts many Seniors at risk for not only losing their policies, but all of their assets should they need the care that they were prudent enough to protect against, by purchasing the long-term care insurance.

It is egregious for MetLife to ask for such an exorbitant increase. They sold these policies and should now uphold the promises that they made to their policyholders.

Lynda A. Cairo, CLTC

SFFS
South Florida Financial Services

Phone: (561) 296-5615
Fax: (561) 844-9570
701 US Highway One, #401
North Palm Beach, FL 33408

From:	Ken Bullard
To:	MetLifeLTC Hearing
Cc:	Ken Ipod
Subject:	MetLife Rate Increase
Date:	Tuesday, August 16, 2016 12:21:34 PM

Please understand that myself and many senior citizens who purchased these policies cannot afford another rate increase and will most likely have to drop our policies or accept a significant reduction in coverage.

I cannot understand why a company that is already very profitable needs to raise there rate again.

Again, please reject their request

Ken Bullard, MetLife LTC policy holder

Sent from my iPhone

From:	Mark L. Zientz
To:	MetLifeLTC Hearing
Subject:	Met Life request for second increase in LTC rates
Date:	Tuesday, August 16, 2016 11:34:32 AM

As a Met life LTC policyholder I object to any rate increase. My wife, also a policyholder agrees.
When I was in high school my mother worked for the Equitable Life Assurance Society. She strongly encouraged me to become an actuary. She said it was a very good paying profession and will always be in demand. She was right, but I chose the law instead.
I know for a fact that actuaries are nothing more than good guessers, or maybe not so good. I read "How to lie with statistics". You should read it too if you haven't already.
In the 1970's Richard Nixon pushed for a law called the "LEAA" (law enforcement assistance administration). After it passed, millions upon millions of dollars were thrown at law enforcement, especially in the inner cities. I was an assistant District Attorney in Brooklyn, N.Y at the time. After 3 years, statistics proved that crime had decreased substantially in the worst neighborhoods of Brooklyn, East New York, Bedford Stuyvesant, and others. LEAA was pronounced a great success. Wrong! The statistics were correct but the interpretation was off. During those three years the neighborhoods with the greatest reductions in crime had become uninhabitable. There was no one left to rob or rape or kill, no building left occupied, no copper wiring or pipes left to steal, no open businesses to attack. So of course crime went down. Not because of money.
In 2003 the actuaries for NCCI calculated that the reforms to workers' compensation laws would cause a 14.5% reduction in premiums. By 2015 that reduction was 60%. The actuaries were wrong.
When my wife and I purchased our LTC policy the agent indicated that there was a slight chance that premiums could go up. About 2 years ago he was proven right. Rates went up by about 15%. I assumed the actuaries that set our rates were a little bit off. Understandable. Now 2 years later, they propose a 95% increase based on projected losses. What if they are wrong again? And by a lot? What if they are lying with statistics? What if their interpretation of the data is stilted? You can be sure they will take our money, and if they are wrong, they will keep it. What schmucks they think we are!
This play by Met Life asking for a 95% increase assures them of nothing less than a 45-50% increase. After all, they are Met Life. They have the best actuaries money can buy.
And why does the State of Florida insure (no pun intended) that the Met Life stockholders deserve a profit? Let them take some losses for a while, if that proves to be true before granting a rate hike. For now the prospect of losses is just a guess.
I would equate what is going on to an unfair and deceptive trade practice. I would hold Met life to the actuarial projections made when I bought my policy. If they need better actuaries, let them go out and buy some.
Alternatively, if this rate hike is approved, in any amount, policyholders who decide to give up their insurance and who have never made a claim should be reimbursed the full amount of the premiums already paid, without interest. That way Met Life still gets to make money on the float and the policyholders are made whole for the deception used to suck them in.
Mark and Suzanne Zientz
[redacted]
Miami, Fl. 33156
[redacted]
Policy #'s

[redacted]

From:	Customer Service Message Center
To:	"itagene@aol.com"; MetLifeLTC Hearing; CSMC - Metlifeltc
Subject:	RE: Notice of Long Term Care Public Hearing -Filing 16-09734
Date:	Tuesday, August 16, 2016 11:21:05 AM

Dear P.G. & C.,
Thank you for contacting MetLife Long Term Care.
We appreciate your comments and understand your frustration regarding the upcoming potential rate increase.

There is not cap on a rate increase that can be filed; however, the state makes the final decision on the percentage allowable for us to implement.

More information will be forthcoming once the decision is made.

If you need anything else, please contact our Customer Service team at 888.565.3761, Monday thru Friday, 7:30am to 5:30pm CST.

Thank you,
MetLife Long Term Care

From: itagene@aol.com [mailto:itagene@aol.com]
Sent: Friday, August 12, 2016 8:36 AM
To: metlifeltchearing@floir.com; CSMC - Metlifeltc
Subject: Notice of Long Term Care Public Hearing -Filing 16-09734

Dear Sir/Madame:

We are deeply concerned about the rate increase for our Long Term Care Policy.

On May 1, 2015 my premium rate was increase by $ 248.44 per year now again in 2016 you are looking to increase the premium. Is there a cap on the increases? A yearly increase of this size will surely make the insurance unaffordable.

We purchased insurance in good faith expecting to get what we paid for; only years later when we may need it to then be priced out. And to be given an option to decrease the coverage is unacceptable.

Met Life has collected our premium for years we don't want to lose our money and the policy. This is not good business.

Will you help us?

Sincerely,

P. G. Williams Policy #[redacted]

C. Brown Policy #[redacted]

Notice - The information and attachment(s) contained in this communication are intended for the addressee only, and may be confidential and/or legally privileged. If you have received this communication in error, please contact the sender immediately, and delete this communication from any computer or storage system. Any interception, review, printing, copying, re-transmission, dissemination, or other use of, or taking of any action upon this information by persons or entities other than the intended recipient is strictly prohibited by law and may subject them to criminal or civil liability. No LTCG companies shall be liable for the improper and/or incomplete transmission of the information contained in this communication or for any delay in its receipt.

From:	Barry Singer
To:	MetLifeLTC Hearing
Subject:	rate increase
Date:	Tuesday, August 16, 2016 10:59:07 AM

Dear Sirs,

The rate hike ,will be a burden on the policy holders ,

It a way to get people to drop their coverage so the companies can profit by their misfortune.

Please deny this catastrophic hike.

Sincerely,

Barry Singer

From:	JORGE GARRIDO
To:	MetLifeLTC Hearing
Cc:	Mike Gilman
Subject:	Metlife Rate Increase is a threat to Medicaid!!
Date:	Tuesday, August 16, 2016 10:52:44 AM

My name is Jorge Garrido. I am an agent, as well as, a policy holder of a Metlife Long Term care policy. In addition to me, many of my friends and family members purchased Metlife's LTC policy. These policy holders purchased Metlife's policy mostly due to Metlife's financial stability and high ratings. As of today, those have not changed. Metlife is still extremely stable and its ratings are A+. When I sold those policies, it was made clear that the rates could increase in the future, but again due to Metlife's financial strength all of us who bought a policy felt that if there was a rate increase, it would not be as severe as what we have faced recently.

I oppose the rate increase for the following reasons:

1. Metlife is still extremely profitable and will continue to remain extremely profitable is spite any future losses that they incur as a result of the LTC book of business. Their entire exposure due to this line of business is so small that it is truly embarrassing that they are willing to destroy so many senior citizens' financial future just to make more profit.

2. The senior citizens who purchased these policies cannot afford another rate increase and will most likely have to drop their policies or accept significant reduction in coverage.

3. Metlife's actions will cost millions to tax payers in the future. Without LTC coverage these policy holders will be forced to eat through their assets in case they require long term care in the future. This increases the likelihood that at some point they will apply for Medicaid to cover the cost of a nursing facility or other skilled nursing care. It would be unethical for the Florida Office of Insurance Regulation to shift Metlife's risk to tax payers!!!

4. I find it strange that Metlife is asking to increase the premiums on their group policies by 20% while requesting significantly higher increases for their individual policies. It is strange for these two reasons: (1) Individual underwriting was stricter and tougher than group underwriting; (2) individual policies were much more expensive than equivalent group policies. Also, many of these group policy holders are current and past Metlife employees! I fear that Metlife, in an effort to protect their existing corporate relationships, and their own employees, is unfairly placing the majority of the burden on individuals. OIR should look into these issues prior to allowing any rate increases.

Again, I strongly oppose Metlife's request for a rate increase. As an insurance agent and a policy holder, I believe that allowing the increase would be a travesty.

Regards,

Jorge C. Garrido

Sent from Mail for Windows 10

From: Gerard Russo
To: MetLifeLTC Hearing
Subject: Long Term Care Insurance
Date: Tuesday, August 16, 2016 10:33:27 AM

We purchased our policies years ago from AARP with the understanding that our rates may increase, but not 100 percent. We are on fixed income and this increase would mean we would have to cancel our policies.
Please reconsider.

Thank you
Gerard Russo

Sent from my iPhone

From:	barrie bergstrom
To:	MetLifeLTC Hearing
Subject:	rate increase proposed
Date:	Tuesday, August 16, 2016 10:09:06 AM

The form number of my LTC policy is 1LTC-97-FL for which MetLife propose a 77.23% increase which is absolutely unconscionable.

They just increased my premium by 8.99% in 2015.

_
Since 2001 I have paid over $25,000 in premiums. The benefits available in my policy have not increased but MetLife seek to continually increase the premiums.
They cannot argue that they need a rate increase due to inflation as the benefits they have contracted to pay are-- up to $150.00 per day to a maximum of $219,000,
and this has not and will not change.
With continuous and excessive rate increases it is evident that the plan is to make the policies unaffordable to the insured as they approach the point in life where they present a claim threat against the policy.

The whole concept of insurance is for the insurer , for a consideration(fee), to accept a RISK from the insured. MetLife have actuaries to measure that risk, and if they have not done their job correctly-MetLife should bear the loss, not the insured.

Another increase, specially one of such a large percentage, 77.23%,will give me no option but to let the policy lapse.

Retirees on fixed incomes are the likely insured's under these policies. It is difficult enough to manage a fixed income with the normal inflation increases faced in every day expenses, without having to cope with something this outrageous.

My policy states "We reserve the right to change premium rates on a class basis. The premium will not increase because you get older or your health changes".

Why are they changing the premium if it is not because they are anticipating having to pay a claim for a person who has become older and more likely to require the service they have promised?? Their potential loss under the policy HAS NOT INCREASED. THE BENEFITS HAVE NOT INCREASED.

As our representative please do not let MetLife take this advantage over the public.

Patsy A Bergstrom
[redacted]
Bradenton L 34209
[redacted]

Please acknowledge receipt of this FL Mail to pbergstrom1@tampabay.rr.com

From:	Robert Kaplan
To:	MetLifeLTC Hearing
Cc:	celmore@pbpost.com
Subject:	rate increase
Date:	Tuesday, August 16, 2016 9:07:03 AM

Our names are Robert H. Kaplan and Marian D. Kaplan

We own policies in each name with Met Life for Long Term care.

There is no doubt in our minds that when we purchased these policies we were told or lead to believe that the premium was FIXED for as long as we kept the policies in force.

When are not dumb people. IN FACT I AT ONE TIME WORKED FOR MET LIFE INSURANCE AS A SALESMAN.

WE have a number of other life insurance policies with Met Life.

I am also a MetLife stockholder from the changeover program when the company went public.

WE ARE OPPOSED TO THIS UNFAIR RATE INCREASE. It appears that we have been misrepresented.

I can be reached at email: BobKap5215@Yahoo.com WE live in Boynton Beach Florida

Bob

From:	Susie Angiolilli
To:	Communications Office; MetLifeLTC Hearing; ppi@aarp.org
Subject:	Public Hearings for Insurance Companies Requesting Long-Term Care Insurance Rate
Date:	Tuesday, August 16, 2016 8:56:05 AM

The $92,378 Question: How High Can the Cost of Long-Term Services and Supports Go?

The cost of long-term services and supports is one of the biggest threats to retirement security. Consequently, few people can accumulate sufficient savings, even over a lifetime, to cover the cost of LTSS. According to the 2014 AARP State Scorecard, "when the cost of such care far exceeds families' ability to pay it, more people will face spending down their life savings and ultimately qualify for Medicaid."

Posted on 05/27/2016

Jean Accius, PhD, Vice President, LTSS/Livable Communities, AARP Public Policy Institute

Good morning,

I'm going to skip right past the perfunctory introduction here and tell you a story. Actually it's two parallel stories all wrapped up into one about my Mom and my Mother-in-law.

My Mom came to this country as a WWII bride from Australia; moving from the metropolis of Melbourne to a very small town in mid-Missouri. Her strength of being the only girl in a household of 5 brothers carried over to living and raising a family of 5 children in that small town. My Dad's income came from being a partner in a hardware store business there. Both of them were raised in the Depression era so saving even the most minute amount of money was in their blood. Then my Grandmother (Dad's Mom) had a stroke and the only option was a nursing home over 30 miles away for her. My Grandfather then had to sell their family farm and move into a very very tiny trailer in order to cover the continuing cost of her care. When both of my Grandparents had passed away, their "Estate" was almost depleted for my Dad and his 3 siblings. Fast forward to about the year 2004: My Dad had passed away 5 years before and Mom has now been diagnosed with Alzheimer's disease. Fortunately my Dad had the foresight to put money away into money market CD's after the sale of his business but Mom was unable to be alone so my childhood home had to be sold as well. She ended up in assisted living and eventually a nursing home; the costs were taken from their savings of all those years. The very sad part is that by having Alzheimer's, my Mom went from a very strong woman that could hold her own to a person that needed assistance every step of the way. Her "antics" became an everyday occurrence and baffled us as to what would come next. Mom passed away in January, 2007 but because of her disease/long term care she had been unable to spend that money or take the time to travel around this country as she would've liked.

My Mother-in-law was born and raised in New York City. Her Mother died when my Mother-in-law was only 4 years old and her Father was unable to care for her and her two older brothers. It was the Depression era so the boys were sent to a Catholic orphanage and she was sent to live with family. Her Father remarried so my Mother-in-law lived with them and attended school through the 9th Grade. She then went to Trade School for millinery work and did quite

well; her beauty enabled her to be a model of the hats with veils for them. She met and married my Father-in-law in 1947 and had an instant family. She had to care for her aging Father-in-law as well as a 10 year old stepson with cerebral palsy and then one year later my husband was born. She worked in the evenings through the years (2 more boys were born) and they saved their money to buy the important necessities/improvements for the house. In 1966 the whole family moved to Florida (her brother lived here with his family) and both of my in-laws worked in the hotel industry on Miami Beach. Their salary was next-to-nothing but they always worked hard and saved to buy their first home. My Mother-in-law had tremendous energy to take care of her home, her children and took great pride in doing her very best at work. Once again, both of them were raised in the Depression era so saving even the most minute amount of money was in their blood. Fast forward to about the year 2004: My Father-in-law had passed away in 2001 but only after suffering two strokes, my Mother-in-law trying to take care of him at home and then he was in two different nursing homes with lousy care. Now my Mother-in-law is suffering with severe dementia and can't stay home alone. We found a certified home care house, up to 5 residents maximum and we moved her there; over 20 miles away from here. The cost would take away a huge chunk of her savings as the process needed to be started for Medicaid and hopefully a nursing home. She passed away in November, 2007 and in a nursing home, barely remembering who we were and sadly because of her disease/long term care she too had been unable to spend that money or take the time to travel around this country as she would've liked.

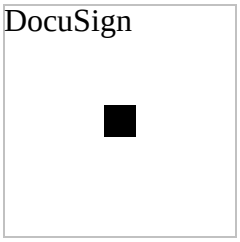
So the parallel here is that after playing "Amazing Grace" at their funerals and my Mom's song "Waltzing Maltilda" and my Mother-in-law's song "My Way" (Frank Sinatra), they were both eloquently described as strong, loving, beautiful and hard-working women who supported their families above themselves. Their love for their children and grandchildren was priority one always.

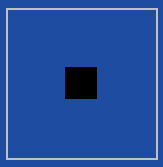
So my story ends for them but hopefully not a continuing story for my husband and I. We purchased MetLife long-term care insurance in our hopes of giving peace of mind for our children (Tara, Anthony and Nicholas) and our grandchildren. Please consider these stories when you look at the raising of long-term care insurance rates and hopefully our children will be able to say ***THE END~!!***

Respectfully,
Susan and Patrick Angiolilli
Boynton Beach, Florida 33435
[redacted] *(home)*

From: DocuSign via DocuSign
To: MetLifeLTC Hearing
Subject: Please DocuSign
Date: Tuesday, August 16, 2016 8:37:54 AM

DocuSign





Your document has been completed.

REVIEW DOCUMENT

From: mjbonan@comcast.net
To: MetLifeLTC Hearing
Subject: PROPOSED RATE INCREASE
Date: Tuesday, August 16, 2016 8:19:11 AM

I TOO WAS TOLD WHEN I BOUGHT MY POLICY THAT THERE WOULD BE NO RATE HIKES. NOT FAIR. I AM TOTALLY AGAINST ANY FURTHER RATE HIKES.
SINCERELY, MARGARET J.
BONAN POLICY NO. [redacted]

From: Annette Meredith
To: MetLifeLTC Hearing
Subject: Txt
Date: Tuesday, August 16, 2016 7:05:00 AM

Sent from my iPad

From:	Nanhof
To:	MetLifeLTC Hearing
Subject:	MetLife rate jncrease proposal
Date:	Tuesday, August 16, 2016 5:34:35 AM

Let it be recorded that I am NOT in favor of any proposed rate increase. Within the last few years, I have already been forced to drastically reduce my benefits in order to maintain my current rate. Now I am being told that the rate will again increase by a substantial amount. Our wages are not increasing at all, but our costs are. Some things I can do without; alcohol, cigarettes, vacations, etc. Others I cannot; insurance. Don't allow MetLife to raise the rates again. Thank you!

Nancy Wynne Hoffman, Policyholder
Nanhof@aol.com
[redacted]
MIami, FL 33158
Sent from my iPad

From: Jan Junkin
To: MetLifeLTC Hearing
Subject: Re: Proposed MetLife Increase Filing 16-09734
Date: Monday, August 15, 2016 3:43:26 PM

To: Florida Office of Insurance Regulation
Ref: Filing 16-09734/Long Term Care

Both my husband and I have Long Term Care Policies with MetLife.

If you would be willing to give a few moments of your time to understand the decision we made to purchase Long Term Care Insurance and how the Met Life proposed increases impact us.

In 2006 I had an invalid Mother who had an income of only $900 per month and could not afford medical or facility care. In addition she and I made the choice not to use Government funds to assist her in the day to day care of her in a facility. In 2001, I made the choice to quit a successful career to stay at home and take care of her .

In addition, my husband's Mother was a bedridden invalid from a stroke, living in a small town where live-in care was reasonably affordable. She required care for over 15 years.

In observing this, my husband and I sought information of how we could provide for ourselves in our later years. We did not have liquid funds that we would be able to use in our later years. We both were in careers that did not offer retirement benefits and we struggled every year to save toward our retirement. It was obvious to us that if we required long term care, we would not be able to afford it.

So in 2006 we gathered as much information as we could and purchased a Long Term Care policy from Met Life. For 10 years we have paid monthly for a plan we believed was part of our retirement plan and that would prevent us from being a burden of the Government and would allow us to be properly taken care of if we required care.

We have struggled all our lives to be in a position to take care of ourselves in our latter years and purchased these policies with full knowledge that an increase was possible, but never this great an increase. The MetLife representative stressed that MetLife had not had increases in their LTC policies in any of the years prior to our purchasing. In fact, in 2015 we did receive an increase of 15% on my husbands policy, and 19% on my policy, and adjusted our budget accordingly. My husband retired in 2013 so our income drastically changed. But through diligent budgeting we have continued to use our LTC premiums within our retirement plan.

Now all of a sudden MetLife is requesting a 95.44% increase, which results in an enormous strain on our already strained budget. The result will be a 124% increase in just 2 years.

We live on a fixed income of social security and the small amounts we were able to save in our working years. As mentioned before, these policies we have been paying on for 10 years have been part of our retirement and senior plan. If these increases are put into effect, we may be forced to drop the coverage. It is our goal to never be a financial burden to the government so we in good faith made our plans accordingly. This increase may ultimately cause ourselves, and I gather many others who will be affected by this increase, to be just that.

It is hard to understand the magnitude of this increase. How can MetLife, in good faith, offer insurance - a policy they designed and marketed - and then pull a switch that impacts the policy holder - who also in good faith - purchased the policy and faithfully made payments to uphold their part of the contract.

As regulators I ask you to deny this request and send a statement to MetLife that they are bound by their original agreement to their policy holders and cannot unreasonably force us out of maintaining the policy.

Thank you for your time in reading this.

Jan Tallent Junkin
[redacted]
janjunkin@me.com

Sent from my iPad

From: outlook_740b5c62b36ebcd7@outlook.com on behalf of Mary Ann Orben
To: MetLifeLTC Hearing
Date: Monday, August 15, 2016 2:28:31 PM

Upon my return from visiting family for 2 1/2 months I received a notice of a possible 114 percent increase in my LTC premium in my back mail. Since the meeting for dispute was a week ago, I have no other option but to submit my dispute via this homepage.

I have been paying a $182.00 monthly premium since 2003. I have made no claims on this policy. I not only have paid my premiums on time but have had no prior warning that this might happen.
Needless to say, I am deeply disturbed by this information. I am not in a financial position to pay an excess of over $200 more per month for this coverage. This would mean a monthly premium of close to $400.

I was told that my only recourse is to drop the policy and get back what I have paid out with no interest or go without LTC. I could search for another policy but at my age of 77 years old, the premiums would be even higher.

The state has come along and made these demands on it's most vulnerable citizens. I feel it is extremely unfair to raise rates to this degree especially to the very people who have planned for their future without having to become a ward of the state or to depend on Medicaid.

I appeal to you to please reconsider this increase as it stands to devastate many of your most faithful, law abiding, tax paying citizens.

Sincerely,
Mary Ann Orben
[redacted]
Bonita Springs, Florida 34135

[redacted]

Sent from Windows Mail

From: ntkacki@aol.com
To: MetLifeLTC Hearing
Subject: Proposal by MetLife to increase LTC Premiums
Date: Thursday, August 18, 2016 2:14:09 PM

To Whom it may concern:

I would like to submit my comments regarding MetLife's proposal to increase the premiums on Long Term Care policies.

I signed up with MetLife for a LTC policy in October 2004. At that time, my premium payments were $282.05 per month. I am sure that I was told that the premiums would not increase.

At that time, I felt that the $282.05 premium was affordable to me and I was hopeful that I would be able to afford the payments through the future. Since LTC Insurance was very important to me, I always made sure my premiums were paid on time, by providing my checking account number for automatic payment through my bank.

My Husband passed away in 2006, and with no children, I was relieved that I had signed up for Long Care Health Insurance. I had to leave my job during my husband's illness to care for him, but I was able to keep up my payments. Several months after my husband's death, I returned to a new job, at less pay. I worked in the health field at the new job for 7 years, without a raise, supposedly, due to the economy! Meanwhile, several years ago, I was notified that my LTC premiums were increased to $327.18, a 16% increase for a total increase of $45.13. I have managed to keep my payments current, but it has definitely been a hardship. I am now retired, so any increase is even more troublesome.

I recently received another letter from MetLife, dated July 22, 2016, "advising" me "that I have been identified as an insured that may be impacted by a proposed Long-Term Care rate increase filed by Metropolitan Life Insurance Company (MetLife) in the state of Florida." From the chart that was sent to me, it looks like my proposed increase is +95.44%, which is the "average rate increase requested." I am only guessing, but I expect the increase will be higher than 95.44%

This is highway robbery! MetLife should not be allowed to increase the premiums at all. As I mentioned, my premium has already increase by 16%. I feel the vulnerable people who signed up for LTC insurance are being taken advantage of. I signed up because I felt I may have a need for the insurance sometime in my future. Hopefully, I will not need to use it, but I felt somewhat relieved that I had a plan in place, in case I ended up incapacitated.

Now, I feel that MetLife never planned to make any insurance payments, but planned to collect premiums for years and then raise the premiums so the policies would no longer be affordable and people would have no other option, than to drop their policies. People who have LTC Insurance are usually seniors, who, at this late stage in their lives, have no alternate way to pay for these increasing premiums. We can't just go out and find a job. Even our Social Security benefits have been frozen for the past couple of years, while the cost of living increases.

A Plus 95% increase is totally ridiculous and it is completely clear that MetLife is trying to out price it's customers. This is very UNFAIR! I chose MetLife for my LTC Insurance because I felt it was a very reputable company, and I placed my trust in it.

If MetLife is so financially strapped, and has no other way to meet it's commitments, I suggest the company start at the top, by paying a reasonable salary to it's corporate people and to all of those down the line. Mismanagement of funds should not be an excuse for overcharging the customer! The company needs to re-group and run its business more efficiently.

Sincerely,

Kathleen A. Arrants
Palm Beach Gardens, Florida

ntkacki@aol.com

From:	Marcia Glaser
To:	MetLifeLTC Hearing
Subject:	LTC policy
Date:	Thursday, August 18, 2016 1:35:41 PM

Dear Met Life,

I purchased my policy in 1997 while living in Columbus, Ohio, after much research.
I bought one of the best policies money could buy, which I could not afford at the time, with the understanding the premium would be 1/2 at age 65. I was 57.

My mother had a long family history of Alzheimer's disease and the symptoms at that time were not good. I did not want my children to have to deal with it, being a single parent.

When I turned 65 the premium did lower to 1/2. That was 6 years ago.

Within 2 years it went up and has continued to go up to where I now pay almost the same as when I first purchased this policy.

Being retired, on a fixed income, I cannot afford it again, but with my family history cannot afford to decrease services that might be necessary, or even let the policy lapse.

I bought from your company because of its good reputation, long history, and the perfect policy for me. I am now, and have been, depending on you to take care of me if I need you, to get the services I paid for, and not have to worry now about how to pay for it.

You have not kept your word.

Not a happy customer,
Marcia R. Glaser

From:	CAROL PENNINGTON
To:	MetLifeLTC Hearing
Subject:	Unheard of
Date:	Thursday, August 18, 2016 1:14:44 PM

To Whom It May Concern
I am writing, as I was not able to attend the public hearing on the rate increases last week.

I have been a policy holder for many years: eff date:9/23/2003
Product Type VIP Series Plan Type: Ideal
Policy Status Inforce
Inflation Protection Riders
FL Pre 11/17/03 Simple inflation - Ideal 100% HHC 5%

Are you suggesting I am looking at +95.44% increase in premium?

Please clarify.
Thank you

Sincerely,
Carol Pennington
[redacted]

w[redacted]

From:	sheila de Lemos
To:	MetLifeLTC Hearing
Subject:	proposed increase
Date:	Thursday, August 18, 2016 11:31:15 AM

This email is to state my request that consideration be made not to approve such a drastic increase.
When I bought my LTD policy I was told the payments would stay consistent. An increase of 50% is unheard of!
If I tried to do that to my clients I would be fired and have no work. I is unfair your company can have the right to do that to subscribers.

Sheila de Lemos
[redacted]
Coconut Grove Fl.33133
[redacted]
sdelemos@bellsouth.net

From:	Sam n Donna Leyendecker
To:	MetLifeLTC Hearing
Cc:	ConsumerProtection@tdi.texas.gov
Subject:	Fwd: Rate increase that will more than double current premium by 77.23%
Date:	Thursday, August 18, 2016 10:05:57 AM

Sent from my iPhone

Begin forwarded message:

From: Sam n Donna Leyendecker <samndonna@gmail.com>
Date: August 18, 2016 at 9:00:02 AM CDT
To: metlifeltchearing@floir.com
Cc: ConsumerProtection@tdi.texas.gov
Subject: Rate increase that will more than double current premium by 77.23%

Dear Sir/Madame,
Concerning the proposed rate increase of 77.23%: It is my opinion that this rate increase is unfair and predatory. I bought this policy in good faith that Metlife would stand with me and with it's policy, to protect me as I get older. God forbid that I need to use this policy, but I have been paying my premiums religiously in case I do. LTCF insurance is a necessity and not a luxury. More than doubling the premiums will make this insurance policy unaffordable for a lot of people, not just myself. Metlife and other companies are trying to offset losses caused by Obamacare. It is not fair that they target the old, and not so old to make up for deficiencies in their inadequate appraisal of the cost of doing business in the LTCF market going forward. Please do not allow this rate increase.
Sincerely,
Donna S. Leyendecker
samndonna@gmail.com

Sent from my iPhone

From:	Renee Chalifour
To:	UnumLTC Hearing; MetLifeLTC Hearing
Subject:	Potential LTC Rate Increases
Date:	Thursday, August 18, 2016 9:29:36 AM

Good Afternoon Mr. Altmaier, Ms. Morgan, Mr. Marcus, Mr. Wright and Mr. Robleto:

I am neither an LTC policyholder nor a broker of such product sales.

My name is Renee Chalifour and I am a 53 year old concerned human being who has been in the insurance business for the past 30 some years. I am also a consumer of insurance products (however not LTC). At the present time I am an insurance administrator for a general brokerage agency for their line of LTC plans, which at one point in time covered Met Life and Unum.

I was not able to attend either of the public hearings held last Friday, but I have had the opportunity to watch both of them thanks to The Florida Channel. I would like to address the issue that kept being addressed with regards to "I was told that the premiums would never increase". Of course none of us can say with certainty what was said and/or misunderstood between two individuals, but what I can share are my experiences surrounding the issue.

It is true that there are probably some producers out there that will say anything to make the sale. Unfortunately, neither the general agency nor the carrier can be held responsible for the misrepresentation of a few regarding what we know to be true about a given product. I know that when our office addressed the issue of "guaranteed premiums" we made it very clear that the carrier cannot increase the premium of an individual policyholder, rather a block of coverage that would have to first be presented and approved by the state. We went on to say that we did not see that occurrence to be an impending situation. Of course this was well before rate stabilization and the claims experience that the carriers are now facing.

To show you just how statements can be misunderstood and construed I urge you to review the "story" published in the Miami Herald on August 12th.
http://www.miamiherald.com/news/business/personal-finance/article95779902.html
In the second to last paragraph of this article the author states "For customers who don't want to continue their policies, Unum said it would refund the total of all paid premiums". That is NOT what Unum said or implied and yet how many people are already in the wings expecting a check only to learn that was not communicated correctly.

So, if I'm not a policyholder and I'm not a broker why am I bothering to write this letter? Purely emotional and sympathetic. In my own dealings of frustrating, mind blowing, time consuming issues surrounding insurance (health) issues related to myself and my children I often wonder how an aging individual deals with many of the same set of circumstances. I have the ability to get in my car or on my computer to (hopefully) obtain the information and answers I need to manage my family. I am a "young" employed individual who struggles financially, but have never (yet) been put

in a position to have to choose, food or medication. Although I am sometimes forgetful, distracted or at times absent minded I am not yet experiencing any type of age related dementia or senility. I personally have been led down dead ends and provided misinformation on an all too regular basis by the “system”. My thought immediately goes to those who are much older than I, who maybe don’t have anyone to turn to, an advocate so to speak. So they find themselves alone and having to accept whatever has been dealt to them right, wrong or indifferent. Because they don’t know any better, because they don’t have the wherewithal, the resources etc.

I honestly don’t know what the answer is, but my concern (again) is for the aging population a forgotten and pushed aside crew who I believe deserve a whole lot more kindness, patience, caring, understanding and consideration than they are afforded. I understand those that state they don’t wish to become a burden to their children/grandchildren. At least they have family to care for and/or about them. Many (too) do not and so they will be forgotten, pushed aside and/or a burden to the state who already has a difficult time taking care of those in need (today).

Thank you for your time and the opportunity to share my thoughts.

Renee Y. Chalifour
PAR DI Services, Inc.



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From: Scott Solkoff
To: MetLifeLTC Hearing
Subject: Public Comment re LTCI rate increase
Date: Wednesday, August 17, 2016 8:56:17 PM

I write in opposition to the proposed rate increases for MetLife's long term care insurance products.

As a Florida Bar Board Certified Elder Law Attorney, author of the leading text on the subject and a policy holder myself, I know how harmful this rate increase would be for people who depended on advertised fixed premiums that "would never change." People who could ill afford to do so, made their premium payments, often giving up other opportunities to save. For many, those premiums will be lost money without any ability to recoup their losses.

What is worse is that this rate increase, contrary to MetLife's representations to the Office, is at least partly due to poor investment decisions the company made. MetLife is now turning to government officials to ask that the people of this State (at least those who believed the MetLife sales pitches and paid their premiums) to shoulder the burden of the company's poor investment decisions.

The company is reported to have 2015 losses of approximately $165 Million in bad hedge fund investments alone. The people who brokered these investments made money. MetLife made money (it's net income increased). Now MetLife wants you, our State's governing officials, to authorize a rate increase that shifts their losses to the people, their policy holders.

The law can be interpreted as allowing insurers to raise premiums upon a showing of net impact to its consumers but the law was never intended to have policy holders subsidize the losses of the insurance companies for bad risk analysis and poor investments.

A rate increase would penalize the very responsibility the State has sought to engender in Florida residents. For years, it has been the public policy of this State to curtail Medicaid spending and direct residents to private long term care insurance and self-funding mechanisms. This rate increase will have a negative impact on our State's Medicaid expenditures. When private long-term care coverage decreases, Medicaid is left holding the bag. Medicaid is already the largest payor of long term care in our State. Our tax burden to fund Medicaid's long term care programs amount to the overwhelming percentage of all Medicaid costs. This rate increase would therefore cause all Florida taxpayers to suffer and/or would cause a reduction of already inadequate long term care programs for Florida's elderly.

The piece de resistance is that MetLife is no longer writing long term care insurance in Florida! The key prerequisite and public policy behind allowing promised fixed rates to be increased is to serve our residents by keeping insurance products available. Here, the company has already hit the road and is coming back to ask for more gas.

For all of these reasons and more, I entreat the Office to deny MetLife's requested rate increase.

As for me, I will be publishing the rate increase requests and we will be doing our very best to educate Floridians. I thank you for your attention.

Scott M. Solkoff
Board Certified in Elder Law
SOLKOFF LEGAL, P.A.
A PROFESSIONAL ASSOCIATION

Fellow, American College of Trust and Estate Counsel
Florida Bar Board Certfied in Elder Law
Author, Solkoff & Solkoff, West's Florida Elder Law

[redacted]

Solkoff Legal, P.A. is a law firm exclusively representing the elderly, people with disabilities, their caregivers and their families. Note that your e-mails may be read by others in my office. Please contact me if you wish to arrange for more confidential delivery.

From: Susan Scott
To: MetLifeLTC Hearing
Subject: rate increase
Date: Wednesday, August 17, 2016 8:35:58 PM

I am a hard-working agent who sold a few Met Life policies to individuals. Now that these individuals are reaching ages that there is a higher propensity to use the plan, you want to hit them with a rate increase. As you know, this could mean where that person has to drop the policy or gear it down. Both seem unfair. Back in the day, new people paid the higher rates. Older people just can't afford it and shouldn't have to burden their children, etc. when they have made the wise choice to get LTC but now will have some of their peace of mind taken away or possibly have to do without other things, in order to continue their policy and not be a burden on their children, the state, etc..

Susan G. Scott, President
Mel Wolf & Associates, Inc. (Insurance)
6903 N.W. 95th Terrace
Tamarac, FL 33321-3046
Fax: 954 532-9199
Cell: 954 629-4135
Email: susanscott@mel-wolf.com

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From:	Lauren Miller
To:	MetLifeLTC Hearing
Subject:	OUTRAGEOUS PROPOSED INCREASE - reducing insurance pool???
Date:	Wednesday, August 17, 2016 5:59:42 PM

As I was unable to attend the hearing, probably like most other policy-holders, this is to express my complete outrage and dismay at your proposed rate increases, which in my case will virtually double my premium (95.44%)!

I have been a loyal policy holder since 2004 and have already reduced my coverage due to a previous significant (but not so totally outrageous) rate hike. When I originally purchased the policy I was led to believe that, while I could expect some adjustments due to cost of living or insurance company profit & loss, the basic cost would remain relatively stable. Now after all those years of paying my premiums I am faced with the prospect of having to give up my policy due to the unrealistic cost of keeping it.

An objective observer might think your objective is to force out of your pool of insured people those of us that may be likely to need the coverage. Giving you the benefit of the doubt, if your business considerations really require increased revenue, perhaps you could consider higher rate increases for new or recent policy purchasers and respect for the loyalty and investment of long-time policy holders by limiting their increases to a reasonable rate. If you demand a price that is not affordable so that I have to give up my policy, I would request that you return a significant portion of the premiums paid.

Please do not abandon the people who need this this important coverage - please keep it affordable for your policy holders, even if it means a lesser profit for MetLife.

I would appreciate a personal response to my comments.

Thank you,

Lauren Miller
Policy #[redacted]
[redacted]

From: Judith Meland
To: MetLifeLTC Hearing
Subject: Vote
Date: Wednesday, August 17, 2016 4:22:54 PM

Please inform me of the results of the vote for the state of Florida
Thank you

Sent from my iPhone

From: GMJAN98@aol.com
To: MetLifeLTC Hearing
Subject: Re: Premium increase
Date: Wednesday, August 17, 2016 4:19:27 PM

Testing to see if this sends

From: Jim Cain
To: MetLifeLTC Hearing
Subject: MetLife LTC Hearing Filing 16-09734
Date: Wednesday, August 17, 2016 3:14:18 PM

It is understood that this increase is to be considered.

I have had my Long Term Care Policy for approximately 13 years. I have paid premiums on these policies, even after a recent increase and have never used any benefits. I feel that existing policy holders need to be grandfathered in at the current 2015 rates with no future rate increases and no reduction of benefits. Or there should be provision to at least get back some of what we have paid so that we may shop for such coverage elsewhere or forego such coverage. Raising premiums to levels which force people to cancel is plain robbery, in my opinion, and totally unethical. If they can't provide the insurance with what we have paid and would continue to pay at current rates, then please give all or some of our money back!

Many were told that their premiums would not increase, from what I gather from others' letters. I recall being told something similar.

Thanks for your consideration of this matter.

I trust fairness will prevail, especially for those on fixed incomes and already undergoing health expense issues.

Jim

James "Jim" Cain
Keller Williams Realty at the Parks
Offices in Downtown Orlando & Winter Park
Direct: 407-718-1535
Office: 407-629-4420
Email: JimCainKW@aol.com
Website: jimcain.kw.com

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From:	Jean Woodworth
To:	MetLifeLTC Hearing
Subject:	rate increase
Date:	Wednesday, August 17, 2016 1:55:56 PM

Hello,

Can you tell me the form number of the following policy?

Nancy Gerovac
Policy No [redacted]
Account No [redacted]

Jean

Jean Woodworth
Accountant
E-Mail: jwoodworth@mightytaco.com

Corporate Offices
9362 Transit Road*East Amherst, NY 14051
Phone:716-636-1151 Ext. 205 * Fax: 716-636-4520
Visit us at: www.mightytaco.com

From:	Toby Snider
To:	MetLifeLTC Hearing
Subject:	Long Term Care Public Hearing-Filing 16-09734
Date:	Wednesday, August 17, 2016 1:12:39 PM

To Whom It May Concern:

I have been a Met Life Long Term Care policy holder for over fifteen years. During the last few years, my rates have already increased significantly. Being on a fixed income has made it very difficult to maintain my policy.

Substantial increases would impact my standard of living. The proposed rate increases seem unfair to the average policy holder and out of line with other insurers.

Please take these factors into consideration as I am certain they are relevant to all policy holders as well as my individual situation. Thank you for your attention.

Mary Clare Young
[redacted]
Haddon Township, NJ 08108

From: Liza Jones
To: MetLifeLTC Hearing
Subject: MetLife Proposed LTC Rate Increases
Date: Wednesday, August 17, 2016 12:56:19 PM

To whom this may concern,

I am writing to express my concern regarding the recently proposed MetLife LTC rate increases. The amount of these increases is egregious, disgraceful, and discriminatory for those of us on fixed incomes and were misled by aggressive insurance selling tactics. If these increases go into effect, I will be left with little choice but to consider dropping and not paying in any further, and I will also encourage a class action lawsuit.

Sincerely,
Elizabeth F. Jones
Policyholder

From:	Sheryan (Epperly) and Alex Chester
To:	MetLifeLTC Hearing; UnumLTC Hearing; Communications Office; Consumer Services
Subject:	Long-term care premium hikes
Date:	Wednesday, August 17, 2016 12:53:32 PM

Tavares, FL 32778
17 August 2016

David Altmaier
Insurance Commissioner
Florida Office of Insurance Regulation
200 East Gaines Street
Tallahassee, Florida 32399-0305 (via internet portal)

Dear Commissioner Altmaier

I am writing to protest an increase in premiums for any long term care policy issued in the state of Florida. I realize that current hearings are related to MetLife and Unum companies' requests, but the principle applies to all other companies doing business in Florida, also (e.g., Prudential). I do not understand why the Florida legislature has not passed a law to prevent an increase in premiums for existing LTC policies. The terms of the insurance were identified at the time it was purchased, including the maximum daily and monthly amounts of reimbursements ($), the duration of payment (#years), the inflation rate, etc.; the premiums were based on the insured's age and health at the time (as determined by the company's health care professional). Thus, the company's maximum future liabilities were known and capped. Clearly, the companies' requests for increases are, in part, based their erroneous assumptions initially. However, given that these companies are still reporting overall profits (e.g., are financially stable as a company), I question why Florida has continued to protect the insurance company's bottom line and shareholder's payments, but has not moved not protect our premiums.

We purchased LTC insurance in 2002. At the time, the company's agent indicated that Florida was considering passing legislation to prohibit an increase in LTC premiums, much like is done for life insurance policies. That likely security (no change in premiums) was part of our decision to purchase LTC insurance. Since, Florida has not regulated insurance companies to prevent premium increases and our company has increased the premium for our existing policy multiple times for an overall increase of more than 20%. The excuse given in the notifications is that "We have seen that claim payments have outpaced our expectations…" Given that my health status has not changed nor have the terms of my LTC policy changed, it is inconceivable that any expectations – other than gross profit margins – have changed.

My husband and I are retired and our retirement income certainly is not increasing at the rate that our premiums are increasing. We have two options – to decrease coverage or to cease

making any payments. It is likely that we will drop these policies, which possibly is the companies' strategy in raising premiums. We're beginning to feel like suckers, not insured, responsible adults. Approval of further premium increases will push people out of the market, again making projections difficult. To stabilize the market, your office must not approve any increases.

Please advocate for policy holders and prohibit LTC premium increases for Florida residents!

Sincerely,

Sheryan Epperly Chester

From:	Manuel Fernandez
To:	MetLifeLTC Hearing
Subject:	Metropolitan Life Insurance Co. Long term Care Insurance Rate Increase
Date:	Wednesday, August 17, 2016 12:51:17 PM

Dear Sir or Madam
Florida Office of Insurance Regulation

I am writing to oppose the rate increase of approximately 90.0% to my Metropolitan Life Insurance Company ("Met Life") long-term care insurance policy (number [redacted] premium. I have maintained this coverage for 16 years an with the approximately doubling of the premium I will no longer be able to afford it.

I originally purchased a "Cadillac" long-term care insurance policy with Prudential Company of America (later Met Life) in July 2000. The monthly premium on that policy remained at $201.21 until about two years ago when the premium was increased and I switched to a policy with reduced benefits with a monthly premium of $191.21. In July the premium on that long-term care policy was increased by 17.5% to $225.00 per month. I understand that now there will be another premium increase of 90.0% to $425.00.

After 16 years and already having switched to a less expensive, lower benefit policy if this 90.0% increase is approved I will no longer be able to afford long-term insurance coverage at all.
my
Please consider the limited financial resources of retirees such as myself and do not approve the proposed premium increase. I wanted to be prudent in planning for my possible need for long-term care. Now I feel was just naïve. I feel like I have been duped and cheated.

This email is being sent by my son, Manuel Fernandez, on my behalf. (I do not have an email account.).

Thank you for your consideration.

Sincerely,

Donatila Marta Fernandez
[redacted]
Fort Lauderdale, FL 33334

From: Florida Department of Financial Services
To: MetLifeLTC Hearing
Subject: FW: [SR #:1-876911430] Long term Care- complaint Policy #[redacted]
Date: Wednesday, August 17, 2016 11:58:47 AM

Please see consumer comments regarding rate increase. The consumer has been contacted by our Department regarding the allegations against the agent.

-----Original Message-----
From: consumerservices@myfloridacfo.com
Sent: 8/15/2016 10:26:39 AM
To: ServicePoint <ServicePoint@myfloridacfo.com>
Subject: [SR #:1-876911430] Long term Care- complaint Policy #[redacted]

From: Kincher3666@aol.com [mailto:Kincher3666@aol.com]
Sent: Saturday, August 13, 2016 11:41 PM
To: Consumer Services
Cc: kincher@tampabay.rr.com; kincher3666@aol.com
Subject: Long term Care- complaint Policy #[redacted]

I was not aware that there would be any premium increase since the Metlife Agent (Gregory Milewski) told my husband and I that there would be no increase at the time he sold me the policy.

My income is limited and I am diligent in keeping to my budget. I would not have purchased a policy that continues to increase in cost.

My husband wanted to make sure I had Long Term Care policy that would not increase in cost.

He had terminal Illness at the time and was worried for me after his death.The Metlife agent assured us there would be no increase. I believe this was a misrepresentation on his part.

My husband died approximately one month after the policy was issued and I did not read the policy due to the state of mind I was in at the time. I put the policy safely away and felt comforted that I would have help in the future if I became ill. We believed the Metlife agent when he said the premiums would not increase.

Please be advised that I am unable to afford any further premium increase. I would like a full refund of all premiums paid since May 21, 2008; due to the fact that I am unable to afford any premium increase and

Mr.Gregory Milewski took advantage of our distressed state of mind since my husband was dying and wanted to make sure that I had care in case of illness.

Ruby C T Bell

[redacted],Valrico,FL 33596.

Phone: [redacted]

From:	Eithne Clarke
To:	MetLifeLTC Hearing
Subject:	Objection to MetLife"s Proposed Rate Increases for LTC
Date:	Wednesday, August 17, 2016 11:32:30 AM

I just read in yesterday's Orlando Sentinel that MetLife is proposing extremely high rate increases for its Long Term Care (LTC) product. As someone who has been paying into LTC since 2003 I'm outraged that rates could be increased by as much as 95.4%!!!!!

A contract is a contract and Met Life should be held to the terms and conditions of the contract it has with its members. Understandably, a business may have to adjust its costs/rates periodically, by a "reasonable" amount, to adjust for inflation etc. To raise rates because the original ones were a mistaken calculation should not be passed onto its customers; those costs should be taken from MetLife's "cost of doing business" budget allocation.

It was a result of high praise from our Human Resources Dept for Met Life's Long Term Care that I signed up. At the time, I was a Manager with DISNEY. I have since retired and am a senior citizen.

In the LTC paperwork, Met Life's cover letter, from The VP of LTC Group (Joyce Ruddick), states: ".....Just sit back and relax, knowing that in choosing MetLife, you chose a company with more than 130 years in the insurance business. You also chose a company with an unprecedented commitment to providing the best in long-term care coverage. That's a stability you can feel good about".

I urge the FLOIR to do the right thing and rule in favor of Florida's citizens who trusted MetLife and have been paying for something that they expect will be there when/if they need it.

Sincerely,

Eithne Clarke
Orlando, FL

From:	Susanna Grady
To:	MetLifeLTC Hearing; Susanna Grady
Subject:	Proposed rate increases
Date:	Wednesday, August 17, 2016 11:05:30 AM

Good Morning,

I currently have a contract with MetLife for long term care which I purchased some years ago through TIAA. I am truly saddened to see the rate increase proposals that have been submitted. Certainly some increase should have been anticipated and built into the original contracts rather than dropping a rate increase between 20.09% and 95.44% on your current policy holders. I frankly find this type of increase to be without conscience and simply one more example of an insurance company taking money and then trying to get rid of the policy holders. It is not an good example of what I have come to expect with MetLife. Surely loyal customers are as important as the bottom line is.

I trust the Florida Office of Insurance Regulation will see through some of the ridiculous increases and control what you and many of your colleagues are trying to do with insurance in this state.

Sincerely, Susanna F. Grady

From: Betty
To: MetLifeLTC Hearing
Subject: Fw: MetLife Long Term Care Policy [redacted]
Date: Wednesday, August 17, 2016 9:19:55 AM

From: Betty
Sent: Monday, August 15, 2016 7:10 AM
To: MetlifeLTCHearing@Flori.com
Subject: Fw: MetLife Long Term Care Policy #[redacted]

Dear Sir or Madam,

I am very concerned about a recent notice of meeting scheduled tomorrow August 12th in Miami that MetLife is requesting approval for a large increase in long term care premiums.

I purchased my policy in Sept. 2003, the premium at that time was $ 3,287.56 per year, a couple of years ago the premium was increased to $3,583.00 per year. I am 81 years old and as far as I know in good health. As everyone else I hope never to use this policy. .....and one of the selling points was that if I died without using the policy the amount paid in would be returned to my estate.

Now, in review of the increase requested by MetLife it appears a possibility that I may not be able make the future premium payments as they will be out of my reach. I am on a fixed income as many other retirees. I have invested in my opinion a lot of money over the last thirteen years sacrificing other things to make these payments, now I find what I feel I am in between a rock and hard place because I will not be able to make the premiums without continuing to sacrifice other life essentials to make payments in order not to lose my investment. I understand completely that it was not expected that people would not live so long and need the care and the cost would not climb so high, which in my opinion once again the responsible people have to pay for those who chose to use their money for other things and let the government take care of them, which of course is us.

I am just requesting a fair deal.....if we cannot afford to continue to keep the policy at least return the investment we have made to allow us to place money where it could earn interest to help pay for care should we require care. It seems to me they wish to make it where we cannot afford it so they keep our investment for their company.

I will appreciate any and everything you can do on behalf of us who chose to be responsible and now find ourselves in a dilemma.

Betty K. Kushmer
[redacted]
Windermere, Fl 34786

Tel: [redacted]

From: ArneSiegel@aol.com
To: MetLifeLTC Hearing
Cc: celmore@pbpost.com
Subject: Premium Hokes
Date: Wednesday, August 17, 2016 8:59:13 AM

My wife and I purchased policies in New York in November 1990 with Met Life then known as Travelers. She had a benefit inflation rider. Our yearly rate was about $2300. We moved to Florida in 1996 and our rates are now about $4500. The premium accordingly doubled over a 25 year period. Arne Siegel

From:	mjr
To:	MetLifeLTC Hearing
Subject:	Long-Term rate increase
Date:	Tuesday, August 16, 2016 10:49:38 PM

August 16, 2016

This is Sandra H. Dean... I would like to address the rate increase proposed by Metropolitan Life Insurance Co. for my Long Term Care Policy # [redacted]. I could not be present at the hearing, but I absolutely oppose the increase of my policy again. I bought this plan on Mar 20th, 2007, and was told that it would never change in cost. Well, it has recently had an increase of $16 per month on Dec 29th of 2014! It seems like the Company is trying to get their elderly policy holders to drop out of the Plan. This is not right or ethical in my book. This is terrible! If I die before I get to use my plan, I get nothing back anyway, so the company makes money on people who never get to use this plan. My plan was $113.77, and it has already increased to $129.70. People living on Social Security cannot afford rates like the Company is proposing!. If it were to increase by $5, I could approve that, but not 20%! I hope that the Office of Insurance Regulation will listen to the Policy Holders so that we are not priced out of the Plan.. furthermore, I was told it would not go up and it already has. Thank you if you took the time to read my opposition to this increase.

Sincerely,

Sandra H. Dean
[redacted]
Ocala, FL 34470
Cell # [redacted]

From: CKen4XL@aol.com
To: MetLifeLTC Hearing
Subject: RE: Proposed Long Term Care Rate Increases
Date: Tuesday, August 16, 2016 10:48:08 PM

To: Florida Office of Insurance Regulation:

We purchased our Met Life Long-Term Care insurance 14 years ago, in 2002, believing we were taking responsibility for our long term health care needs of the future, not wishing to be an undue burden to family members or the State. We were led to believe we were making a wise decision because we were supposedly locking in the premium costs at a fixed rate that would remain constant.

After paying out over $38,000 in premiums with no claims, we were very disappointed to learn that Met Life is now requesting a premium rate increase of 95.44%, after imposing a significant rate increase a couple of years ago. At that time, we were led to believe no other rate increases were foreseen for the future if we kept our policies. That seems to have been a deliberate falsehood! SHAME on MET LIFE for misleading your faithful customers.

We are in strong opposition to this rate increase since the new costs will make it prohibitive to keep our policies. It seems this increase is designed to pressure current policy holders to drop out, or possibly as an excuse for Met Life to eliminate the policies altogether.

It can not be in the State's best interest for so many Long Term Health Care policy holders to drop their coverage, as will surely happen if these rate increases are approved.

WE URGE YOU TO REJECT THESE RATE INCREASES OUTRIGHT FOR EXISTING POLICY HOLDERS!!!

Very Sincerely,

Kenneth E. Lee
Tewee Lee
Niceville, Florida 32578

From:	Cheryl Singer
To:	MetLifeLTC Hearing
Subject:	Rate Increase
Date:	Tuesday, August 16, 2016 5:15:24 PM

To Whom It May Concern:

My husband and I had taken out policies 31 years ago with Met Life at the age of 40.

We were told the premiums would not go up, but every year in those 31 years the cost has gone up...usually 200 a year or more.

Unless one is rich, everyday people cannot afford the rate hike Met Life wants.

Cheryl Singer
[redacted]
Cooper City, Florida 33026

From: Dan Middleton
To: MetLifeLTC Hearing
Subject: Met Life proposed rate increases for Long Term Care Insurance
Date: Tuesday, August 16, 2016 3:53:21 PM

My wife and I have had Metropolitan Life Long Term Care Insurance since October 1, 1998.. That is approaching 18 years we have been paying premiums. The total Annual Premium for $100 per day for both Mrs. Middleton and I at the beginning of the coverage for both policies was $2,125. The renewal annual cost for $177 per day for both of us will be $6,590. As you can imagine, over the 18 years of paying for the insurance, we have spent thousands of dollars. Now at a time approaching that we may need the protection, the idea of increasing our premiums 95% is absolutely outrageous. Such a dramatic rate increase would require us to cut the limits of protection in half or drop the insurance. This is an absolute disgrace to gouge loyal Seniors who have paid thousands in premiums and never cost the insurance a single penny. If rates must be increased, consideration should be given to the long term contributors of premium payments and not "paint all with the same brush", socking them with the same increases as the latest policy holders that purchased the coverage. My wife and I are 86 years old. AARP should be ashamed to have recommended this company for this insurance as they must have been aware of the financial problem Met Life was having and taken action to move the coverage to another insurance company. We are asking the Insurance Commission of the State of Florida to protect their Senior Citizens from the bad management of Metropolitan Life Insurance Company. Thank you for looking out for our situation.
Dan and Marilyn Middleton, [redacted], Windermere, FL 34786, Tel: [redacted], emai: dmiddleton6@cfl.rr.com
Sent from Mail for Windows 10

From: Joyce & Fred Bernhardt
To: MetLifeLTC Hearing
Subject: MetLife LTC Rate increase
Date: Tuesday, August 16, 2016 3:53:17 PM

As a holder of an LTC Insurance policy with MetLife, I have to express my dismay over the proposed rate increases the company is requesting.

I purchased my policy in August, 2001 and have made all premium payments in full and on time. I have invested over $31,469.61, which includes a 16% increase effective August, 2015. Now that I am approaching an age when I might actually need to use this insurance (72 years old), I will be forced out of coverage because of an exorbitant proposed increase of 77.23% just 2 years later. If I had kept that money and invested it in low-risk investments, I would be able to pay for my care myself, but I thought MetLife was a dependable, trustworthy company, and so invested with them. I have regrets now.

I moved from Florida to North Carolina in 2002 and it is unclear whether the increases will impact me or not, but they are unfair for Florida residents and North Carolina residents alike. Please deny the increases that MetLife is requesting so those of us who did the responsible thing for our future won't suffer for it.

Joyce Bernhardt

Murphy, NC

From:	Judy
To:	MetLifeLTC Hearing
Subject:	Proposed MetLife LTC premium rate increases
Date:	Tuesday, August 16, 2016 3:31:35 PM

Upon returning from vacation Aug.13th, I found in my held mail a letter from MetLife informing me of their proposed LTC rate increase.

My policy is one of the ones that MetLife is asking for a 95.44% increase. That is almost double the current premium of $1943.33.

I am low income and my son already pays for 80% of the current premium. How can I ask him for another $1900.00?

This proposed rate increase is the height of arrogance on the part of MetLife. They knew when they wrote these policies, that the ratio of elderly people to the general population in the state of Florida is much higher than that of other states. Now that they are paying out more in claims, MetLife wants to increase our premiums to a rate that is unaffordable.

I can see a rate increase of 10-15%, which is manageable.

Therefore, I respectfully request that the Florida Office of Insurance Regulation deny MetLife's proposed rate increases and instead, provide a reasonable rate increase that will be more in line with the incomes of the policy holders in the State of Florida.

Respectfully submitted,
Judith A Schmalz
MetLife policy #[redacted]

From: bob_rer@juno.com
To: MetLifeLTC Hearing
Subject: Rate Increase
Date: Friday, August 19, 2016 6:19:08 AM

IHS †

Dear Jesus, help us in the courage of our faith.
He giveth power to the faint; and to them that have
no might he increaseth strength. - Isaiah 40:29

To whom it may concern,

My wife and I purchased Long Term Care insurance from TIAA quite some time ago, so that our rates would be low. We obviously did our home work and made sure everything was as we intended, price wise and coverage. We were fat dumb and happy. Somewhere along the way MET-LIFE bought our TIAA insurance coverage. We were still happy. However now after we've paid an extremely large amount of money for coverage, you are requesting, in our case over a 50% increase. **It's obvious to us as to what you are attempting to do!** We, and the millions of others have a great investment in our coverage, but you are attempting to cause us to TERMINATE our coverage due to unrealistic premiums. In this way Met Life will reap the benefits of keeping all of the mass amount of premiums already collected and have no obligations for coverage. This is totally unfair to every policy holder who found the right coverage for the right price. It's not OUR mistake that you miss calculated, so why should we be the ones paying? The only fare approach is to leave existing policy holder be "Grandfathered" in and have any future policy holders pay the MUCH HIGHER rates!

Gail & Bob Reidnauer

IHS †

Dear Jesus, help us in the courage of our faith.
He giveth power to the faint; and to them that have
no might he increaseth strength. - Isaiah 40:29

From: Josephine Houtrides
To: MetLifeLTC Hearing
Subject: Rate Increase in Long Term Care Insurance
Date: Thursday, August 18, 2016 11:30:24 PM

Gentlemen:
The Average Rate Increase Requested by MetLife is exorbitant and contrary to what I was told. Prior to purchasing my policy, I was told by the salesperson that my rate would never go up. Now after paying for my insurance for all these years and getting close to when I might actually need the Long Term Care, MetLife wants to make it so that people like me cannot afford to keep up the payments. Obviously, they are now counting on pricing the policy out of our reach and cancelling our policies for non-payment.

I was unable to attend the hearing on August 12, 2016, BUT MOST DEFINITELY WANT MY VOICE TO BE HEARD. Please do not allow MetLife to take advantage of seniors who believed their sales pitch, bought the policy, and faithfully paid for the coverage.

Josephine Houtrides
[redacted]
Port St. Lucie, FL 34987

From: GMJAN98@aol.com
To: MetLifeLTC Hearing
Subject: Long Term Care planned policy increase
Date: Thursday, August 18, 2016 11:21:17 PM

From: GMJAN98@aol.com
To: MetLifeLTC@floir.com
Sent: 8/16/2016 9:58:50 P.M. Eastern Daylight Time
Subj: Long Term Care planned policy increase

I have been reading with dismay about your planned policy increase. Every year I debate the benefit of retaining the policy as it has been a considerable expense for me to do so. Now that I am widowed and living alone I have considered it to be an essential expense so that I can continue to care for myself as I have been doing these past years.

Your actuaries only look at the bottom line as far as cost to the company and frequently "rob Peter to pay Paul' as the saying goes so that you can take from one pot and put into another adding another building or salary raise for executives without consideration for those who have built your business. Someday you will all be facing the same dilemma that your clients now face. Do we chance living without this security that we have paid into for so many years or do we go on the public dole which you will eventually pay for.

Think of this as a promise you have made to your clients which many will be faced with losing and consider your honor in requesting such exorbitant increases in premium. You must have made some poor business decisions along the way to rationalize this decision . I hope desperately that you will reconsider.

Janet Steinberg
[redacted]
Boynton Beach, Florida 33436
[redacted]

From: JJSODY@aol.com
To: MetLifeLTC Hearing
Subject: Metlife Long Tearm Care August 12, 2016 meeting
Date: Thursday, August 18, 2016 9:40:49 PM

Connie Sody
[redacted]
Sunrise, FL. 33323
Metlife # [redacted]

Long-Term Care Public Rate Hearings August 12, 2016

To: David Altmairer Insurance Commissioner & Regulators,

First of all I was never notify of such a meeting or get the Press Release on July 13. I 'am shock that Metlife has the nerve to request of such an increases!

When I purchase this policy I was told that any increases would be small though out the years. It was recommended to me to purchase a long term health care policy especially since I have no children & if I would ever need in home care or a nursing home.

I purchase this policy in 2000 at the age of 52 at $780.30 per year & every year it has increase.

I now will pay this year $1,717.14 (This is more than double!) As you can see these increases have not been small!

Please help us Policy Holders I' am living on Social Security on a fix income.

Sincerely Yours,

Connie Sody

From:	Ken Davidson
To:	MetLifeLTC Hearing
Subject:	LTC Rate Increase Review
Date:	Thursday, August 18, 2016 9:34:25 PM

To Metlife Management and Florida Office of Insurance Regulation:

My wife, Gail, and I are LTC policy owners and have been since 8/11/2005.
We are extremely upset over these proposed rate increases. Especially since we both just incurred 20% increases in 2015. It looks like you are planning to raise our rates between 34% and 60%.
We have paid our premiums faithfully totaling nearly $50,000 and have been expecting that Metlife will be there in good faith to honor the contract.

We are both retired now and our budget will not allow for continued astronomical increases such as this.

What happens to us if we cannot afford your increases? What options will we have to use the benefits that we have already paid almost $50,000 for during all of these past 12 years?

To the Florida Office of Insurance Regulation we would ask; How can you allow MetLife to take our premiums for years and then raise the premiums so high that we have no alternative but to stop paying? We purchased the insurance so that our children nor the government would have to be burdened with our care, and now it seems that if this increase goes through that will be our only choice.

Seriously concerned,
Ken Davidson, policy [redacted]
Gail Davidson, policy [redacted]

From:	lavonne thompson
To:	MetLifeLTC Hearing
Subject:	Long Term Care Public Hearing-Filing 16-09734
Date:	Thursday, August 18, 2016 5:49:55 PM

Hugh and La Vonne Thompson, [redacted] Monterey, TN 38574

We are holders of the subject policies issued by Met Life that are being considered for an outrageous rate increase.

I would like to bring some statistics to your attention:

2006 our policies increased 8.94% which is 6.44% more than the inflation rate for this year, 3.30% more than the COLA adjustment, and 6.9% more than the average ROI on investments. 2015 our policies increased 16% which is 15.30% more than the inflation rate for this year, 16% more than the COLA adjustment, which there was none.

We live on Social Security and our investments from thirty years of employment. What is a retired individual to do in this situation? This is high way robbery in the simplest form.

Hugh and LaVonne Thompson
Policy # LTC-FL-IDEAL

From:	Larry Chandler
To:	MetLifeLTC Hearing
Subject:	Fwd: MetLife LTC Hearing
Date:	Thursday, August 18, 2016 5:02:40 PM

---------- Forwarded message ----------
From: **Larry Chandler** <larry.chandler@gmail.com>
Date: Thu, Aug 18, 2016 at 4:52 PM
Subject: Fwd: MetLife LTC Hearing
To: kmurray@floir.com

---------- Forwarded message ----------
From: **Larry Chandler** <larry.chandler@gmail.com>
Date: Thu, Aug 18, 2016 at 4:46 PM
Subject: MetLife LTC Hearing
To: Kaitlynmurray@floir.com

As a policyholder, I am appalled at the MetLife request for a 95% increase in our long term care rate. I currently pay $226.21 per month for a policy taken out in 2004 to provide us an assurance we would not become a burden on our children or the State of Florida if in the golden years of our life we would require assisted living. Since we were preparing for retirement this seemed like a smart thing to do as we would set a monthly rate we could afford that would guarantee the income necessary to provide nursing home coverage should we need it.

Being a licensed 220 agent at the time, I knew the terms of the policy and was assured they could only increase our rate if the increased the rate for All policy holders in Florida. According to the notice of increase, they now want to increase my rate by 95% while increasing certain large groups only 20%. I know the stringent underwriting my policy went through was much more thorough than what group policies get and it makes me question why the disparity. I can see no logical reason, other than an effort to protect their existing corporate relationships, and their own employees while unfairly placing the majority of the burden on the individual policies.

My thought is, after I have paid over $32,500.00 in premium while I was relatively healthy they wish to make it prohibitive for me to continue the coverage during my risky years. i.e. over 74 years. Please consider these rate hikes carefully. They should be allowed for all future sales but should **not apply** to policies already in force. After all these were good faith contracts based on sound underwriting at the time.

Again, I strongly oppose Metlife's request for a rate increase. As an insurance agent and a policy holder, I believe that allowing the increase would be a travesty.

Thank you for your immediate consideration.

--
Larry Chandler

--
Larry Chandler

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Larry Chandler

From:	Brenda Heistand
To:	MetLifeLTC Hearing
Cc:	Brenda Barkett Heistand
Subject:	Massive Long-Term Care Insurance Rate Increase
Date:	Thursday, August 18, 2016 3:32:21 PM

To Whom It May Concern;

I am a single woman, age 63 and obtained my long-term care poicy from MetLife February 20, 2003. Therefore I have been paying for my policy for almost 13 years. I received a rate increase Feb. 2015. I was led to believe there would unlikely be a change in cost. Now that I am retired and living on a “budget” and only a year and a half later I will get hit with a 95% increase for the policy that I have! That is highway robbery! Unlike the last increase notification Metlife has not offered alternative changes of my policy to limit the financial burden that would be placed on me! This leads me to believe that their intent is to force people to drop their policies after collecting many years of payment without having to pay anything out to many of the policy holders. Now knowing that Metlife had a net income at the end of 2015 of $3.7 BILLION with a SURPLUS of almost $14 and a half BILLION, that would be criminal of them to be allowed to request such drastic increases of payments to their policy holders! They must be held liable to offer more than adequate alternatives to their existing policy holders. If they need to substantially raise the rates for new policies, so be it or quit writing more polices. But they should be mandated to take care of their existing polices at a reasonable rate. They HAVE substantial profit to do so!

Sincerely,
Brenda Heistand
bheistand24@gmail.com
[redacted]

From:	Larry Chandler
To:	MetLifeLTC Hearing
Subject:	MetLife LTC
Date:	Thursday, August 18, 2016 3:31:03 PM

As a policyholder, I am appalled at the MetLife request for a 95% increase in our long term care rate. I currently pay $226.21 per month for a policy taken out in 2004 to provide us an assurance we would not become a burden on our children or the State of Florida if in the golden years of our life we would require assisted living. Since we were preparing for retirement this seemed like a smart thing to do as we would set a monthly rate we could afford that would guarantee the income necessary to provide nursing home coverage should we need it.

Being a licensed 220 agent at the time, I knew the terms of the policy and was assured they could only increase our rate if the increased the rate for All policy holders in Florida. According to the notice of increase, they now want to increase my rate by 95% while increasing certain large groups only 20%. I know the stringent underwriting my policy went through was much more thorough than what group policies get and it makes me question why the disparity. I can see no logical reason, other than an effort to protect their existing corporate relationships, and their own employees while unfairly placing the majority of the burden on the individual policies.

My thought is, after I have paid over $32,500.00 in premium while I was relatively healthy they wish to make it prohibitive for me to continue the coverage during my risky years. i.e. over 74 years. Please consider these rate hikes carefully.
They should be allowed for all future sales but should **not apply** to policies already in force. After all these were good faith contracts based on sound underwriting at the time.

Thank you for your immediate consideration.

Larry Chandler
larry.chandler@gmail.com
[redacted]
Trinity, FL 34655

From:	Marie Lupo
To:	MetLifeLTC Hearing
Subject:	Long term care filing 16-09734
Date:	Monday, August 22, 2016 10:06:46 AM

This is to express my objection & disgust of your request for ANOTHER rate increase within a 2 year period!!
Your projections seem way off!!

As I look forward to my retirement, your increase will have a MAJOR impact on my budget!

Should you go forward with this UNFAIR increase, you should consider giving clients the option of cancelling policy & refunding our premiums!

From: FLOSSIE
To: MetLifeLTC Hearing
Subject: STOP THE INCREASE
Date: Monday, August 22, 2016 9:57:07 AM

It is my understanding Met Life Ltc applied for an increase. I can't stress enough how impossible this would make it for me to continue.

In 2006, I was 61 and my annual premium was $1256.27. That was a hardship then. It has increased every 2 years and is now almost $3,000.00 annual. I realize I had the choice to increase my coverage to meet with cost of living. I really have no choice. I am now 72 years old. My Social Security does not even cover my fixed expense. I am slowly eating into my savings.

The worst part is that this is NOT even the coverage I was supposed to get. I was clear, I had nobody to help me and I do not want to be in a rehab or nursing home at all. I pray I never need the insurance, however, I found out a few years ago there

is a 90 or 100 waiting period for in home care. Even then, I'm not sure what home care is covered and how much. I keep getting a different answer.
When I called Met Life, they told me I am welcome to cancel my policy. They said they don't even offer my policy any more and they would be happy if I cancel.
When I called again, they looked into in home care rates for me. They said it would cost an additional $2000.00 a year. They have me over a barrel. It stinks when you are misled and have no place to turn.
Now they want an increase? Are they kidding? Where am I supposed to get the money from?
Please do not allow them to have an increase. I already paid them thousands and I hope I never need it.
We should not be responsible for them not being able to forecast the future cost of

medical. They certainly knew how to increase our premiums.

Sincerely,

Florence Krantz

[redacted]

Delray Beach, Fl. 33445

[redacted]

From:	mark alderman
To:	MetLifeLTC Hearing
Subject:	Re: "Comments and Complaint"
Date:	Monday, August 22, 2016 8:45:24 AM

Good Morning.....I would like to express my objection to the proposed premium increase on my two long term care policies. I purchased one in 2005 and the other in 2008. The reason I purchased these policies was because my mother was disabled and unable to purchase LTC coverage. The costs to my family were excessive on a weekly basis, money from our incomes and retirement savings was accessed to keep up with the costs.

I read that Met Life discontinued selling LTC policies in 2012, obviously to cut their exposure. However, all my premiums were and still are paid each month on timely basis.

Two years ago, in 2014 the company requested a rate hike in Florida, and was granted one for somewhere between 16-19% increase. We were told that we could accept the increase, reduce our benefits, or cancel the policy. I had to reduce my benefits on both policies to keep my premiums affordable to me. I built up the coverage by having a compound inflation rider on both policies which increase the daily benefit each year. The amount I increased over the years was lost due to having to adjust my coverage, so in essence I lost all the benefit that I was paying extra premium for each month.

This new requested increase of 59.51% on my LTC series is shocking and totally unacceptable. When you purchase a LTC policy, you are purchasing a bucket of money for future use. The company (Met Life) knows at that time the total exposure when the policy is issued. WHAT HAS CHANGED? What was done with the profits of all these policies on the books?

The company finished 2015 with over $14 billion dollars in surplus, and $12 billion in cash on their books. WHY ISN'T SOME OF THIS MONEY USED FOR THEIR LTC BUSINESS? They made the erroneous projections, and they are asking their policyholders to pay for their mistakes. We do not share in their dividends on the LTC policies. Most of the people who own these policies are senior citizens, who rely on this policy so as not to pass the burden to their families. Just because it is legal to ask for a rate increase, does not mean is is "Ethica".

Do you see what they are trying to do? By continuing increasing their premiums, they are forcing people to either pay more or eliminate their coverage. This enables them to reduce their exposure. If 20% of policyholders drop their coverage, Met Life eliminate their risk by that amount. Eventually, their desire is to have no LTC policies inforce.

THE OPTION THEY SHOULD EXPLORE IS TO REFUND ALL PREMIUMS PAID TO PEOPLE AND

CANCEL THEIR COVERAGE IF THEY DO NOT WANT TO HAVE THE POLICY ANYMORE. THE NON FORFEITURE OPTION IS A JOKE. IF YOU ARE NOT GOING TO STAND BEHIND YOU CLIENTS, DO THEY RIGHT THING AND GIVE THEM THEIR MONEY BACK!!!!!!!!!!

Disturbed,
Mark S. Alderman

From:	VinTime
To:	MetLifeLTC Hearing
Subject:	Long Term Care rate increase
Date:	Monday, August 22, 2016 7:30:28 AM

Dear Regulators,
I was quite shocked to see that MetLife is again increasing my premium on my Long Term Care policy. I was not even aware that it *could* increase, but I didn't think much of the first increase – maybe I should have. Now that I see that this company is going to continue this practice, I feel that it is necessary to speak up. There is almost no inflation in the marketplace, as seen in historically low interest rates and fears of DEFLATION abound.
When I see these rate increases of 20% to 77%+, I can't see how any reasonable regulator would allow this. If MetLife made a mistake when they designed these policies, then they need to live with that. If they are trying to make up for it by continually increasing my premiums, that is not fair. That is exactly why regulators and the insurance commission was formed and is in place.

Please do the right thing and deny these increases.

I also hope that I am not retaliated against by MetLife, when, and if, I ever do need to make a claim.

Sincerely,
Policy Owner of LTC2-VAL-FL

From: Donna Lassiter
To: MetLifeLTC Hearing
Subject: Filing 16-09734 Public Hearing on Proposed Rate Increase
Date: Sunday, August 21, 2016 10:03:32 PM

I took out my long term care policy many years ago to ensure I could be cared for without being a burden to my other family members.
I trusted MetLife and for many years I was satisfied and even accepted their last increase, trying to understand and accept that the rate had stayed the same for many years and you are a business.
Now with yet another request and at such high increased rates, I can only feel that pockets are being padded at the expense of retired individuals living on a set income, who are being gauged every way they turn. I hope that as you review this you will think of those in your own family facing increased grocery, gas, Doctor cost, funeral arrangement fees, and the list goes on...
I hope that the Florida Office of Insurance Regulation's Office will also find this request disheartening and disapprove the increase being requested.

Signed, give us a break
Thank you for reading.
Donna Lassiter

Sent from my iPad

From: diane liker
To: MetLifeLTC Hearing
Subject: Fwd: Public Comment
Date: Sunday, August 21, 2016 8:37:19 PM

---------- Forwarded message ----------
From: diane liker <diane.liker@gmail.com>
Date: Tuesday, August 9, 2016
Subject: Public Comment
To: MetLife.TCHearing@floir.com

I am writing to protest a rate increase on my long term care insurance. I am retired now and living on a fixed income , since I took out this policy almost 10 years ago.The rates have increased several times in the past-presently I am paying almost $160/mo.. To have the rates increased so exhorbitantly would mean I would no longer be able to afford the insurance. This would not only create a hardship on my family and I, but also in the community, creating a larger burden on the healthcare system. I am earnestly hoping the rate increases will be recosidered.

From:	Risa Karmelin
To:	MetLifeLTC Hearing
Subject:	Long Term Care Public Hearing- Filing 16-09734
Date:	Sunday, August 21, 2016 8:32:04 PM

I have had my LTC policy since Aug. 2007 and have never used it. I received an increase of almost $400 a year two years ago and needless to say when I
received this notice of a hearing about a proposed increase I was very upset. I am a widow on a fixed income and felt a sense of security knowing my Long Term Care needs are in place should I have a need for it. I now wonder if there will be a time where I will be forced to drop my LTC coverage. I can't help but feel that Met Life is hoping that is exactly what will happen to some policy holders or they'll be forced to downgrade the level of coverage they currently have. I ask you for myself and all the LTC

policy holders to take this into consideration when making your decision.
Yours truly,
Risa G. Karmelin
Lake Worth, FL. 33467

Sent from my iPad

From:	Holly gold
To:	MetLifeLTC Hearing
Cc:	Ronald Gold
Subject:	Rate Increase in LTC
Date:	Sunday, August 21, 2016 8:21:07 PM

To Whom It May Concern,

We received this Notice of Long Term Care Public Hearing -Filing 16-09734 and we were very distressed to learn that our LTC would be increased by 59.51%.
It has already been increased recently by over $400 a year each in 2014.
We are seniors who live on a fixed income and it would be a definite hardship for us.
When we purchased the policy we understood that there would be a slight increase due to inflation from time to time, but not to this extent and so frequently.
Please reconsider.
Thank you!
Holly & Ronald Gold

Sent from my iPad

From:	GEORGE
To:	MetLifeLTC Hearing
Subject:	Fw: Metlife Long Term Care Policyholder
Date:	Sunday, August 21, 2016 7:52:47 PM

Subject: MetLife Long Term Care Policyholder

Re: MetLife Long Term Care Policyholder George Deal (policy number [redacted] and Mary J. Deal (policy holder [redacted])

Dear Sirs,

I feel that I have to write to you concerning the proposed 95.44% increase in my long term care premiums for my wife and I. It is my opinion that the management of MetLife is either incompetent or crooked.

First of all, there is no company in the United States that would retain a manager or management team that would permit a 95.44% increase in expenses. That would just not happen.

It would seem to me that if you had actuaries who were worth anything at all they would be able to calculate the expenses of a long term care policy or group of policies accurately enough so that large increases would not be necessary. If they could not they should be fired and so should the manager or management team that either hired or retained them.

Now if the above management and actuaries are legit then it would appear to me that the company as a whole is corrupt. You do not have to be too smart to figure out that the best way to get rid of policyholders who because of their older age and more likely to file a claim is to just increase that premium to a point where they just can no longer afford to make the payment, just price them out of the coverage. I never thought MetLife was that type of company, and as a matter of fact my wife and I originally had our long term care policies with another insurance company but decided because of MetLife's excellent reputation we would be better off with them.

My wife and I have worked hard our whole lives. We paid for everything we bought, and we sacrificed other things to pay these premiums. We have tried to plan so that we would not be a burden on our family members or society. That is the one of the reasons we bought the long term care policies in 2003. Now at age 83 we find due to your incompetence and/or crookedness we may be put into a position where we might lose our dignity, and that is exactly what happens when you cannot pay for proper long term care. We hope you do not do this to us and fail to see how or why it could possibly be necessary. We trusted you with our hard earned money. We acted responsibly by purchasing these policies and now it is your turn to act responsibly to your policyholders. I would like to make a suggestion that perhaps you charge any new clients the proposed higher premiums and allow those of us that have funded your business all these years to maintain the current premiums so that you earn the status of a reputable company and not one that takes advantage of senior citizens.

Sincerely,

George and Mary J. Deal

From: jskllone@aol.com
To: MetLifeLTC Hearing
Subject: Re: premium inrease
Date: Sunday, August 21, 2016 6:12:53 PM

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be my guest...

-----Original Message-----
From: MetLifeLTC Hearing <MetLifeLTCHearing@floir.com>
To: jskllone <jskllone@aol.com>
Sent: Sun, Aug 21, 2016 6:10 pm
Subject: RE: premium inrease

Thank you for taking the time to provide your comments to the Florida Office of Insurance Regulation regarding the Metropolitan Life Insurance Company ("MetLife") 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: jskllone@aol.com
To: MetLifeLTC Hearing
Subject: premium inrease
Date: Sunday, August 21, 2016 6:10:53 PM

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i attended the meeting at FIU north campus in north miami florida..
ending my remarks with... perhaps people should boycott metlife..
i should have suggested that all seniors should tell their children and grandchildren to boycott metlife as well..
sincerely,
janet k. laine

From:	Pamela Reid
To:	MetLifeLTC Hearing
Cc:	Pamela Reid; Jack Fell
Subject:	public comment on proposed rate hikes
Date:	Sunday, August 21, 2016 4:10:22 PM

To Whom it May Concern

I am writing to express dismay at the requested rate increases for Met Life Long Term Care policies.
My husband and I both have LTC97 series, with a requested hike of 77%.
Such a large rate hike will be a huge burden to many of us who have retired and are living on fixed incomes.

We have been paying for long term care for many years, but just at the time when we might actually need this policy, Met Life proposes to make the rates unaffordable. This is unfair. I urge you to maintain affordable rates, for which we have adequately budgeted.

Thank you for your consideration

R Pamela Reid
Jack W Fell
[redacted]
Miami FL 33158

From:	Karen Harris
To:	MetLifeLTC Hearing
Subject:	proposed increase
Date:	Sunday, August 21, 2016 2:24:11 PM

To Whom it May Concern:
I would like to express my complete outrage at the magnitude of the proposed increases in premiums.
I would never have purchased the insurance if I knew that the company could essentially cancel all of it's policies because they know that people can't/ won't absorb that degree of outright theft of their insured's funds/savings. They're basically trying to steal the years of premiums that they've already sucked out of us at younger, less actuarially risky ages, leaving us unprotected if we can't maintain our policies now that we're potentially closer in time to needing to use them.

I sincerely hope that you can prevent this extortion from being approved.

Karen F Harris

From: Bruce Voelkel
To: MetLifeLTC Hearing
Subject: oppose increase
Date: Sunday, August 21, 2016 11:56:15 AM

As a policy holder, I am opposed to an rate increase for long term insurance.

From:	Dean Klevan
To:	MetLifeLTC Hearing
Cc:	"Dean Klevan"
Subject:	Long Term Care - Filing 16-09734
Date:	Sunday, August 21, 2016 11:51:46 AM

Dear Sir or Madam,

I received notice of MetLife's pending application with the State of Florida to greatly increase the average rate in excess of 50%, in one case in excess of 95%.

Most of the owners of these policies were sold them in good faith by their insurance agents. Most likely, they were shown a number of competing policies and decided after careful consideration to purchase the MetLife policy. The clients who purchased were most likely on average in their mid-50's, anticipating a possible need at some future date. They wanted the peace of mind that they would not be a burden on the next generation. Many of those clients, like me, are now in our late 60's. It would be impossible to purchase a substitute policy. Although many may not presently need long term care, they may in the future. The client would have paid many years of premiums, only to find out now that the premiums will be exorbitant. Presumably, unless the new premium is paid, the insurance will be cancelled.

The parallel to this would be to purchase a 30 year level term insurance policy, then be advised by the insurance company that the premiums are being raised after 15 years.

If MetLife wants to write new policies based on a new schedule, so be it. Old policies would continue under the premiums that were accepted in good faith by both parties as the time the policy was written.

MetLife's application for the rate increase should be denied.

Respectfully yours,

Dean C. Klevan
dklevan@comcast.net

From: Eugenia Casal
To: MetLifeLTC Hearing
Subject: Comments on proposed MetLife LTC increases
Date: Sunday, August 21, 2016 8:47:33 AM

I would like to begin by sharing the fact that I worked for MetLife, I sold LTC and I am a policy holder of two contracts that face a 95.44% and a 59.51% increase respectively. I have no words to describe how disappointed I am with the company.

I am well aware that Corporations' interest is to make money for their stockholders and here is the dilemma because they can only do so if they are in the "healthcare business" if the State allows them to. The government's interest should be to regulate with the objective to protect its people, not the corporations.

It is clear to me that MetLife considers LTC a bad investment on their part and just want to make it disappear from their books. The problem is that behind each contract there is a person. A person that is probably in their late sixties or seventies has has been paying for the contract for the promise it held that they will have dignity when the time comes when they can no longer take care of themselves. People like me that have no family -never married- or assets to respond in that situation.

There might be some people that have abundant assets and will make a choice, but in my case, and the people I sold these policies to, we will not be able to afford them. That means that the State will have to take care of our needs when the time comes.

I would like to plead with the State of Florida to take the appropriate measures to protect its residents, otherwise the taxpayers will have to respond for MetLife's "losses".

Eugenia Casal
Miami Florida

From:	Julie Petrillo
To:	MetLifeLTC Hearing
Subject:	Subject: Objection to LTC Rate Increase
Date:	Saturday, August 20, 2016 11:29:48 PM

My rate was increased only 20 months ago by nearly $16/mo.
I do not understand why MetLife needs another rate increase so soon after that one--
especially in an amount so large as those listed in your letter (of July 22).

I am a single woman with limited income, which is the reason that I purchased LTC insurance.
I don't believe anyone should be required to pay such extreme rate increases.

J. Petrillo
[redacted]
Clearwater, FL 33763

From:	Leahy, Joanne C.
To:	MetLifeLTC Hearing
Subject:	Objection to MetLife"s increase
Date:	Saturday, August 20, 2016 12:45:19 AM

Dear Insurance Commissioner,

My sixty-five year-old husband and I purchased assisted living policies with Met Life more than ten years ago. We felt it was the responsible thing to do ensuring that if we became incapacitated, we would not be a financial burden on our children…or the federal government. Over the years, we have paid in excess of $75,000 dollars in premiums for two separate policies. We felt this was a good use of money as it provided us a safety net in case we faced poor health in our future. Well, that safety net looks to have a gigantic hole if the proposed astronomical increase proposed by MetLife is approved by the Insurance Commission. Just when we may be needing assisted living services, this increase will make it next to impossible to continue these insurance premiums.

We all know that increases are inevitable, but increases of near and over 100% for the individually insured is truly horrific. What is truly puzzling is that the group assisted living policies are proposed to jump around 14%. Why the difference in increase? I would hate to think that there is some type of collusion of big companies at the expense of the senior citizens.

Please do not allow this atrocity. We chose MetLife because of its reputation and profitability. I don't see evidence that this company is in financial peril, rather I think this move is to placate their shareholders.

I am trusting this commission to do the right thing and follow in the footsteps of Connecticut and disapprove this outrageous increase.

We would have liked to attend the public hearing, but we both work full-time, so since it was during the day, attendance was impossible.

I would appreciate a reply and am happy to discuss further.

Joanne and Dennis Leahy
[redacted]
Fort Lauderdale, FL
[redacted]

From:	Jan Staniszkis
To:	MetLifeLTC Hearing
Subject:	MetLife LTC proposed rate increase
Date:	Friday, August 19, 2016 5:27:00 PM

My wife and I have had the Met Life LTC policies, series LTC97 since May of 2002. We were made to believe that our premiums
will not increase. During the past 14 years we have paid close to $45,000 in premiums. The proposed rate increase of 77.23%
is what would be called in lending business usurious. We believe that we should be given an option to cancel our coverage, with
all the money we have paid in refunded, plus reasonable interest.

Jan Staniszkis
Orlando, FL

From: Robert Neale
To: UnumLTC Hearing; MetLifeLTC Hearing
Subject: Potential Rate Increases Response to Public Hearings
Date: Friday, August 19, 2016 2:59:00 PM

Good afternoon:

In addition to comments I have previously submitted and in connection with those mentioned at both of the hearings by other concerned parties; The FLOIR needs to pay special attention to the partnership guidelines and how reducing coverages and eliminating benefits will affect policyholders under the partnership program. Based upon age a policyholder is required to have inflation protection on their policy if they wish for it to fall under the partnership umbrella in an effort to protect their assets. If policyholders reduce or even eliminate these riders as a cost/coverage saving measure, they may also forfeit their partnership status.

Thank you
Robert S. Neale, RHU

PAR DI Services, Inc.
[redacted]

From: Tom/Amy Rockwood
To: MetLifeLTC Hearing
Subject: MetLife Rate Increase Objection
Date: Friday, August 19, 2016 2:57:59 PM

August 19, 2016

To Whom It May Concern,

I purchased long term care insurance from MetLife in 2008 and I just received a notice that they are asking the state to approve a 59.51% increase in my premium. This is in addition to an increase of $268.02 from the original premium amount which was added in 2014. I am asking the Florida Insurance Department to protect me from this egregious request.

When I bought this policy, I expected that one of the largest insurance companies in the country would have made better actuarial projections. A few years ago Met Life decided to stop selling long term care policies to reduce their exposure to risk they were not willing to take. Now they are asking people like me, who bought their product in good faith, to take all the risk.

It is too premature to allow them to increase rates that will make it impossible for me and many others to afford the coverage. Met Life will always be able to pay their future claims even without any rate increases. They have many other profit centers that can support the LTC division if and when the time comes that they cannot pay their claims for long term care. Until then they should work on a plan to reduce

administration and internal costs by streamlining their business. If they are not willing to tighten their belt and make changes, how dare they ask me to do that.

I urge the Insurance Department to decline the request for this rate increase. It is an easy way out for MetLife, but it takes advantage of the very people who have supported the company by purchasing their product. I was counting on that product to protect me for life. Please protect the little guy. I am counting on that.

Sincerely,

Thomas E. Rockwood
[redacted]
Leesburg, FL 34788

From: Ken_Ali Bullard
To: MetLifeLTC Hearing
Subject: Increase
Date: Friday, August 19, 2016 2:06:04 PM

My husband and I are both long time insured by your company. We took an increase a year ago, it would be financially difficult for us to have another increase.

Please revisit this proposal. It hurts us as I'm sure it will also affect everyone else.

Sincerely,

Alicia & Kenneth Bullard

Ken_Ali Bullard

From:	Florida Department of Financial Services
To:	MetLifeLTC Hearing
Subject:	FW: FW: [SR#:1-877253176] Public hearing on Met Life Long Term Care Increase Request
Date:	Friday, August 19, 2016 10:36:26 AM

From: Larry Clancy [mailto:lclancy14@hotmail.com]
Sent: Tuesday, August 16, 2016 8:10 AM
To: Jeff Atwater <Jeff.Atwater@myfloridacfo.com>; InsuranceCommissioner <InsuranceCommissioner@floir.com>
Subject: Fw: Public hearing on Met Life Long Term Care Increase Request

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From: Larry Clancy <lclancy14@hotmail.com>
Sent: Wednesday, August 10, 2016 5:47 PM
To: MetLifeTCHearing@floir.com
Subject: Public hearing on Met Life Long Term Care Increase Request

Dear Sir or Madam,

It is with tremendous disappointment and outrage that I received notice of a public hearing for Long Term Care (filing16-09734) by Met Life.

Eleven years ago I purchased a policy and was told by a Met salesman "this will be your permanent monthly rate". I 'm sure this has happened over and over again all over the state. Met Life will point to paragraph xx on page xx which says they can increase the premium. People depended on the honesty of their agent that represented Met Life and the voluminous terms were not sent for several months after I signed.

In 2014 Met Life lowered the benefits substantially while adjusting the premium down by only 2%. For the class of policy I am in Met Life is requesting a 95.44% increase. This takes my premium from $146 to $285 or an increase of $139, an unconscionable amount. As I

approach 70 I am left with an unenviable position of walking away from more than $20,000 I have plowed into this policy or trying to come up with almost $1,700 more per year from a fixed income. You purchase this insurance to combat the costs of diseases like alzheimers, ALS, etc. that may befall you at 75 to 80. It should be noted that most people never have occasion to actually use this insurance from which the company benefits greatly.

Remember also that an insurance company's cash position makes it a heavy investor in the market. In the last seven years the market has gone from 7,000 Dow Jones to a current 18,500. The company was in a position to make sizeable profits from the bull market.It is unethical and unconscionable to request such an outrageous increase and it is done at such a ridiculous amount (95%) in the hopes of getting a 30 or 40 % "compromise". I urge you to remember how these policies were sold by agents and deny Met Life's request any increase at all.

Respectfully Submitted,

Lawrence Clancy

Fort Pierce, Florida

August 10, 2016

From:	Beverly Pratico
To:	MetLifeLTC Hearing
Subject:	RE: Notice of Long Term Care Public Hearing-Filing 16-09734
Date:	Friday, August 19, 2016 9:04:26 AM

I am writing regarding your letter regarding possible rate increases for your Long Term Care Policies in the state of Florida. I am a senior citizen and one reason I purchased a MetLife Long Term Card Policy was the strength of your company and rating of your Long Term Polices. MetLife after many yearns of not increasing rates increased rates a couple of years ago in Florida. I noticed the "Requested Average Rate Increases are very high. I understand the pressure that the Health Industry in under buy certainly these potential increases are very high and will very negatively effect many senior citizens with Policies. I would request that to not make such increases or to keep increases in a minimum.

Regards
Beverly Pratico
[redacted]
Parrish, Florida, 34219

From:	Louis Pratico
To:	MetLifeLTC Hearing
Subject:	REgarding Notice of Long Term Care PublicHearing-Filing 1609734
Date:	Friday, August 19, 2016 8:58:46 AM

I am writing regarding your letter regarding possible rate increases for your Long Term Care Policies in the state of Florida. I am a senior citizen and one reason I purchased a MetLife Long Term Card Policy was the strength of your company and rating of your Long Term Polices. MetLife after many yearns of not increasing rates increased rates a couple of years ago in Florida. I noticed the "Requested Average Rate Increases are very high. I understand the pressure that the Health Industry in under buy certainly these potential increases are very high and will very negatively effect many senior citizens with Policies. I would request that to not make such increases or to keep increases in a minimum.

Regards
Louis Pratico
[redacted]
Parrish, Florida, 34219

T

From: gismo325@aol.com
To: MetLifeLTC Hearing
Subject: Met Life Long Term Care Rate Increase Request
Date: Tuesday, August 23, 2016 3:40:25 PM

I would like to own a business that when I make a mistake on pricing I can just raise the rates to be profitable again. Met Life either grossly miscalculated or lied when they sold their policyholders which they are now in the process of betraying. It will not be forgotten. The people they are betraying are the parents and grandparents of future customers. I implore all those affected to tell generations to come that you were betrayed. The only way to stop them is to no longer use them.

Thank you,

Phil Laine

From: Don
To: MetLifeLTC Hearing
Subject: Public Hearing-Filing 16-09734
Date: Tuesday, August 23, 2016 3:11:54 PM

A rate increase for Long Term Care in Florida of 77.23% is exorbitant. A modest increase might be acceptable but this in excessive and unacceptable. My policy has been in effect since 2000 without any use of the LTC funds so what will the options be for someone like me? I am losing my faith in the company as a whole.

From:	Berfield, Sue
To:	MetLifeLTC Hearing
Cc:	"Vince Piccolo"
Subject:	Metlife LTC Rate Increase Hearing
Date:	Tuesday, August 23, 2016 3:02:40 PM

I am sending this e-mail in regards to the subject rate increase request.

I would like to express my concern with the Rate Increase Hearing and respectfully request that the FLOIR give this issue it's most serious and thoughtful consideration .

Metlife had a rate increase in December of 2014. They are now, 18 months later, requesting and additional rate hike even though many companies are no longer offering Long Term Care policies thus eliminating competition.

I would appreciate your investigation of all circumstances and giving this matter your serious consideration.

Thank you.

Sue Berfield on behalf of
Representative Chris Latvala – District 67

From: rbc124@comcast.net
To: MetLifeLTC Hearing
Subject: Comment on Request for Rate Increase
Date: Tuesday, August 23, 2016 2:30:03 PM

I am writing to speak against the proposed rate increases on various blocks of MetLife's LTC Forms. MetLife received a substantial rate increase on our contracts (TIAA Series LTC.03) not that long ago (within the last three years, I believe). When MetLife acquired this business from TIAA, I suspect that they made various representations about protecting the policyholders. I do not believe that policyholders should be subjected to penalties because the insurer made faulty actuarial assumptions. I also believe that MetLife is "on a mission" to squeeze out as many policyholders as possible before they need the benefits. Having paid on our contracts for now sixteen years, and being retired and subject to fixed income constraints, we believe that MetLife is in no way considering the needs of long-term policyholders.

Thanks you for adding my comment to your file.

Richard B. Corbett
Tallahassee, FL

From:	Marjorie Sykes
To:	MetLifeLTC Hearing
Subject:	LTC rate increase.
Date:	Tuesday, August 23, 2016 2:19:36 PM

To whom it may concern,
I have a Metropolitan LTC policy, LTC2 Ideal, issued December 28 2009. At renewal in 2014, a mere 4 years after issue, the premium went up 16%. Now a proposed increase of close to 60% is proposed. This percentage is horrifying. If my math is correct, this would amount to an 85% increase from my original premium!!!! To add further insult, had the policy been issued 2 weeks earlier, the proposed increase would be 34%, still unmanageable but not as severe.
The expected profit is unconscionable.
I object to an increase in premium.

Marjorie Sykes

From:	JO ANN
To:	MetLifeLTC Hearing
Cc:	Ross, Siegfried
Subject:	Proposed Long Term Care rate increase
Date:	Tuesday, August 23, 2016 1:30:49 PM

Siegfried K. Ross Policy Number [redacted]

Since I was not able to attend the public hearing for health reasons, my comments are listed below.

Met Life was originally presented to me as the ideal Long Term Care Insurance for my financial future so I trusted in the reputation of the company to provide the same. Unfortunately that is not the case in my situation. My first encounter with a significant rate increase was in December, 2014 which ended up in a decrease of my benefits. I am deeply disappointed and surprised that now Met Life comes with a proposed premium increase of 59.51% for my class LTC2-VAL-FL.

Since I pay already around $3,400 annually for Long Term Care insurance plus my Medicare premium, my Supplemental premium, my drug coverage, and the out of pocket costs of drugs, I cannot afford another premium increase. My retirement income is limited.

Presently I am diagnosed with corticobasal degeneration a rare neurological disease which is more devastating than Parkinsons disease. My life expectancy is 6-8 years and one year is already gone. My wife is now my primary caregiver but that will change in the future so I expect an affordable premium offer which would not limit the daily benefit to a level which would not cover the nursing home or twenty four hour in-home health care.

On behalf of myself and other Florida residents with Long Term Care insurance needs, I appeal to you to deny the large premium increase which Met Life proposes to assess current policy holders.

Siegfried K. Ross by
Jo Ann Landes-Ross, POA

From: patiod@comcast.net
To: MetLifeLTC Hearing
Subject: Notice of Long Term Care Public Hearing Filing 16-09734
Date: Tuesday, August 23, 2016 12:49:41 PM

I have had my LTC-FL-IDEAL policy with MetLife for 10 years. I have already seen an increase back in 2014 and I opted to pay the increased premium to avoid losing benefits. But I am one of the unfortunate ones who stands to see a 95% increase in my premium this time, and feel it is very unfair after investing all this money to be told they want almost double for the same benefits. And where does it stop? The higher the premiums go, as people get older, the harder it gets for them to pay. How high will it go in the future? Is it MetLife's intention to go high enough to force people to cancel so they can keep our money by default, and they can limit our benefits to lower their costs?

Consumers know they take their chances when they buy insurance, that they may or may not ever need or benefit from their policies. And insurance companies know that they will benefit from the ones who never do. However, MetLife is in the business of projections and they know the risks when they determine the odds of how many people will buy, keep or use their policies. Whether the future proves them right or wrong, they should be required to keep our premiums as low as possible and not increase our rates due to their miscalculations. The odds are obviously stacked against us when they are allowed to do this.

Most seniors are already struggling to pay their premiums and will be hard-pressed to afford an increase. If MetLife, is allowed to raise those premiums, then MetLife should also adjust their policy to refund monies, that have already been paid, back to their customers who might choose to cancel their policy.

This is extortion at best (price-gouging is another word that comes to mind) because they have everyone between a rock and a hard place. We lose if we pay the higher premiums, and we lose if we cancel the policy. It is up to you and on your conscience! Please do not let this happen to the people of Florida!

Pat O'Dea
Sarasota, FL

From: Jean Langlie
To: MetLifeLTC Hearing
Subject: public comment
Date: Tuesday, August 23, 2016 12:30:55 PM

I am a policyholder who was subjected to a fairly big rate increase only a couple of years ago! Am I to expect rate increases every couple of years?? The proposed rate changes are very steep. What's going on? There were no rate increases for almost 10 years (since I bought into your program) and then - suddenly- you're getting/asking for almost back-to-back increases! It's very unsettling for seniors to get these big financial hits; it would be better to write your policies with a built-in 1/2 or 1% increase every year and not these big changes - then we could plan for the increase if necessary. Sincerely, Jean Langlie

From:	joemorales38@aol.com
To:	MetLifeLTC Hearing
Cc:	joemorales38@aol.com
Subject:	Met Life Filing 16 - 09734 / Notice of Long Term Care Public Hearing
Date:	Tuesday, August 23, 2016 11:31:38 AM

To : MetLife individual Long-Term Care Insurance Program

Gentlemen :

My name is Jose E. Morales and I have been one of your policy holders for many years. My Customer Account Number is [redacted] . I am in receipt of your correspondence dated July 22 , 2016 , regarding your proposed rate increase. I was told by one of your representatives over the phone , that I fall into the TIAA Series LTC.03 category . Is that correct ?

Under your column for ' Average Rate Increase Requested ' , this would seem to indicate a Rate Increase of some 54.72 % . Is that correct ? If so , that would result in an increase from my current annual rate of roughly $4,440 to $6,870 , or from $2,220 to $3,435 per semi-annual billing . That means an increase in the monthly calculation by some $202.50 . Is that correct ? When would this proposed rate increase take effect ?

This sounds like an outrageous increase and one that I may not be able to sustain .That would mean that the thousands and thousands of dollars that I have paid you for my Long Term Care coverage over the years would be for naught. Needless to say , I vociferously object to the amount of this proposed rate increase.

I sincerely hope that you will reconsider your proposal . Such an increase will obviously cause a lot of damage and negatively impact people like myself. A 54.72% rate increase seems terribly exorbitant . I understand the need for some rate increases , but can't you consider something more reasonable ?

Sincerely , Jose E. Morales

Joe Morales / Director of Residential Leasing
Coldwell Banker M.M. Parrish , Realtors
7515 W. University Avenue , Suite 201
Gainesville , FL 32607
(352) 317 - 1166 Cellphone
(352) 264 - 3706 Fax
joemorales38@aol.com

From:	Allen Brown
To:	MetLifeLTC Hearing
Subject:	MetLife"s request for LTC rate increase
Date:	Tuesday, August 23, 2016 11:23:23 AM

Dear OIR,

If MetLife's request for a rate hike (of virtually any amount) is approved, I will have to drop my coverage.

I've had a MetLife LTC policy for eight years. Several years ago, my premium was increased by 25 percent. I was able to afford that increase and retain my coverage. However, I won't be able to do that again.

When I bought my policy, I felt like I was doing the right thing, both for myself and for society in general. I certainly did not want to spend about $2,500 per year for coverage, but given my personal life circumstances, I would rather do that instead of eventually becoming Medicaid eligible and a burden to taxpayers for LTC services.

I understand the concepts of actuarial soundness quite well, having once worked in the insurance industry. When MetLife issued these policies, I'm sure they did not expect to take on the financial risk they are now experiencing.

I'm also quite sure, however, that when they increased premiums several years ago and decided to stop issuing policies, they knew very well that their own actions would very soon create the death spiral in which these policies are now trapped. This latest request for even more drastic premium hikes, if granted to any degree, will certainly speed-up that process and get MetLife out of these policies sooner, which I'm sure is MetLife's objective.

With this type of insurance, however, such behavior is rather unconscionable. For the most part, policy-holders like myself bought these policies at an age when the premium (while still expensive at the time) was affordable enough to make the coverage more attractive than the alternative (i.e. no coverage).

Now that MetLife and many other insurers have made the decision to exit the LTC insurance market, these policies are much more difficult to come by, and, now that we have aged (eight years in my case), new coverage would be virtually unobtainable for many MetLife policy-holders who have to drop their coverage if these rate hikes are granted.

Again, I understand MetLife's predicament with this coverage, but those problematic conditions are the results of MetLife's own business decisions. If I make a bad business decision, I have to suffer the negative consequences of my own behavior. However, MetLife is requesting OIR to force ME and other policy-holders to suffer the consequences of MetLife's poor business decisions, and we'll be left holding the bag.

As I mentioned above, I'm convinced that MetLife -- after deciding to get out of the LTC market -- purposefully created the current death spiral and is now seeking to accelerate that process in order to extricate itself sooner.

PLEASE DO NOT ALLOW THEM TO DO THAT.

Sincerely,

Gary Brown

From:	Marsha Wooldridge
To:	MetLifeLTC Hearing
Subject:	Filing 16-09734 Long Term Care Rate Increase by Met Life
Date:	Tuesday, August 23, 2016 11:15:05 AM
Attachments:	image001.png

Dear Commissioners,

On August 19th, 2016 I attend the Public Hearing in reference to the rate increase request filed by Met Life for their Long Term Care Policy Holders.

Needless to say it was not only eye-opening, but heart wrenching as well. I certainly hope you listened to all the speakers who spoke at the hearing. Not only will this increase destroy the lives of the policy holders, but it will negatively affect their families. If your parents, grandparents, aunts, uncles, sisters, or brothers, received the rate increases Met Life is requesting, would you think is was fair and appropriate? Would you be ready to step in and pay for the policy for your relative? What would you say to them when they could no longer afford their policy or the care they might need?

I purchased my policy in 2005 and was given one rate increase in 2014. Now they are asking for a 95.44% rate increase. It will not be possible for me to pay that increase. My sole reason for purchasing the policy in the first place was to insure my daughter would not bear the brunt of my care when it was needed. I too was assured the policy would not increase in cost, because Met Life was a reputable and trusted company.

It was unclear at the hearing if Met Life had made a bad judgment call or not, but one thing was clear. They no longer wanted to live up to their obligation to service those customers who in good faith purchased their long term care policies. Businesses make tough decisions every day, but their customers should not suffer the consequences of their poor decisions. People's lives are at stake.

After hearing all the speakers and receiving all the emails you must have received by now, I trust that you will make the right business decision and deny Met Life the rate increases they are requesting. It will be devastating to all the Met Life policy holders. If you do grant their request for a rate increase please let me know how you plan to answer the question that this increase was fair and appropriate?

Thank you for your time. I look forward to hearing of your decision.

Marsha Wooldridge
Berkshire Hathaway HomeServices
Florida Realty
Managing Broker
18901 NE 29th Ave., Suite 100
Aventura, FL 33180

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From: j
To: MetLifeLTC Hearing
Subject: Fwd: Long Term Care Insurance Rate
Date: Tuesday, August 23, 2016 11:03:45 AM

-----Original Message-----
From: j <honeybell7@aol.com>
To: MetLifeLTHearings <MetLifeLTHearings@floir.com>
Sent: Mon, Aug 22, 2016 8:49 pm
Subject: Long Term Care Insurance Rate

This is in reference to the outrageous proposed increase of premium for MetLife long term care insurance. My husband and I signed up for policies with MetLife eleven years ago, the agent indicated that Met Life was a reputable company that lived up to its commitments and the premiums, if at all, would be modestly adjusted. There were several other companies that we could have selected but we put our faith and dollars with MetLife. What is being proposed is in no way 'modest' and in many circles their actions would be considered an absolute scam. A company that I once believed in to take of our long -term needs is ready and willing to betray us. It is a pathetic excuse when a company that specializes in long-term cost trends should claim that they simply miscalculated and drop the cost burden on the little guy. If they are allowed to get away with this, I recommend that MetLife should no longer be able to sell any insurance policies in Florida.

Gerridine LaRovere

From: Stolzenberg, Sheryl
To: MetLifeLTC Hearing
Subject: Proposed increase in rate for my MetLife Policy
Date: Tuesday, August 23, 2016 10:56:16 AM

To Whom It May Concern:

I have had a long term care policy from Metlife for many years, and it is paid by a monthly automatic deduction from my checking account. To the best of my knowledge, I have had only one increase in this policy rate over the life of the policy to date.

I received no notification that a rate increase so sizeable was contemplated, and was caught totally by surprise to read of a deadline for commenting on the proposed rate increase today.

I have no idea how much of an increase I would experience. While I am still employed, it may be possible for me to pay that rate increase. But I am now aged 66, and was considering retiring within the next few years. If I do that, it is very unlikely that I could afford an increased rate.

It seems that the entire insurance industry has become a questionable enterprise in recent years, especially in the State of Florida. Despite the fact that we have not had the kind of destructive hurricanes and flooding in recent years that other states are experiencing, for example, our homeowner flood and storm protection rates continue to skyrocket. Health insurers are raising rates drastically on Floridians, or refusing to write policies at all. Life insurers are refusing to notify beneficiaries of policies when they receive death notices of insureds. And now those of us in Florida who have paid into long term care policies for decades face an inability to continue to pay, just at the time that we might actually need those benefits.

There is something wrong with an industry that seems to single out one state for such drastic and vicious treatment. Instead of granting these rate increases, I suggest that Florida ask the US Attorney General to investigate why the insurance industry has single out Florida for discriminatory treatment. I moved here from Pennsylvania during the 1980s, and I know that western Pennsylvania also has a high percentage of elderly people in its population. I have heard nothing about such skyrocketing long term care rates for Pennsylvania.

Please do not grant these rate increases unless you require Metlife to return every penny that we have paid them, so we can at least invest that money in something that might help us pay for the long term care they clearly have no interest in paying for for their Florida ratepayers.

Thank you for considering this request.

Sheryl Stolzenberg
[redacted]
Lake Mary FL 32746

stolzensheryl@outlook.com

daytime [redacted]

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From: katolan92@aol.com
To: MetLifeLTC Hearing
Subject: MetLife Proposed LTC Rate Increase
Date: Tuesday, August 23, 2016 9:20:22 AM

To Whom It May Concern:

I have had my MetLife LTC policy for 10 years. I received a notice of the proposed rate increases. I oppose this latest increase. MetLife just increase the rate on my policy two years ago. I bought this policy with the idea that in the future that if I needed LTC I would have some insurance to help offset some of the cost. Instead what is happening is I have been paying my premiums on time and I feel that they are now trying to raise the rates so much for people on fixed incomes that they are hoping we will cancel our policies. They will then be able to keep all the money I have paid to them for the past 10 years if I cancel or I will have to reduce my benefits to afford the new rate increase.

Since they just raised all our rates two years ago I am opposed to this rate increase. This rate increase is more then any cost of living adjustment and inflation rate in the last two years since their last increase.

Thank you for listening

Cathy Holland

From: roslynn averbook
To: MetLifeLTC Hearing
Subject: $2000 a year for retired policy holder VS $1.8 Billion for MetLife Investors
Date: Tuesday, August 23, 2016 8:14:57 AM

When I purchased my MetLife LTC-FL-IDEAL just over 10 years ago, at the age of 57, I trusted that this multi billion dollar company would be a safety net for something I hoped I would Never have to use. I did not purchase stocks or bonds in Met Life, because I was not interested in a something that might lose value. I am retired. After paying my yearly agreed upon premium for 9 years, having given me a sense of security that MetLife was true to its word, it went up 15%. I was bothered but it didn't change my life. This additional 94.5% increase is going to have an impact. Where will I get that additional $200 a month? And what will keep MetLife from raising it again in a few years? I feel betrayed. Most of the policy holders will never see any return on their investment, as they will die before they need it. Another large percentage will die before their Long Term Care policy (only 3 years) will die before that 3 years. Policy holders should be honored before corporate investors, who were paid last year (I believe) 1,800,000,000 dollars. Yes, sigh...$1.8 BILLION. When we were sold the policy MetLife knew they wouldn't have to pay out to these "young" people for several years. We all knew we would age. Only MetLife's actuaries didn't know. I hope that the Florida Insurance Commission can stop this greed and restore some faith in the American system. Thank you.
Roslynn Averbook, North Miami Beach

From: jlp442@comcast.net
To: MetLifeLTC Hearing
Subject: Long Term Care
Date: Monday, August 22, 2016 10:28:16 PM

I am a senior holding a long term care policy. When I first purchased the policy, I thought my rates would not go up. I've had one increase of about a hundred dollars already. This proposed increase will alter my financial situation. I do not see why an increase can be justified.
Jeffrey Preisler

From: Shehadeh, Lyda
To: MetLifeLTC Hearing
Subject: Policy #[redacted] Lyda Shehadeh and #[redacted] Mohd Shehadeh
Date: Monday, August 22, 2016 6:31:13 PM

Re: Long Term Care Public Hearing

As a follow up to the hearing from MetLife and the options that it's being offered, I was wondering if the company has considered a refund of premium.
The above two policies have the Return Of Premium Rider which stipulates that if the insured never used the plan due to death, 50% of the premium will
be returned to the beneficiary.

Please let me know if this options would be considered.

Sincerely,

Lyda Shehadeh, ChFC®, LUTCF
Financial Services Representative
Princor Registered Representative
Financial Advisor
FL Insurance License # A097739

Principal Financial Group®
255 Alhambra Circle, Suite 630, Coral Gables, FL 33134
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From:	andrea kramer
To:	MetLifeLTC Hearing
Subject:	Proposed LTC Rate Increases by MetLiife as administrator for TIAA Long Term Care.
Date:	Monday, August 22, 2016 6:19:25 PM

Policy #[redacted]-Andrea Kramer- June 2001
Policy#[redacted]-Harvey Kramer-July2001

These policies have been in force fifteen years and were purchased proactively when my spouse and were in our mid fifties and healthy. We believed it was and is a good hedge against health related financial events as we aged. Now it appears the insurance companies are squirming over the risks they assumed and are passing the cost to policy holders. We received about a 15% rate increase last year and are concerned that if this continues the policy holders will not be able to afford continuing the coverages. It is a great business model but not in the best interests of clients who acted in good faith. Why should we punished for the actuarial missteps of the industry. If people start dying prematurely is Metlife going to raise rates for its existing clients. Just when we get older and are more likely to need coverages is when we get screwed!

The State of Florida LTC Commission needs to protect us against these aggressive rate increases or offers a schedule that allows the industry to increase rates at no more than 5% per year. If all else fails insert a provision that returns all premiums payed since the initial policy dates with interest 3-4% or whatever the general fund portfolio rate of the insurance company. This would at least allow policy holders to self insure with all premiums payed.

Our preference is to continue to own these policies purchased in good faith without the unjust and obnoxious rate increases being asked for.

Warmly,
Harvey and Andrea Kramer
Ahk3007@hotmail.com
[redacted]
Salem Oregon

From: David Macaulay
To: MetLifeLTC Hearing
Cc: David Macaulay
Subject: Long Term Care
Date: Monday, August 22, 2016 5:42:19 PM

Monday 8/22/16 @ 5:37pm
Reference Filing 16-09734

I am in receipt of your letter 7/22/16 advising of the hearing and the Increase requested, concerning the Long Term care policies.
I was not at the hearing...nor would have been able to attend a meeting in Miami AND would bet the turn out was not that great...because of the little time between your notice and hearing date AND the location of this meeting.

I TAKE EXTREME OBJECTION TO YOUR PROPOSED RATE INCREASES...
I CONSIDER IT HIGHWAY ROBBERY, AN UNCONSTITUTIONAL, IMMORAL AND VERY UNCHARACTERISTIC MOVE BY MET-LIFE...WHO I HAVE BEEN DOING BUSINESS WITH FOR MANY MANY YEARS!!!

I request to be kept in constant contact....with any and all actions concerning these discussions, requests, proposals and anything concerning my Long Term Care Policy

Let it be known and please update my mailing address (which was effective 4/1/16)
[redacted]
Mt. Dora, FL 32757

Sadly
David R. Macaulay

From: Murray, Caitlin
To: Larry Chandler
Cc: MetLifeLTC Hearing; Richard Corcoran; jorge@fmstrategy.com; jorgecgarrido@hotmail.com
Subject: Re: Metlife TLC Hearing re; Policy number [redacted]
Date: Monday, August 22, 2016 4:41:27 PM

Mr. Chandler,

Thank you for your email and our earlier conversation today. I have forwarded your email to the appropriate people within the Office and they informed me that they did receive your original email but are happy to submit this as well.

I hope this helps and please let me know if I can be of further assistance.

Thank you,

Caitlin Murray
Director of Government Affairs
Florida Office of Insurance Regulation

On Aug 22, 2016, at 3:33 PM, Larry Chandler <larry.chandler@gmail.com> wrote:

> As a policyholder, I am appalled at the MetLife request for a 95% increase in our long term care rate. I currently pay $226.21 per month for a policy taken out in 2004 to provide us an assurance we would not become a burden on our children or the State of Florida if in the golden years of our life we would require assisted living. Since we were preparing for retirement this seemed like a smart thing to do as we would set a monthly rate we could afford that would guarantee the income necessary to provide nursing home coverage should we need it.
>
> Being a licensed 220 agent at the time, I knew the terms of the policy and was assured they could only increase our rate if the increased the rate for All policy holders in Florida. According to the notice of increase, they now want to increase my rate by 95% while increasing certain large groups only 20%. I know the stringent underwriting my policy went through was much more thorough than what group policies get and it makes me question why the disparity. I can see no logical reason, other than an effort to protect their existing corporate relationships, and their own employees while unfairly placing the majority of the burden on the individual policies.
>
> My thought is, after I have paid over $32,500.00 in premium while I was relatively healthy they wish to make it prohibitive for me to continue the coverage during my risky years. i.e. over 74 years. Please consider these rate hikes carefully.
> They should be allowed for all future sales but should **not apply** to policies already in force. After all these were good faith contracts based on sound underwriting at the time.
>
> Again, I strongly oppose Metlife's request for a rate increase. As an insurance agent and a policy holder, I believe that allowing the increase would be a travesty.
>
> Thank you for your immediate consideration.
>
> Larry Chandler
> [redacted]
> Trinity Fl 34655

Larry.chandler@gmail.com
[redacted]

From:	Larry Chandler
To:	MetLifeLTC Hearing
Cc:	Richard Corcoran; jorge@fmstrategy.com; Murray, Caitlin; jorgecgarrido@hotmail.com
Subject:	Metlife TLC Hearing re; Policy numbe[redacted]
Date:	Monday, August 22, 2016 3:33:46 PM

As a policyholder, I am appalled at the MetLife request for a 95% increase in our long term care rate. I currently pay $226.21 per month for a policy taken out in 2004 to provide us an assurance we would not become a burden on our children or the State of Florida if in the golden years of our life we would require assisted living. Since we were preparing for retirement this seemed like a smart thing to do as we would set a monthly rate we could afford that would guarantee the income necessary to provide nursing home coverage should we need it.

Being a licensed 220 agent at the time, I knew the terms of the policy and was assured they could only increase our rate if the increased the rate for All policy holders in Florida. According to the notice of increase, they now want to increase my rate by 95% while increasing certain large groups only 20%. I know the stringent underwriting my policy went through was much more thorough than what group policies get and it makes me question why the disparity. I can see no logical reason, other than an effort to protect their existing corporate relationships, and their own employees while unfairly placing the majority of the burden on the individual policies.

My thought is, after I have paid over $32,500.00 in premium while I was relatively healthy they wish to make it prohibitive for me to continue the coverage during my risky years. i.e. over 74 years. Please consider these rate hikes carefully. They should be allowed for all future sales but should **not apply** to policies already in force. After all these were good faith contracts based on sound underwriting at the time.

Again, I strongly oppose Metlife's request for a rate increase. As an insurance agent and a policy holder, I believe that allowing the increase would be a travesty.

Thank you for your immediate consideration.

Larry Chandler
[redacted]
Trinity Fl 34655
Larry.chandler@gmail.com
[redacted]

From:	Joanne Donnelly
To:	MetLifeLTC Hearing
Subject:	LTC Increase
Date:	Monday, August 22, 2016 1:15:46 PM

Dear Sirs,

I have always thought of Met Life as a responsible and reliable company.
I am aware of all your wonderful commercials, and find this proposed increase to be
over the top.
My policy cost was $3018.00 and change. Last year it was increased by $500.00.
Now to ask for more, and such a great percentage, seems to imply that there is mismanagement or an internal problem.
If the cost rises, I probably will not be able to afford an such increase at this point.
If that is the case, all the monies I have paid to this point would be lost.
I feel that if you are going to push me out of the market, my previous monies should be refunded so I can find other means of preparing for a day when I may need assistance.
I am sure that I am not the only person who is in this situation.
Please consider that may of us are not able to just increase our income as various costs
rise due to the fact that we are on a fixed income and do not get increases on a regular basis.
Thank you for reading and considering my opinions.

Sincerely,
Joanne Donnelly

From:	InsuranceCommissioner
To:	"Richard Downie"; InsuranceCommissioner
Cc:	MetLifeLTC Hearing; Colona, Eva; Consumer Services
Subject:	RE: Metropolitan Life Insurance request for rate increase on long term care policies
Date:	Monday, August 22, 2016 12:56:52 PM

Dear Mr. Downie:

Thank you for your correspondence. We appreciate you contacting us and sharing your comments and concerns. The Commissioner values the views of citizens like you and works hard to protect the insurance market in Florida. The Commissioner held a Long Term Care Public Hearing on this issue on August 12, 2016 in Miami, FL You can also visit our website and find some information regarding the hearing.

Again, thank you for writing.

Sincerely,

Lin Hartsfield
Office of the Commissioner

From: Richard Downie [mailto:richard.downie@gmail.com]
Sent: Monday, August 22, 2016 11:48 AM
To: InsuranceCommissioner <InsuranceCommissioner@floir.com>
Subject: Metropolitan Life Insurance request for rate increase on long term care policies

Dear Mr. Altmaier; In a letter from Met Life dated July 22,2016 notification of proposed long term care insurance rates was announced. As I understand that letter my insurance rate , if approved , would be raised by 54.72%!! If that rate is approved I would in all likelihood have to cancel my policy after 15 yrs of contribution.(note here that the rate for my policy is among the lowest as some are proposed as high as 95.44%.)
I find it hard to find a reason for any company to move to outrageous rates without at least a "grandfather " clause, etc. How would you justify approving such increases? I would like to hear such a reason or reasons for doing so.
It can't be for inflation as that is virtually nil in the US today. Is this to increase payouts to share holders?

I would very much like to receive a response.

Sincerely,
Richard Downie

--
Richard Downie
richard.downie@gmail.com
Ph: [redacted]

From: InsuranceCommissioner
To: "THOMAS & KATHLEEN KOTHEIMER"; InsuranceCommissioner
Cc: Young, T"Yana; Consumer Services; MetLifeLTC Hearing
Subject: RE: Long Term Care Insurance Public Hearing
Date: Monday, August 22, 2016 12:51:14 PM

Dear Mr. Kotheimer:

Thank you for your correspondence. We appreciate you contacting us and sharing your comments and concerns. The Commissioner values the views of citizens like you and works hard to protect the insurance market in Florida.

Again, thank you for writing.

Sincerely,

Lin Hartsfield
Office of the Commissioner

From: THOMAS & KATHLEEN KOTHEIMER [mailto:kotheimer@bellsouth.net]
Sent: Monday, August 22, 2016 11:24 AM
To: InsuranceCommissioner <InsuranceCommissioner@floir.com>
Subject: Re: Long Term Care Insurance Public Hearing

I thought the presentations by the speakers at the Long Term Care rate increase hearings were very good as well as the Florida Insurance Committee members. I do not support the "paid-up limited benefit" as suggested by MetLife. They should return all of our money if they cannot provide the coverage of the policy at the stated rate. Once again the Florida policy holders are asked to bail-out an insurance company that was so eager to get our business. A call to MetLife revealed that they are asking for rate increases in other states as well, but they did not state the requested rate increase. Thanks again for your help.

Kindest regards, Thomas Kotheimer

On Monday, August 1, 2016 11:58 AM, InsuranceCommissioner <InsuranceCommissioner@floir.com> wrote:

Dear Mr. Kotheimer:

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 increase. The Commissioner has scheduled a hearing which will be held in Miami, FL on August 12, 2016. 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
200 E. Gaines Street
Tallahassee, FL 32399-0305
850-413-5916
fax 850-488-3334
website: www.floir.com

From: THOMAS & KATHLEEN KOTHEIMER [mailto:kotheimer@bellsouth.net]
Sent: Monday, August 01, 2016 11:12 AM
To: InsuranceCommissioner <InsuranceCommissioner@floir.com>
Subject: Long Term Care Insurance Public Hearing

Mr. David Altmaier
Insurance Commissioner

Dear Mr. Altmaier, my wife and I are two of the 22,000 MetLife Long Term Care policy holders, ERA 1 series, that are included in the 59.51% rate increase requested by MetLife. We cannot afford to maintain the coverage with the proposed rate increase.Our rates were increased by 16% in 2014. We purchased the policy to supplement our savings, hopefully to provide care for

ourselves without State of Federal assistance. This rate increase appears to be punishment for responsible planning on our part. I called your office earlier today and hope to hear back from you.

Sincerely yours, Thomas G. Kotheimer

[redacted]

[redacted]

[redacted]

[redacted] (cell)

From: snstocks12@aol.com
To: MetLifeLTC Hearing
Subject: Rate increase
Date: Monday, August 22, 2016 11:36:58 AM

Commissioner Altmaier'

I spoke at the August 12th hearing and just want to follow up regarding the proposed rate increase. My wife and I, in our early 50's purchased LTC insurance. We were willing to pay over $100,000 into our 80's, knowing that quite possibly and hopefully we would never have to use this insurance. That is the risk reward feature of all insurance strategy. MetLife now seems to want to only entertain the reward part of this equation. They are capitalizing their profits but socializing their losses on the backs of consumers thru significant rate increases that will force many to cancel their policies, or at best reduce their coverage. Yes, I was able to absorb the 20% (approximately) increase in 2014, but I will not be able to consistently do so if they occur on this frequent basis and with these exorbitant proposed increases. Their "incorrect assumption", better defined as a mistake ,is their mistake, not mine. My "incorrect assumption" was trusting MetLife. I thank you and your panel for pointing out that over 1.8 billion was paid out to shareholders in dividends. The 27 million dollars

that these rate increases will generate can easily be absorbed from the almost 2 billion dollars in dividends.Regardless, the consumer will be tremendously hurt by these proposals. We are talking about care at a time in one's life when we will be most vulnerable. MetLife is being derelict in their approach and shifting the responsibility to the individuals, their families and quite possibly the government who might ultimately be responsible to pick up the tab. In conclusion, the consumers that sat before you, and there were several from the northern part of the state, probably reflected every political party, liberal, conservative orientations, different religions, agnostics, etc. We all come to you, our government, to represent us. We've done our part and have been responsible in planning and not wanting to ask anyone for a handout in our later years. I was genuinely impressed by you, and your panel and I'm not just saying that to earn brownie points! Please do the right thing. Please do the morally, and ethically correct thing. Thank you…..Noel Weinstock-[redacted]

From: Karl Fitzgerald
To: MetLifeLTC Hearing
Subject: 1LTC-97-FL Long Term Care increase comments
Date: Monday, August 22, 2016 11:31:48 AM

Dear Sirs,

I was shocked and upset to receive notice of these steep hikes from MetLife for my LTC97 Series: 1LTC-97-FL Long Term Care coverage.

I could not attend the Aug 12, 2016 meeting so I leave my comments and opinions on this matter below. I would ask the Florida Office of Insurance Regulation to consider this email and it's comments and reject these unwarranted increases on behalf of myself and all the others in need of this insurance in the State of Florida. And please consider those unheard who could not attend the meeting and do not have the ability or knowledge to respond online.

I have been a continual and loyal MetLife customer for many years and my family and myself will depend on this policy for my future care. All these premium payments I have made over the years make me a stakeholder in MetLife and a reason for the company's success. These premiums should act as a guarantee that MetLife will continue to stand by its customers just as its customer stand by the company. This contract includes not increasing customer premiums by exorbitant amounts. MetLife should not be allowed to rescind it's part of this agreement by forcing individuals out of their coverage through these rate hikes. With these callous increases, those who can least afford it are the ones who will suffer the most.

I do not consent to these proposed rate increases in any of the categories for Florida policies. The current increases are not only discriminatory in that they only apply to Florida, but they are way out of line with any other measure of increasing costs in our economy that may come from the Consumer Price Index or current inflationary rates. There have not been any increases in wages in Florida, or increases in savings interest rates. It saddens me that MetLife would gouge it's loyal customers in such a way when it is not necessary for the survival of the company. Where do all the premium payments they receive from policyholders go? Are they not held in a fund for the future need of their customers? What about the promises that were made when we signed up that there would NOT be significant premium increases? Were those lies told by their representatives?

If you choose to increase my premium rates I will be forced and I will elect to cancel my policy with MetLife and seek coverage elsewhere.

Thanks for your consideration in this matter.

Regards,

Joseph Fitzgerald
Miami, FL

From: Maria Warren
To: MetLifeLTC Hearing
Subject: MetLife LTC Hearing
Date: Monday, August 22, 2016 11:21:30 AM

Mr. David Altmaier, Insurance Commissioner
Florida Office of Insurance Regulation

My husband and I bought LTC policies in the early 1990's through TIAA-CREF--policies which were later bought by MetLife in 2004.

In 2004, MetLife had accurate data from this specific set of policies on persistency, mortality rates, and morbidity levels. I would expect that the persistency from this set of policyholders--all TIAA-CREF participants--would be a high percentage, and the premium payments from the early years of LTC policies produced profits which yielded significant investment income for the two insurance companies. The premiums for many policyholders --and therefore the corporate profits--were even higher than the original levels because many policyholders accepted the inflation riders offered in some years.

So MetLife made a business decision to buy this set of policies in 2004; then, in 2010, MetLife made another business decision to stop selling LTC policies because the early years of profitability of LTC policies were coming to an end in its actuarial projections. With this decision, the company stopped adding new, younger policyholders and thus was left with only existing policyholders, many of whom would have increased need for long-term care in the coming years.

Also in 2010, MetLife became a global company through acquisition of another major international company, and in a press release November 1, 2010, MetLife claimed the ethical high ground:

> [A]t "no time in the company's history has MetLife been as well positioned to capitalize on...its reputation for security and stability" and to "[draw] upon the reservoir of history that has produced an enduring set of corporate values based on more than 140 years of integrity, social responsibility, strong leadership and financial strength."

As MetLife VP Jonathan Trend said at the Miami hearing this month, MetLife is a "big, strong company." In fact, panelist Craig Wright noted that MetLife paid 1.8 billion in dividends to shareholders last year, but the company is now asking you to approve $30 million in rate increases in Florida: an amount which is only 1.5 percent of the dividends. With the rate increases requested this year, the company appears to be attempting to rid itself of most of the remaining policyholders of an unprofitable line of insurance.

Although VP Trend noted that even if the proposed increases are approved, "the loss ratio on Florida policies. . . will remain far in excess of the minimum loss ratio" required by the state, MetLife is a prosperous company and must honor LTC policies despite its expected losses for the product it offered to consumers. MetLife claims corporate values of integrity and social responsibility and now must act on those values to keep its contract with LTC policyholders.

I urge you and your team to use your authority to deny the high increases requested by MetLife and to protect Florida citizens from these unreasonable rates which would cause hardships for our families.

Maria Warren

From:	Russella Brandman
To:	MetLifeLTC Hearing
Subject:	LTC rate increase question
Date:	Monday, August 22, 2016 11:02:16 AM

My policy is LTC 2 VAL FLP purchased on Oct. 26,2007. As far as I can tell from the information mailed out, the rate increase is to be 59.51%. The increase seems outrageous and of course, no such income increase is forthcoming from Social Security. This totally prices me out of the plan. As my payments over the years are a considerable amount, it seems unfair to lose all coverage. Are there any options at all?
Thank you,

Rusti Brandman, Ph.D.
Dance Faculty Emerita
Co-Director Emerita, Center for the Arts in Medicine
Dancer in Residence, UF Health Shands Arts in Medicine

From:	SMAuerbacherPA@aol.com
To:	MetLifeLTC Hearing
Subject:	MetLife LongTerm Care Insurance
Date:	Monday, August 22, 2016 10:46:48 AM

I find it undefensible and inexcusable that MetLife wants average rate increases that range from 20%-95% of current premiums, when just last year they increased my premiums by almost 15%.
When I initiated coverage 5 years ago it was with the express understanding and belief that it was the rare occasion that precipitated rate increases and that my rates would remain flat for the foreseeable future. Instead, the exact opposite has occurred. I feel duped. And more importantly as time has passed I feel locked in - with my only alternatives being to pay unwarranted increases or foregoing coverage.

The fact that MetLife underestimated the market and is not making the same profits they anticipated should not become my problem. Charge more to new customers, but don't screw your existing customers. We each had expectations going into this policy coverage. I expected the coverage for which I bargained - and part of that bargain consisted of steady rates. MetLife expected steady profits. The fact that it is not making as much profits as they used to does not mean they can or should change my bargain to ensure larger profits. They are making a profit with existing premiums, just not as much. The fact that they will now make less profits is of no concern to me and more importantly, should be of little or no concern to Florida Insurance regulators. I strongly object to yet another rate increase - and most certainly object to the exorbitant rate increases they are requesting.

Steven M. Auerbacher
[redacted]
Apt 1204
Ft. Lauderdale, FL 33304

From: skthorpe2@verizon.net
To: MetLifeLTC Hearing
Subject: premium increases
Date: Monday, August 22, 2016 10:30:10 AM

I have a long term policy with Met Life (which at this point I'm regretting) and received a letter advising of the requested increases in premiums. My opinion
probably matches many others in that I feel you have no excuse for asking for these increases especially in these amounts which border on the ridiculous.. You will never pay out any more than you contracted for no matter how much more you get in premiums so they simply are not warranted. I believe that asking for increases like this is more an attempt to get people to drop their policy because they can't afford them than a necessity.
Now I've given you my opinion so thanks for listening.

Sharon Thorpe
policy #[redacted]

From: Wiley, Mark-CR
To: MetLifeLTC Hearing
Subject: Life Care Policy
Date: Thursday, August 25, 2016 11:55:40 AM

I can understand the outrage of policy owners that MetLife has asked to increase the cost of their premiums. Isn't it time to stop bailing out big companies that made bad decisions. It seems like they corrected their problem by not offering this product after 2012. Many companies smaller than MetLife have had to take loses on bad products or bad decisions, that is called doing business. These policy owners were trying to protect themselves from this very practice. It seems MetLife representatives mislead customers that Life Care meant Life Care for the sake of their commissions. That is not our problem that is the problem of MetLife either not hiring the right people or not teaching them correctly. We should not be punished for doing the right thing of not wanting to burden others with our care.

Sincerely, Mark Wiley

P.S. It looks like my policy would go up 93.51%. At the bottom of my policy LTC2-VAL-FL, if you combine the (Era1 & Era2) rate increases of 59.51 + 34.00 = 93.51. It looks like my policy is listed under both these Form Number categories. Could you send me back information that would let me know that this is correct or not.

MARK WILEY
DIRECTOR OF PITCHING OPERATIONS
COORS FIELD | 2001 BLAKE STREET | DENVER, CO 80205
(303) 292-0200 | [Mark.Wiley@rockies.com]

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From:	Patty Heising
To:	MetLifeLTC Hearing
Subject:	Metlife Long Term Care Premium Increase
Date:	Wednesday, August 24, 2016 3:47:21 PM

To the Florida Office of Insurance Regulation,
I have been a holder of a MetLife Long Term Care LTC2-VAl-FL policy since 2008. I am very upset about the proposed 59.51% increase in my yearly premium. I was not thrilled when my premium went up 21% last year but I understand these things happen as prices increase. To have an almost 60% increase in the next year is ridiculous and indicates to me that management and staff at MetLife are not doing their jobs properly. MetLife needs to replace management responsible for not making long term plans that would account for the type of cost increases they are facing now. I, and I am sure many other policy holders, find this proposed increase to be a hardship and an unfair burden on Met Life customers.

Please deny this request and require MetLife to find other methods to handle their financial
mismanagement. If this increase is allowed, do we have any guarantee there won't be more large increases in the future?

Thank you,
Patricia Heising

From: George Simek
To: MetLifeLTC Hearing
Subject: Against High Premium Increases
Date: Wednesday, August 24, 2016 7:41:42 AM

I wanted to comment on the Met Life Increases.

I am a LTC policy holder with Met LIfe, and my policy was purchased through my employer back in the mid nineties. This offering documents (which I still have) presented small monthly premiums in return for Long Term Care coverage. I have since retired and I have a limited income.

My premiums have increased 500% since the beginning of the policy.!

The coverage provided by the policy has lagged behind the skyrocketing cost of LTC costs, yet MetLife wants adjustment to their premiums.

I have paid into this plan for about 20 years and the original premise is slowly vaporizing.

If Met Life did a bad job in actuarial estimation back in the Nineties, shame on them. Their grievance is of no concern to me as the counterparty,as it should be with the Department of Insurance . They signed up with me in a contract, yet they continue to raise the annual premiums up and, now want to raise the rates by an exorbitant amount.

Not now please.

George Simek
[redacted]
Clermont, FL 34711

From:	cindy newhouse
To:	MetLifeLTC Hearing
Subject:	Met Life Long Term Care
Date:	Tuesday, August 23, 2016 6:04:57 PM

I recall specifically that the agent and my then employer, urged me to sign up for long-term care as the rate would never increase. It was, in fact, put quite emphatically by both Carlos Canapa, the agent, and former employer Jim Flournoy and cautioned to "never let this expire or cancel it".

With the short durration of time that Met Life offered this plan, it's quite suspect based on listening to the hearings that their sole intent is to buy out the policies at reduced benefits or hope people simply cancel policies due to rate increases. While some may opt to keep and sustain the increases, others should be reimbused ALL premiums as it doesn't appear their intent serves it's customers.

At some point, Florida needs to make these insurers honor their commitments. Their actuary miscalculations are their fault, not the insureds.

Cindy Newhouse
[redacted]
Gulf Breeze FL 32561

C[redacted]

From: Mike Ader
To: MetLifeLTC Hearing
Subject: MetLife LTC Rate Increase
Date: Tuesday, August 23, 2016 5:41:43 PM

August 18, 2016

To Whom It May Concern,

My wife and I are in receipt of yet another proposed long-term-care rate increase from MetLife. The previous rate increase was less than 2 years ago and amounted to approximately 20%. We have been long term policy holders with MetLife for just over 10 years and have never missed a premium payment or made a claim. When the policies were purchased, we were led to believe that there were no anticipated rate increases on the horizon as there had been no increases for several years. The policies weren't cheap, but offered peace of mind for us, in knowing that our children might be spared some financial burden from our future needs. Now, we will have to bear the responsibility for initially trusting in the advice of our Met representative. Unfortunately, we were not able to attend the meeting at FIU due to a medical emergency involving our new grandson. I now ask that you consider our letter.

As I'm sure you know from previous letters, if we discontinue the policies, all previously paid premiums are forfeited to MetLife, something like term insurance. This amounts to more than $20,000.00 for the last 10.5 years. These policies were purchased at a time when my wife and I were working full time and could afford to shoulder both the policy purchases and premiums. Now, both of us are retired and much less able to absorb yearly rate increases in amounts like 95%. We will likely face alternatives like reducing the benefits of our long term care plan (if that is even possible), reducing or eliminating other insurances to try and meet the new payments, digging into our retirement savings to make payments while waiting for the next rate increase, or simply walking away.

Truthfully, I feel that I would walk away if MetLife returned all of our premiums, they can keep the interest. I am very disappointed in Met Life for subjecting policy holders to what I consider an unfair practice and would hope that you can exert pressure for a reasonable alternative on their part. What is reasonable? Maybe reasonable rate increases yearly, not 95% in one year on the heels of a previous double digit rate increase. While I am intrigued by MetLife's reasons for doing this, I believe that they bear responsibility for selling a product that they claim is a corporate loser. I am not in the insurance business and as such, should not be punished so severely by MetLife's shortsightedness.

I for one, do not appreciate being held hostage by MetLife in this shameful way, and would fully expect to be arrested if I conducted business in this manner. If MetLife is permitted to pursue this business model, perhaps they could do it somewhere other than Florida. I don't believe that Insurance Regulators in Florida would permit such behavior and strongly urge that you deny such a ludicrous rate increase on behalf of your residents. An immediate 95.44%

policy rate increase? MetLife has got to be kidding, but I know they are not. I do not believe that we deserve this level of corporate “beat down”. I have not asked MetLife for a penny. You and the Florida State Insurance Regulators are all that we have. Please help us. Thank you for your time, Michael and Sheila Ader

From:	Tina Beale
To:	MetLifeLTC Hearing
Cc:	tinaborbea@bellsouth.net; "David A. Beale"
Subject:	Opposition to Increase
Date:	Tuesday, August 23, 2016 5:10:35 PM

On behalf of myself and others similarly situated, clients or otherwise, I would like to go on the record objecting this outrageous rate increase applied for by MetLife.

We bought these MetLife policies years ago in the height of our earning power with the assurance that MetLife would not seek an increase, or no more than the smallest COL increase in the future. MetLife encouraged us to buy early when we were in our 50s so that we would be able to have affordable LTC insurance as we aged into retirement and lower earning capacity.

Now that I am 65and my husband is 67, MetLife is seeking outrageous increases that are unfair and inequitable. I am sure they have filled the record with documentation of increase costs, longer life spans, and other reasons to show entitlement. But what they do not account for is that they are one of the world's largest companies with the ability to hire all the best and brightest experts and actuaries, and conduct computer models which should have predicted that in the next 10-20 years life spans would increase and medical costs and care costs would also increase in the approximate amounts that they have. Their models and actuaries should have factored that in their premiums years ago which they charged us and thousands of others.

There are only two things that can explain MetLife's inability to provide for these increases and charge accordingly when it offered and signed LTC contracts with us: either MetLife is totally incompetent, or they have malevolent intent and figured on offering low premiums initially with a view to asking and securing permission from the State of Florida for these predictable increases in the years ahead. Classic Bait and Switch. Please don't buy their arguments.

In either event, MetLife should not be allowed to profit from its incompetence or malevolent intent to prey on Seniors.

MetLife should suffer the consequences of what they did or didn't account for, not the small people who relied on the "great reputation" of MetLife.

This State has long been careful to protect its Seniors from people and companies seeking to take advantage of this vulnerable population. It should continue to

protect its Seniors and disallow these outrageous premium requests.

Thank you.

Tina Beale, MSW
Executive Assistant

LAW OFFICES of DAVID A. BEALE, P.A.
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From:	Florida Department of Financial Services
To:	MetLifeLTC Hearing
Subject:	FW: FW: [SR#:1-877555678] Metropolitan Life Insurance request for rate increase on long term care policies
Date:	Tuesday, August 23, 2016 5:05:01 PM

[THREAD ID:1-EIH119]

-----Original Message-----
From: consumerservices@myfloridacfo.com
Sent: 8/22/2016 02:37:08 PM
To: ServicePoint <ServicePoint@myfloridacfo.com>
Subject: FW: [SR#:1-877555678] Metropolitan Life Insurance request for rate increase on long term care policies

TOMIKA L GILLISON

INSURANCE SPECIALIST I

FLORIDA DEPARTMENT OF FINANCIAL SERVICES

DIVISION OF CONSUMER SERVICES

BUREAU OF EDUCATION, ADVOCACY & RESEARCH

(850)413-5450

From: InsuranceCommissioner
Sent: Monday, August 22, 2016 12:57 PM
To: 'Richard Downie' <richard.downie@gmail.com>; InsuranceCommissioner <InsuranceCommissioner@floir.com>
Cc: MetLifeLTC Hearing <MetLifeLTCHearing@floir.com>; Colona, Eva <Eva.Colona@floir.com>; Consumer Services <consumerservices@myfloridacfo.com>
Subject: RE: Metropolitan Life Insurance request for rate increase on long term care policies

Dear Mr. Downie:

Thank you for your correspondence. We appreciate you contacting us and sharing your comments and concerns. The Commissioner values the views of citizens like you and works hard to protect the insurance market in Florida. The Commissioner held a Long

Term Care Public Hearing on this issue on August 12, 2016 in Miami, FL You can also visit our website and find some information regarding the hearing.

Again, thank you for writing.

Sincerely,

Lin Hartsfield

Office of the Commissioner

From: Richard Downie [mailto:richard.downie@gmail.com]
Sent: Monday, August 22, 2016 11:48 AM
To: InsuranceCommissioner <InsuranceCommissioner@floir.com>
Subject: Metropolitan Life Insurance request for rate increase on long term care policies

Dear Mr. Altmaier; In a letter from Met Life dated July 22,2016 notification of proposed long term care insurance rates was announced. As I understand that letter my insurance rate , if approved , would be raised by 54.72%!! If that rate is approved I would in all likelihood have to cancel my policy after 15 yrs of contribution.(note here that the rate for my policy is among the lowest as some are proposed as high as 95.44%.)

I find it hard to find a reason for any company to move to outrageous rates without at least a "grandfather " clause, etc. How would you justify approving such increases? I would like to hear such a reason or reasons for doing so.

It can't be for inflation as that is virtually nil in the US today. Is this to increase payouts to share holders?

I would very much like to receive a response.

Sincerely,

Richard Downie

--

Richard Downie
richard.downie@gmail.com
Ph: [redacted]

From:	David A. Beale
To:	MetLifeLTC Hearing
Cc:	"Tina Beale"; "David A Beale"
Subject:	Opposition to Increase
Date:	Tuesday, August 23, 2016 4:38:58 PM

On behalf of myself and others similarly situated, clients or otherwise, I would like to go on the record objecting this outrageous rate increase applied for by MetLife.

We bought these MetLife policies years ago in the height of our earning power with the assurance that MetLife would not seek an increase, or no more than the smallest COL increase in the future. MetLife encouraged us to buy early when we were in our 50s so that we would be able to have affordable LTC insurance as we aged into retirement and lower earning capacity.

Now that I am 67 and my wife is 65, MetLife is seeking outrageous increases that are unfair and inequitable. I am sure they have filled the record with documentation of increase costs, longer life spans, and other reasons to show entitlement. But what they do not account for is that they are one of the world's largest companies with the ability to hire all the best and brightest experts and actuaries, and conduct computer models which should have predicted that in the next 10-20 years life spans would increase and medical costs and care costs would also increase in the approximate amounts that they have. Their models and actuaries should have factored that in their premiums years ago which they charged us and thousands of others.

There are only two things that can explain MetLife's inability to provide for these increases and charge accordingly when it offered and signed LTC contracts with us: either MetLife is totally incompetent, or they have malevolent intent and figured on offering low premiums initially with a view to asking and securing permission from the State of Florida for these predictable increases in the years ahead. Classic Bait and Switch. Please don't buy their arguments.

In either event, MetLife should not be allowed to profit from its incompetence or malevolent intent to prey on Seniors.

MetLife should suffer the consequences of what they did or didn't account for, not the small people who relied on the "great reputation" of MetLife.

This State has long been careful to protect its Seniors from people and companies seeking to take advantage of this vulnerable population. It should continue to protect its Seniors and disallow these outrageous premium requests.

Thank you.

David A. Beale, Esq.
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Delray Beach, FL 33444
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dab38@cornell.edu

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From:	lmu@minimaxipro.com
To:	MetLifeLTC Hearing
Subject:	COMMENT RE LONG TERM CARE INSURANCE RATE INCREASE BY METROPOLITAN
Date:	Tuesday, August 23, 2016 4:30:49 PM

RE: PROPOSED LONG-TERM CARE RATE INCREASE BY METROPOLITAN LIFE INSURANCE CO IN FLORIDA

I BOUGHT A POLICY IN 2006. I AM NOW 97 YEARS OLD AND ON FIXED INCOME.

I URGE THE OFFICE OF INSURANCE REGULATION TO DENY THE REQUEST BY METROPOLITAN AND GRANT ZERO% INCREASE.

FOR THE FOLLOWING REASONS:

1. INCREASE GRANTED ONLY TWO YEARS AGO. A REQUEST FOR INCREASE SHOULD NOT BE EVEN CONSIDERED UNTIL 2018.

2. ALTHOUGH THESE INSURANCE PLANS MAY BE MORE COSTLY THAN ANTICIPATED BY THE INSURER, SUCH IS THEIR MISTAKE, AND POLICYHOLDERS SHOULD NOT HAVE TO COMPENSATE THE INSURER FOR THIS.

3. WHEN THE INSURER HAS A VERY LUCRATIVE PLAN THAT EXCEEDS THEIR OWN PROFIT EXPECTATIONS, THEY DO NOT RETURN PREMIUM PAYMENT MONIES TO THE INSUREDS... SO WHY BAIL THEM OUT IN THIS CASE. LIKE ANY BUSINESS, YOU WIN SOME AND LOSE SOME AND IT IS THE NET OUTCOME OF ALL THEIR BUSINESS SERVICES THAT IS IMPORTANT TO CONSIDER... NOT SINGLING OUT ONE "PRODUCT" THAT DID NOT RESULT TO BE AS PROFITABLE AS EXPECTED.

4. AS MOST WHO BOUGHT THESE INSURANCE PLANS, I AM NOW ON FIXED INCOME... AND CANNOT AFFORD THESE FREQUENT INCREASES.

5. THE INSURER HAS CHOSEN NOT TO CONTINUE SELLING THESE TYPE POLICIES FOR SEVERAL YEARS ALREADY, THUS DEPRIVING ITSELF FROM THE PREMIUM PAYMENTS OF YOUNGER INSUREDS WHO WILL NOT DRAW BENEFITS LIKELY FOR DECADES... THESE MONIES FROM YOUNGER INSURERS WOULD BALANCE ANY OTHER SHORTAGES NOW IDENTIFIED AND BEING USED TO JUSTIFY THE REQUESTED RATE INCREASE.

AGAIN, MY STRONG RECOMMENDATION IS THAT NO RATE INCREASE BE GRANTED FOR AT LEAST TWO MORE YEARS TO THIS INSURER FOR THESE TYPE POLICIES.

PLEASE CONFIRM VIA EMAIL THAT MY COMMENT HAS BEEN RECEIVED ON TIME TO BE CONSIDERED BY THE FLORIDA OFFICE OF INSURANCE REGULATION.

DO NOT CONFUSE THIS LETTER WITH ONE SENT SEPARATELY BY MY DAUGHTER LYDIA MARIA USATEGUI, AND WITH A DIFFERENT ADDRESS, REGARDING HER OWN SEPARATE POLICY.

SINCERELY,

Lydia Bonich Usategui
[redacted]l, Miami, Fl 3143

From:	lmu@minimaxipro.com
To:	MetLifeLTC Hearing
Subject:	COMMENT RE INSURANCE RATE INCREASE FOR LONG TERM CARE POLICIES BY METROPOLITAN
Date:	Tuesday, August 23, 2016 4:24:27 PM

RE: PROPOSED LONG-TERM CARE RATE INCREASE BY METROPOLITAN LIFE INSURANCE CO IN FLORIDA

I BOUGHT 2 POLICIES IN AUGUST 2008 - TYPES: LTC2-IDEAL-FL AND LTC2-PREM-FL. THE REQUESTED RATE INCREASE IS 60% FOR MY POLICIES.

I URGE THE OFFICE OF INSURANCE REGULATION TO DENY THE REQUEST BY METROPOLITAN AND GRANT ZERO% INCREASE.

FOR THE FOLLOWING REASONS:

1. INCREASE GRANTED ONLY TWO YEARS AGO. A REQUEST FOR INCREASE SHOULD NOT BE EVEN CONSIDERED UNTIL 2018.

2. ALTHOUGH THESE INSURANCE PLANS MAY BE MORE COSTLY THAN ANTICIPATED BY THE INSURER, SUCH IS THEIR MISTAKE, AND POLICYHOLDERS SHOULD NOT HAVE TO COMPENSATE THE INSURER FOR THIS.

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4. AS MOST WHO BOUGHT THESE INSURANCE PLANS, WE ARE NOW ON FIXED INCOME... AND CANNOT AFFORD THESE FREQUENT INCREASES.

5. THE INSURER HAS CHOSEN NOT TO CONTINUE SELLING THESE TYPE POLICIES FOR SEVERAL YEARS ALREADY, THUS DEPRIVING ITSELF FROM THE PREMIUM PAYMENTS OF YOUNGER INSUREDS WHO WILL NOT DRAW BENEFITS LIKELY FOR DECADES... THESE MONIES FROM YOUNGER INSURERS WOULD BALANCE ANY OTHER SHORTAGES NOW IDENTIFIED AND BEING USED TO JUSTIFY THE REQUESTED RATE INCREASE.

AGAIN, MY STRONG RECOMMENDATION IS THAT NO RATE INCREASE BE GRANTED FOR AT LEAST TWO MORE YEARS TO THIS INSURER FOR THESE TYPE POLICIES.

PLEASE CONFIRM VIA EMAIL THAT MY COMMENT HAS BEEN RECEIVED ON TIME TO BE CONSIDERED BY THE FLORIDA OFFICE OF INSURANCE REGULATION.

SINCERELY,

Lydia M. Usategui
[redacted], Miami, Fl 3143

From: alfredo@minimaxipro.com
To: MetLifeLTC Hearing
Subject: COMMENT RE LONG TERM CARE RATE INCREASE BY METROPOLITAN INSURANCE CO
Date: Tuesday, August 23, 2016 4:21:25 PM

RE: PROPOSED LONG-TERM CARE RATE INCREASE BY METROPOLITAN LIFE INSURANCE CO IN FLORIDA

I BOUGHT 2 POLICIES IN AUGUST 2008 - TYPES: LTC2-IDEAL-FL AND LTC2-PREM-FL. THE REQUESTED RATE INCREASE IS 60% FOR MY POLICIES.

I URGE THE OFFICE OF INSURANCE REGULATION TO DENY THE REQUEST BY METROPOLITAN AND GRANT ZERO% INCREASE.

FOR THE FOLLOWING REASONS:

1. INCREASE GRANTED ONLY TWO YEARS AGO. A REQUEST FOR INCREASE SHOULD NOT BE EVEN CONSIDERED UNTIL 2018.

2. ALTHOUGH THESE INSURANCE PLANS MAY BE MORE COSTLY THAN ANTICIPATED BY THE INSURER, SUCH IS THEIR MISTAKE, AND POLICYHOLDERS SHOULD NOT HAVE TO COMPENSATE THE INSURER FOR THIS.

3. WHEN THE INSURER HAS A VERY LUCRATIVE PLAN THAT EXCEEDS THEIR OWN PROFIT EXPECTATIONS, THEY DO NOT RETURN PREMIUM PAYMENT MONIES TO THE INSUREDS... SO WHY BAIL THEM OUT IN THIS CASE. LIKE ANY BUSINESS, YOU WIN SOME AND LOSE SOME AND IT IS THE NET OUTCOME OF ALL THEIR BUSINESS SERVICES THAT IS IMPORTANT TO CONSIDER... NOT SINGLING OUT ONE "PRODUCT" THAT DID NOT RESULT TO BE AS PROFITABLE AS EXPECTED.

4. AS MOST WHO BOUGHT THESE INSURANCE PLANS, WE ARE NOW ON FIXED INCOME... AND CANNOT AFFORD THESE FREQUENT INCREASES.

5. THE INSURER HAS CHOSEN NOT TO CONTINUE SELLING THESE TYPE POLICIES FOR SEVERAL YEARS ALREADY, THUS DEPRIVING ITSELF FROM THE PREMIUM PAYMENTS OF YOUNGER INSUREDS WHO WILL NOT DRAW BENEFITS LIKELY FOR DECADES... THESE MONIES FROM YOUNGER INSURERS WOULD BALANCE ANY OTHER SHORTAGES NOW IDENTIFIED AND BEING USED TO JUSTIFY THE REQUESTED RATE INCREASE.

AGAIN, MY STRONG RECOMMENDATION IS THAT NO RATE INCREASE BE GRANTED FOR AT LEAST TWO MORE YEARS TO THIS INSURER FOR THESE TYPE POLICIES.

PLEASE CONFIRM VIA EMAIL THAT MY COMMENT HAS BEEN RECEIVED ON TIME TO BE CONSIDERED BY THE FLORIDA OFFICE OF INSURANCE REGULATION.

SINCERELY,

Alfredo Manrara
[redacted], Miami, Fl 3143

From: Mary Ryan Efinger
To: MetLifeLTC Hearing
Subject: Requested Rate Increase
Date: Tuesday, August 23, 2016 3:55:26 PM

As part of our comprehensive financial planning, my husband and I purchased Long Term Care policies with MetLife in 2000. We selected MetLife because we considered it to be a reputable and trustworthy company. When we purchased our policies, we were told by the agent that there would not be an increase in the premium. He explained that the initial cost of the premium was age related and that it would not increase. The sales pitch focused on the benefit of purchasing the policy when we were in our fifties or early sixties to provide for long term needs in our old age. Our agent said that over time the initial premiums for new policy holders would be increased to sustain the reserves needed for benefit payments. Over the course of the last sixteen years, we have paid close to $37,000 in premiums.

In September of 2014, we were notified of a 18% increase effective January 1, 2015. We were surprised, but decided to pay the increased premium to maintain our LTC insurance. Although we were both in good health, we were fifteen years older and inevitably closer to using the benefits of this insurance.

We were shocked to receive a letter in July with the requested rate increases. Our increase would be 78%! That's almost a 100% increase in a two year period. We find it hard to believe that MetLife can fully justify this increase or that the Florida Office of Insurance Regulation could approve such an increase for vulnerable senior citizens who thought they were planning for their financial security.

In 2012, MetLife decided to stop selling Long Term Care Insurance policies. This decision stopped the infusion of additional money from new policy holders to sustain the reserves needed for benefit payments. Can we rely on MetLife to meet our long term needs as the pool of LTC policy holders diminishes?

We thought MetLife was an important partner in our comprehensive financial planning. Now we're not so sure.

We know that as members of the Florida Office of Insurance Regulation, you have the opportunity to impact this requested rate increase. We're counting on you.

Sincerely,

Bob and Mary Efinger

Sent from Mail for Windows 10

1-8767904l9

LYNN MORRIS
[redacted]
PLANTATION, FLORIDA 33322

RECEIVED
AUG 12 2016
BY:

August 8, 2016

RECEIVED
AUG 11 2016
Commissioner
Office of Insurance Regulation

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

Re: Objection to MetLife Proposed LTC Policy Premium Increase

Dear Commissioner Altmaier:

As the only regulatory voice who can speak for Florida's long term care insurance policyholders, and can ensure that MetLife honors its obligations of good faith and fair dealing with their policyholders - you are requested to deny, or significantly reduce and/or to phase in over a multiple year time frame the premium increases requested by MetLife.

Please note that in 2014 MetLife sought a 56% increase and your Office allowed them to increase my premium by 18%. This time MetLife seeks to increase the premiums by another 20.09% to 95.44%.

For the reasons cited below any increase, and certainly increases of the magnitude proposed, is unjustifiable, excessive, unreasonable and burdensome to the policyholders.

In its July 22, 2016 letter to me about the public hearing on the rate increase request MetLife offered no reasons for it. However, your Website states that:

> "… 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."

You also explained that your "…Office closely monitors the financial health of the long-term care insurance market and strives to strike a balance between financial stability of the insurers and the cost to consumers." (See: http://www.floir.com/Sections/LandH/ LongTermCare Hearing.aspx)

The balance to be achieved here should favor the policyholders. If the above stated reasons are accurate, it was MetLife who determined the actuarial or other assumptions to be utilized as the basis for the premiums charged and who took the financial risks related to them. Policyholders who detrimentally relied on the premiums offered in their decision-making whether to purchase the LTC coverage should not now be made to suffer the consequences.

In addition, MetLife appears to be financially sounds without the requested increases. The MetLife 2015 Annual Report indicates it had revenues of nearly $70M and net income of $5.3M (see http://media.corporate-ir.net/media_files/IROL/12/121171/Files/ar/HTML1/metlife-ar2015_0004.htm).

On August 3, 2016 MetLife reported on its financial performance for the period of March to June 2016. Even despite making various reserve adjustments and having variable investment income less than was anticipated, it reported a Quarterly operating earnings of $924M and operating income of $64M (see http://investor.metlife.com/phoenix.zhtml?c=121171&p=irol-newsArticle&ID= 2192643).

Unfortunately, in some cases if the LTC premium increases are approved some policyholder will be compelled to reduce their coverage and consequently lose the benefit of their bargain and a portion of the LTC coverage upon which their future financial and emotional security depended.

For others, the increase may compel policyholder to drop their coverage altogether as no longer affordable. They too lose the peace of mind and financial security that they come to expect. The implications are that in future these people may eventually need to call upon the State's Medicaid program for their long term care needs, which program as you are undoubtedly aware already has significant financial challenges. In such cases, these policyholders should as a minimum be given the opportunity to be made whole by requiring the insurance carrier to fully refund all premiums paid over the life of the policy together with reasonable interest thereon.

To summarize, you are again respectfully requested to deny the LTC premium increases, or to significantly reduce them and/or phase them in over a multiple year time frame.

Thank you for your consideration.

Sincerely,

Lynn Morris

From:	Grace Totoro
To:	MetLifeLTC Hearing
Subject:	Notice Of Long Term Care Public Hearing -Filing 1609734 comments from policy holder
Date:	Tuesday, August 16, 2016 3:27:46 PM
Attachments:	Long Term Care Payments.xls datauri-file.png

Grace M Totoro
[redacted]
Boynton Beach, FL 33436
[redacted]

August 13, 2016

Thomas G. Reilly
Director, Product Management & Compliance

mailto:MetLifeLTCHearing@floir.com

Re: Notice Of Long-Term Care Public Hearing-Filing 16-09734

I am a current policyholder who was unable to attend the August 12 hearing concerning premium increases to my current Long Term Care Policy. I am submitting this letter in protest of this proposed increase.

On August 11, 2005, I purchased this LTC policy (number[redacted], as part of a Fiduciary relationship with Metlife, and my financial advisor, Kristina Sommerkamp, Owner, Sommerkamp Insurance & Financial Services, at the age of 49. I am now 60 and roughly five years away from having this policy paid off. Now, I feel MetLife is taking advantage of me with a proposed raise to the premium making it cost prohibitive for me to continue to pay for it. I will have to drop the policy, and they keep the money!!! In my opinion, this is morally and ethically criminal.

To date, I have paid $33, 220.41 in premiums, which at a reasonable compounded interest rate of 5% equates to $44, 009.30 through August 2016. See attached Excel Spreadsheet. They have been using my money for over 11 years, and I lost the use of my money without having used any services. The implied services were “insurance” that would be there if I need it and now they are trying to make it cost prohibitive for me to keep the policy because of their negligence in determining the costs associated with individuals who use it. How is this the policyholder’s fault?

I purchased this policy as a single woman, 11 years ago, to protect myself should I need

personal care. I have been paying this policy since the time of purchase, never missing a payment, and never utilizing any services. I selected MetLife over other prominent companies because of Met Life's long-term positive reputation and apparent (see their website propaganda) commitment to helping people and also for the policy itself, knowing that it would be paid off at the age of 65 and three months.

The benefit of signing up at the age of 49 should be that you do not have to incur the increases because an actuary did not compute the risk to the company accurately. How is this error in projected risk, the policyholder's fault? I would hope that the deciding committee would hold Met Life accountable, not the policyholder and deny this all proposed future increases for this policy, particularly as it is no long sold.

I am very close to paying this off, and I would like to know my options should any increases be imposed on me now or within the next five years.

Thank you for your consideration of my comments.

Cordially,

Grace M. Totoro
[redacted]

cc: Congresswoman, Lois Frankel

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Grace M Totoro
Your Career Transitions Coach

Linkedin.com/in/GraceTotoro
TransitionsByGrace.com
[redacted]


TransitionsByGrace,LLC

Compound Interest: 5 % of premiums paid since August 1, 2005

Payment	Month	Cummulative	Interest	Sub-total
$ 243.16	1	$ 243.16	$ 1.01	$ 244.17
$ 243.16	2	$ 487.33	$ 2.03	$ 489.36
$ 243.16	3	$ 732.52	$ 3.05	$ 735.57
$ 243.16	4	$ 978.73	$ 4.07	$ 982.80
$ 243.16	5	$ 1,225.96	$ 5.10	$ 1,231.06
$ 243.16	6	$ 1,474.22	$ 6.13	$ 1,480.35
$ 243.16	7	$ 1,723.51	$ 7.17	$ 1,730.68
$ 243.16	8	$ 1,973.84	$ 8.21	$ 1,982.05
$ 243.16	9	$ 2,225.21	$ 9.26	$ 2,234.47
$ 243.16	10	$ 2,477.63	$ 10.31	$ 2,487.94
$ 243.16	11	$ 2,731.10	$ 11.36	$ 2,742.46
$ 243.16	12	$ 2,985.62	$ 12.42	$ 2,998.04
$ 243.16	13	$ 3,241.20	$ 13.48	$ 3,254.68
$ 243.16	14	$ 3,497.84	$ 14.55	$ 3,512.39
$ 243.16	15	$ 3,755.55	$ 15.62	$ 3,771.17
$ 243.16	16	$ 4,014.33	$ 16.70	$ 4,031.03
$ 243.16	17	$ 4,274.19	$ 17.78	$ 4,291.97
$ 243.16	18	$ 4,535.13	$ 18.87	$ 4,554.00
$ 243.16	19	$ 4,797.16	$ 19.96	$ 4,817.12
$ 243.16	20	$ 5,060.28	$ 21.05	$ 5,081.33
$ 243.16	21	$ 5,324.49	$ 22.15	$ 5,346.64
$ 243.16	22	$ 5,589.80	$ 23.25	$ 5,613.05
$ 243.16	23	$ 5,856.21	$ 24.36	$ 5,880.57
$ 243.16	24	$ 6,123.73	$ 25.47	$ 6,149.21
$ 243.16	25	$ 6,392.37	$ 26.59	$ 6,418.96
$ 243.16	26	$ 6,662.12	$ 27.71	$ 6,689.83
$ 243.16	27	$ 6,932.99	$ 28.84	$ 6,961.84
$ 243.16	28	$ 7,205.00	$ 29.97	$ 7,234.97
$ 243.16	29	$ 7,478.13	$ 31.11	$ 7,509.24
$ 243.16	30	$ 7,752.40	$ 32.25	$ 7,784.65
$ 243.16	31	$ 8,027.81	$ 33.40	$ 8,061.20
$ 243.16	32	$ 8,304.36	$ 34.55	$ 8,338.91
$ 243.16	33	$ 8,582.07	$ 35.70	$ 8,617.77
$ 243.16	34	$ 8,860.93	$ 36.86	$ 8,897.79
$ 243.16	35	$ 9,140.95	$ 38.03	$ 9,178.98
$ 243.16	36	$ 9,422.14	$ 39.20	$ 9,461.33
$ 243.16	37	$ 9,704.49	$ 40.37	$ 9,744.87
$ 243.16	38	$ 9,988.03	$ 41.55	$ 10,029.58
$ 243.16	39	$ 10,272.74	$ 42.73	$ 10,315.47
$ 243.16	40	$ 10,558.63	$ 43.92	$ 10,602.55
$ 243.16	41	$ 10,845.71	$ 45.12	$ 10,890.83
$ 243.16	42	$ 11,133.99	$ 46.32	$ 11,180.31
$ 243.16	43	$ 11,423.47	$ 47.52	$ 11,470.99
$ 243.16	44	$ 11,714.15	$ 48.73	$ 11,762.88

$ 243.16	45	$ 12,006.04	$ 49.95	$ 12,055.99
$ 243.16	46	$ 12,299.15	$ 51.16	$ 12,350.31
$ 243.16	47	$ 12,593.47	$ 52.39	$ 12,645.86
$ 243.16	48	$ 12,889.02	$ 53.62	$ 12,942.64
$ 243.16	49	$ 13,185.80	$ 54.85	$ 13,240.65
$ 243.16	50	$ 13,483.81	$ 56.09	$ 13,539.90
$ 243.16	51	$ 13,783.06	$ 57.34	$ 13,840.40
$ 243.16	52	$ 14,083.56	$ 58.59	$ 14,142.15
$ 243.16	53	$ 14,385.31	$ 59.84	$ 14,445.15
$ 243.16	54	$ 14,688.31	$ 61.10	$ 14,749.42
$ 243.16	55	$ 14,992.58	$ 62.37	$ 15,054.94
$ 243.16	56	$ 15,298.10	$ 63.64	$ 15,361.74
$ 243.16	57	$ 15,604.90	$ 64.92	$ 15,669.82
$ 243.16	58	$ 15,912.98	$ 66.20	$ 15,979.18
$ 243.16	59	$ 16,222.34	$ 67.48	$ 16,289.82
$ 243.16	60	$ 16,532.98	$ 68.78	$ 16,601.76
$ 243.16	61	$ 16,844.92	$ 70.07	$ 16,915.00
$ 243.16	62	$ 17,158.16	$ 71.38	$ 17,229.53
$ 243.16	63	$ 17,472.69	$ 72.69	$ 17,545.38
$ 243.16	64	$ 17,788.54	$ 74.00	$ 17,862.54
$ 243.16	65	$ 18,105.70	$ 75.32	$ 18,181.02
$ 243.16	66	$ 18,424.18	$ 76.64	$ 18,500.83
$ 243.16	67	$ 18,743.99	$ 77.97	$ 18,821.96
$ 243.16	68	$ 19,065.12	$ 79.31	$ 19,144.43
$ 243.16	69	$ 19,387.59	$ 80.65	$ 19,468.24
$ 243.16	70	$ 19,711.40	$ 82.00	$ 19,793.40
$ 243.16	71	$ 20,036.56	$ 83.35	$ 20,119.91
$ 243.16	72	$ 20,363.07	$ 84.71	$ 20,447.79
$ 243.16	73	$ 20,690.95	$ 86.07	$ 20,777.02
$ 243.16	74	$ 21,020.18	$ 87.44	$ 21,107.62
$ 243.16	75	$ 21,350.78	$ 88.82	$ 21,439.60
$ 243.16	76	$ 21,682.76	$ 90.20	$ 21,772.96
$ 243.16	77	$ 22,016.12	$ 91.59	$ 22,107.71
$ 243.16	78	$ 22,350.87	$ 92.98	$ 22,443.85
$ 243.16	79	$ 22,687.01	$ 94.38	$ 22,781.39
$ 243.16	80	$ 23,024.55	$ 95.78	$ 23,120.33
$ 243.16	81	$ 23,363.49	$ 97.19	$ 23,460.68
$ 243.16	82	$ 23,703.84	$ 98.61	$ 23,802.45
$ 243.16	83	$ 24,045.61	$ 100.03	$ 24,145.64
$ 243.16	84	$ 24,388.80	$ 101.46	$ 24,490.26
$ 243.16	85	$ 24,733.42	$ 102.89	$ 24,836.31
$ 243.16	86	$ 25,079.47	$ 104.33	$ 25,183.80
$ 243.16	87	$ 25,426.96	$ 105.78	$ 25,532.73
$ 243.16	88	$ 25,775.89	$ 107.23	$ 25,883.12
$ 243.16	89	$ 26,126.28	$ 108.69	$ 26,234.97
$ 243.16	90	$ 26,478.13	$ 110.15	$ 26,588.28
$ 243.16	91	$ 26,831.44	$ 111.62	$ 26,943.06

$ 243.16	92	$ 27,186.22	$ 113.09	$ 27,299.31
$ 243.16	93	$ 27,542.47	$ 114.58	$ 27,657.05
$ 243.16	94	$ 27,900.21	$ 116.06	$ 28,016.27
$ 243.16	95	$ 28,259.43	$ 117.56	$ 28,376.99
$ 243.16	96	$ 28,620.15	$ 119.06	$ 28,739.21
$ 243.16	97	$ 28,982.37	$ 120.57	$ 29,102.94
$ 243.16	98	$ 29,346.10	$ 122.08	$ 29,468.18
$ 243.16	99	$ 29,711.34	$ 123.60	$ 29,834.94
$ 243.16	100	$ 30,078.10	$ 125.12	$ 30,203.22
$ 243.16	101	$ 30,446.38	$ 126.66	$ 30,573.04
$ 243.16	102	$ 30,816.20	$ 128.20	$ 30,944.39
$ 243.16	103	$ 31,187.55	$ 129.74	$ 31,317.29
$ 243.16	104	$ 31,560.45	$ 131.29	$ 31,691.75
$ 243.16	105	$ 31,934.91	$ 132.85	$ 32,067.75
$ 243.16	106	$ 32,310.91	$ 134.41	$ 32,445.33
$ 243.16	107	$ 32,688.49	$ 135.98	$ 32,824.47
$ 243.16	108	$ 33,067.63	$ 137.56	$ 33,205.19
$ 243.16	109	$ 33,448.35	$ 139.15	$ 33,587.50
$ 243.16	110	$ 33,830.66	$ 140.74	$ 33,971.39
$ 243.16	111	$ 34,214.55	$ 142.33	$ 34,356.89
$ 296.65	1	$ 34,653.54	$ 144.16	$ 34,797.70
$ 296.65	2	$ 35,094.35	$ 145.99	$ 35,240.34
$ 296.65	3	$ 35,536.99	$ 147.83	$ 35,684.82
$ 296.65	4	$ 35,981.47	$ 149.68	$ 36,131.15
$ 296.65	5	$ 36,427.80	$ 151.54	$ 36,579.34
$ 296.65	6	$ 36,875.99	$ 153.40	$ 37,029.40
$ 296.65	7	$ 37,326.05	$ 155.28	$ 37,481.33
$ 296.65	8	$ 37,777.98	$ 157.16	$ 37,935.13
$ 296.65	9	$ 38,231.78	$ 159.04	$ 38,390.83
$ 296.65	10	$ 38,687.48	$ 160.94	$ 38,848.42
$ 296.65	11	$ 39,145.07	$ 162.84	$ 39,307.91
$ 296.65	12	$ 39,604.56	$ 164.75	$ 39,769.31
$ 296.65	13	$ 40,065.96	$ 166.67	$ 40,232.64
$ 296.65	14	$ 40,529.29	$ 168.60	$ 40,697.89
$ 296.65	15	$ 40,994.54	$ 170.54	$ 41,165.08
$ 296.65	16	$ 41,461.73	$ 172.48	$ 41,634.21
$ 296.65	17	$ 41,930.86	$ 174.43	$ 42,105.29
$ 296.65	18	$ 42,401.94	$ 176.39	$ 42,578.33
$ 296.65	19	$ 42,874.98	$ 178.36	$ 43,053.34
$ 296.65	20	$ 43,349.99	$ 180.34	$ 43,530.33
$ 296.65	21	$ 43,826.98	$ 182.32	**$ 44,009.30**

From:	Lauren Hughes
To:	MetLifeLTC Hearing
Cc:	Lauren Hughes
Subject:	Fwd: Florida Office of Insurance Regulation [redacted]
Date:	Thursday, August 18, 2016 2:37:01 PM
Attachments:	Florida Office of Insurance Regulation 2016 0815 1015.docx

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To whom it may concern,
Please find attached a letter to the commission which I wrote after listening to the hearing. I received an acknowledgement from you for the letter I sent last week before the hearing and look forward to receiving an acknowlegedment that you received this one as well.
Thank you,
Lauren

Sent from my iPad

Begin forwarded message:

> **From:** "Hughes, Lauren" <Lauren.Hughes@WILTONCT.ORG>
> **Date:** August 18, 2016 at 2:31:13 PM EDT
> **To:** "Lauren Hughes (lauro50@comcast.net)" <lauro50@comcast.net>
> **Subject: Florida Office of Insurance Regulation** [redacted]

Florida Office of Insurance Regulation
200 East Gaines Street
Tallahassee, Fl 32399

August 15, 2015

To Whom It May Concern,

Having had the opportunity to listen to the hearing on August 12, I am writing again to add some comments and observations to the email I sent prior to the hearing.

During the hearing, it became clear to me that MetLife is an exceptionally profitable company with multiple billions of dollars in income and surplus, $38.6 billion and $14.48 billion to be exact, according to the numbers provided by the Commission. Commissioner Wright also reported that MetLife paid their investors $1.8 billion in dividends. It seems clear that the company's financial health is excellent and that they are doing quite well without having to impose this excessive premium increase on their aging consumers, a vulnerable population often living on a fixed income.

A salient point which was repeatedly brought up during the hearing is that the consumer should not be made to bear the responsibility for the miscalculations that MetLife now says it made when selling the Long Term Care product which I and all those who spoke at the hearing purchased in good faith.

MetLife should be held accountable for the commitment it made through the contracts it sold, and it is abundantly clear that they can afford to do so.

Several speakers pointed out that rather than re-vamping the LTC products to insure an income stream at the front end that would better support future claims, MetLife chose to discontinue selling the product in 2012. This choice effectively cut off years, if not decades, of premiums. I personally have already paid over $80,000 in premiums in the past 14 years and anticipate continuing to pay premiums for many years to come.

As an alternative to changing the premium rates for new customers and continuing to sell the product, MetLife chose to charge to their current policyholders a substantial rate increase in 2014 and then return to those same policyholders with another exceptionally excessive request this month.

It is my understanding from listening to the hearing that it is the mandate of the Florida Office of Insurance Regulation to meet the challenge of standing up to MetLife and to insist that the company honor its commitment to its policyholders such as myself. It seems evident from the numbers disclosed at the hearings regarding MetLife's financial position that this significant burden that would be placed on the policyholder by this request is in no way justified.

Sincerely,

Lauren M. Hughes
[redacted]
Bethel, CT. 06801

From:	paulkorchin@aol.com
To:	MetLifeLTC Hearing
Subject:	Comment for Mr. Altmaier--MetLife Long Term Care Public Hearing in Miami, Filing 16-09734
Date:	Monday, August 22, 2016 10:12:57 AM
Attachments:	Scan0011.pdf

Dear Commissioner Altmaier:

Attached please find attached our letter expressing why we oppose MetLife's proposed rate increase of 59.1% for our two long term care policies, Form LTC2-VAL-FL.

Sincerely,

Judith and Paul Korchin

Via Email: MetLifeLTCHearing@floir.com

Florida Insurance Commissioner
Mr. David Altmaier
Florida Office of Insurance Regulation

Re: Long Term Care Public Hearing Metropolitan Life Insurance Company(MetLife)-
Filing 16-09734 August 12, 2016 public hearing.

Dear Mr. Altmaier:

Thank you for the well organized public hearing which you and the members of your panel held in Miami, Florida.

My wife and I attended that hearing to voice our opposition to the 59.1% increase which MetLife is seeking for the premiums of our two long term care policies Form LTC 2-Val-Fl. As you know, the Office of Insurance Regulation gave MetLife , effective 2015 , a 16% increase on our original premiums for these policies.

I am retired and my wife will be retiring at the end of this year. We entered into these two long term care policy contracts with MetLife in 2008. Our initial combined annual premiums were the amount $9,170.57 in 2008. The annual premium remained the same amount each year through 2014.

With the 2015 permitted increase in our premiums, our combined premium rose to $10,637.86. The new proposed increase of 59.1% of the increased premium would result in our paying approximately $16,934.83. This is almost double the initial premium that we had utilized for our retirement planning and at a time when we will not be working.

As was pointed out at the public hearing, MetLife is one of the most profitable insurance companies in the country. When we bought our long term care policies in 2008 and through 2012 MetLife paid its shareholders an annual dividend of $.74 per share.

However, in 2013 Met Life raised its dividend per share to $1.01. Then in 2014, MetLife further increased its dividend per share to $1.325 and in 2015 MetLife again increased its dividend per share to $1.475.
If we heard the member of your panel correctly, we understood him to say that the anticipated dividend for MetLife for 2016 is $1.60 per share for a total of $1.8 billion. Obviously, MetLife is highly profitable and is sharing its gains with the shareholders.

Hopefully, MetLife has not only put away for future use by their insureds the premiums received from Florida long term care insureds but also the money made on investing these funds.

MetLife does not need to increase the premiums for our Florida policies after the 16% increase the company received 1 year ago. MetLife has entered into contracts with us and has not paid

anything to many of us and will not be doing so for many years. MetLife should be investing our money and perhaps be more moderate in what MetLife pays its shareholders in dividends and what MetLife pays its executives.

We appreciate your efforts on behalf of the public in this very important issue.

Sincerely,

Paul Korchin Judith M. Korchin

Paul Korchin
Judith Korchin

Metropolitan Life Insurance Company
Long-Term Care Group
P. O. Box 937, Westport, CT 06881-0937

MetLife®

Robert H. Benmosche
Chairman of the Board,
President and Chief Executive Officer

August 21, 2000

Austen J Bono
[redacted]
Fort Lauderdale, FL 33308

Welcome to MetLife !

On behalf of the MetLife family of companies, I'd like to take this opportunity to thank you for doing business with MetLife and your representative, Adam D Gordon.

Enclosed is your Long-Term Care insurance policy. When you purchased this policy, you joined the millions of people who rely on MetLife. You made the choice to place your trust in a company that has been keeping its promises for over 132 years. And in today's economy, trusting the company you do business with is more important than ever.

At MetLife, we have a solid record of meeting our obligations and providing quality service to millions of customers. With more than $359 billion in assets under management, MetLife is one of the strongest and most respected financial institutions in the world.

We are also working hard to become one of the most innovative financial organizations in the industry -- with a wide variety of products and services that can help meet your needs for financial protection throughout your lifetime.

As a continuation of our tradition of reaching out to customers, our Consumer Education Center has developed the Life Advice™ program to educate and inform the public about matters that could affect their health, property and financial well-being.

The enclosed Directory of Topics pamphlet lists the Life Advice brochures, which are available without charge, on more than 80 topics relating to common life events to help you better understand the issues, choices, risks and opportunities that these life events present.

If you have any questions or comments about Life Advice, your policy or any of our products and services, please don't hesitate to contact your representative. For handy reference, your policy number is [redacted]

Again, thank you for placing your confidence in MetLife. We look forward to meeting your needs and providing you with the kind of personalized service you expect and deserve for many years to come.

Sincerely,

Robert H. Benmosche
Chairman of the Board,
President and Chief Executive Officer

CABQAC

Metropolitan Life Insurance Company
P.O. Box 990028, Hartford, CT 06199-0028

MetLife®

July 22, 2016

Austen Bono **********AUTO**ALL FOR AADC 331 6 1097
[redacted]

Re: Notice of Long Term Care Public Hearing- Filing 16-09734

Dear Austen Bono:

Please be advised that you have been identified as an insured that may be impacted by a proposed Long-Term Care rate increase filed by Metropolitan Life Insurance Company ("MetLife") in the state of Florida. The rate increases requested are as follows:

Form Number	Average Rate Increase Requested
LTC97 Series: 1LTC-97-FL	+77.23%
VIP1 Series: LTC-IDEAL-FL, LTC-PREMIER-FL, LTC-VALUE-FL	+95.44%
VIP(Era 1) Series (Issued prior to December 14, 2009): LTC2-IDEALFL,LTC2-PREM-FL, LTC2-VAL-FL	+59.51%
VIP(Era 2) Series (Issued after December 14, 2009): LTC2-IDEAL-FL,LTC2-PREM-FL, LTC2-VAL-FL	+34.00%
Group Series: GPNP99-LTC	+20.09%*
TIAA Series: LTC.02, LTC.03, LTC.04	+54.72%

*Although your group coverage may have been issued in a state outside Florida, you may still be impacted by the proposed rate increase. The percentage increase may vary if you were issued coverage in a state outside of Florida.

As part of the Florida Office of Insurance Regulation's (Office) review, a public hearing is being held to allow policyholders and/or certificateholders an opportunity to express their opinions, provide a statement, or ask questions regarding the proposed rate increases. For those policyholders unable to attend the hearing in person, questions and comments may be directed to the Office at MetLifeLTCHearing@floir.com. The public comment period expires on 8/23/2016 at 5:00 pm. EST.

The hearing will be held on August 12, 2016 beginning at 1:00 p.m. EST at the following location:

Kovens Conference Center, Room 114
Florida International University, Biscayne Bay Campus
3000 NE 151st Street
Miami, FL 33162
Kovens.fiu.edu

Policyholder attendance at the hearing is not required. The public hearing may be live streamed online or broadcast on television by the Florida Channel. These details will be shared via a webpage established for this public hearing and posted on the Office's homepage at http://www.floir.com.

Additional resources regarding this matter can be found at Office's "Long-Term Care Insurance" webpage at: http://www.floir.com/Sections/LandH/LTC/default.aspx.

Sincerely,

Thomas G. Reilly

Thomas G. Reilly
Director, Product Management & Compliance

18000207814

8-4-2016

Re: Met Life proposed rate increase for long term care policies Filing 16-09734

To Whom it may concern,

My wife Bonnie and I would like to express our opposition to the proposed rate increase by Met Life. We both have policies under this proposal. The following items are our concerns.

1. The letters provided us was very vague and did not provide a phone number or person to contact for clarification. It did give an email address for Met life but many older individuals still do not do emails that well. I called Met Life and spoke to some lady and she was clueless and when I asked to speak to a supervisor or someone who knew about this I was told no one was available. The lady initially told me my policy did not exist but somehow she finally found it after I insisted and gave her the policy number.

2. No justification was given for the drastic increase in rates. I understand the proposed increase on our policy is 59.51 percent. This amount seems to be an effort by Met Life to force individual living on a fixed income to default on their payment therefore allowing Met Life to eliminate these policies.

3. If an increase is allowed what options will be given policy holders? Our policies were issued in March 2004 and the premiums were within our budget range. Our two policies cost us over $4,000 dollars a year when purchased in 2004. A few years back the premium were increased by a considerable amount and we simply had no choice but to pay them. The proposed increase of 59.51 percent would be over $2,000 dollars a year.

4. I was told by the lady I spoke with that the benefits under my policy are now over $400,000. My policy has a Benefit decrease option on page 20. Will I be given an option to allow me to keep my policy cost the same under this option. I have checked prices in my area the last couple of days and my policy needs are nowhere near this amount so in fact, I would be paying the premium and Met Life would never incur that cost. I have not received an updated declaration page or anything that tells me what the actual benefits are at this time.

5. The individual that I purchased this policy from is no longer employed with Met Life. Can I be given a name and contact number for questions or requested changes to this policy without having to go through a week of searching and hours of listening to music while I am on hold for the party to answer?

6. This policy has a "Contingent Benefits Upon Lapse Rider" which is based on the cumulative increase percentage in premiums from the date of issue based on age at issue. How can this amount be obtained by the policy holder?

Summary: We realize that benefits cannot continue to rise without a rate adjustment with the current returns on interest . There has to be some reasonable resolution without placing an undue burden on the policy holder. I seriously doubt that anyone associated with this request would be happy if they went home tonight and the power company had sent them a letter advising them that their power bill would be going up 59.51 percent on their next bill. I guess it could be worse, I could be in the group facing an increase of over 90 percent. How did Met life let this situation arise. Why was a smaller increase not requested earlier if one was needed or at least contact the policy holders and advise them so a decision could be made regarding the benefit amount on the policy?

Your consideration and help in this matter is appreciated.

Dwight L. Danley

Bonnie Danley

Dwight L. Danley
Bonnie Danley

[redacted]

Plant City, Fl 33567

[redacted]

From: InsuranceCommissioner
To: "johnbono42@att.net"; InsuranceCommissioner
Cc: Young, T"Yana; Consumer Services
Subject: FW: MetLife Long Term Care - Austen Bono - Policy #[redacted] - Long Term Care Insurance Plan [redacted]
Date: Tuesday, July 26, 2016 12:55:04 PM
Attachments: CCF07262016.pdf

Dear Mr. Bono:

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 and that will give you some information that will be helpful to you regarding the increase. The Commissioner has scheduled a hearing which will be held in Miami, FL on August 12, 2016. 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
200 E. Gaines Street
Tallahassee, FL 32399-0305
850-413-5916
fax 850-488-3334
website: www.floir.com

From: John Bono [mailto:johnbono42@att.net]
Sent: Tuesday, July 26, 2016 12:30 PM
To: MetLifeLTC Hearing <MetLifeLTCHearing@floir.com>
Cc: InsuranceCommissioner <InsuranceCommissioner@floir.com>
Subject: Re: MetLife Long Term Care - Austen Bono - Policy #[redacted] - Long Term Care Insurance Plan [redacted]

Please find attachments to my email below that were omitted.

A. John Bono, CPA, PA., LLC.
[redacted]
Lauderdale By The Sea, FL 33308
(954) 914-9731 Cell
(954) 533-2389 Office
(954) 533-2498 Fax
johnbono42@att.net

From: John Bono <johnbono42@att.net>
To: "MetLifeLTCHearing@floir.com" <MetLifeLTCHearing@floir.com>
Cc: "insurancecommissioner@floir.com" <insurancecommissioner@floir.com>
Sent: Tuesday, July 26, 2016 12:24 PM
Subject: MetLife Long Term Care - Austen Bono - Policy #[redacted] - Long Term Care Insurance Plan [redacted]

Gentlemen - I have received a notice from MetLife containing information that my Long Term Care rates may increase. I purchased this plan in 2000 and I have faithfully paid for 16 years even as you increased the premiums over that time. I am depending on this policy for care should I become ill in the future and I paid the premiums accordingly. I am now 73 years old so I can't go out and find another job. I chose, based on their promises for a bright future, to put my money into MetLife Insurance Policies and Long Term Care so I do not have a significant savings program.

I believe I have 1LTC-97-FL Series which indicates an increase of 77+%. Currently it takes 2 of my Social Security checks to pay the annual premium. What do you think my life will be like if you increase the premiums by **77+%**. According to the statistics from the State of Florida Insurance Commission, MetLife has a $14.48 billion surplus. I have a number of MetLife Life Insurance policies for my wife and I, which by the way were sold to us as life insurance policies that would last a lifetime. About 5 years ago, we were told that, in fact, that is not the case, and if the economy does not do well, the term of of life insurance may be cut short by many years - again even though we have faithfully paid for years on these policies (small print never indicated to us).

Apparently there are 929 souls who have your 1LTC-97-FL Series policies in South Florida. This is a brutal and unfair attack against those of us who depended on Metlife for comfort in our aging years. I will certainly attend the Conference in Miami and hope that many others will as well. Why can't you, with your resources, work with the Florida Insurance Commission to curb the high costs of Florida Health Care and waste within the system. If I have to drop my Long Term Care Coverage because I can't squeeze any more from my limited income to pay these premiums, then I will become dependent on the State, and Federal Medicare program for future health care. Does this make sense to anyone? My goal was to be able to pay for a protective policy so I would not become a burden on my children and/or on society.

Please verify that my information is correct and if this measure passes, MetLife will increase my premiums by 77+%. I am hopeful that the Florida Insurance Commission will hold Metlife to their word. Please see the attached letter, from then President and CEO of Metlife - Robert Benmosche - issued on August of 2000.

I would appreciate a response to ascertain that I have the correct Series number and that my premiums will be affected accordingly should the Florida Insurance Commission allow for this disastrous increase. I will be present for the Hearing. Thank you.

A. John Bono, CPA,
[redacted]
Lauderdale By The Sea, FL 33308
[redacted]
johnbono42@att.net

From: InsuranceCommissioner
To: "THOMAS & KATHLEEN KOTHEIMER"; InsuranceCommissioner
Cc: Young, T"Yana; Consumer Services
Subject: RE: Long Term Care Insurance Public Hearing
Date: Monday, August 01, 2016 11:58:30 AM

Dear Mr. Kotheimer:

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 increase. The Commissioner has scheduled a hearing which will be held in Miami, FL on August 12, 2016. 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
200 E. Gaines Street
Tallahassee, FL 32399-0305
850-413-5916
fax 850-488-3334
website: www.floir.com

From: THOMAS & KATHLEEN KOTHEIMER [mailto:kotheimer@bellsouth.net]
Sent: Monday, August 01, 2016 11:12 AM
To: InsuranceCommissioner <InsuranceCommissioner@floir.com>
Subject: Long Term Care Insurance Public Hearing

Mr. David Altmaier
Insurance Commissioner

Dear Mr. Altmaier, my wife and I are two of the 22,000 MetLife Long Term Care policy holders, ERA 1 series, that are included in the 59.51% rate increase requested by MetLife. We cannot afford to maintain the coverage with the proposed rate increase.Our rates were increased by 16% in 2014. We purchased the policy to

supplement our savings, hopefully to provide care for ourselves without State of Federal assistance. This rate increase appears to be punishment for responsible planning on our part. I called your office earlier today and hope to hear back from you.

Sincerely yours, Thomas G. Kotheimer

[redacted]

[redacted]

[redacted]

[redacted]

On Aug 9, 2016, at 1:07 PM, Cornwell, Nanci <CORNWELL.NANCI@flsenate.gov> wrote:

Hey Caitlin,

I wanted to make sure you were aware of a constituent issue with Met-Life raising their rates for the long-term care policy. I know there is a hearing this week and wanted to convey some concerns expressed by our constituents. I believe they have already contacted your office, but I wanted to make sure this concern was taken into consideration when reviewing their request for a rate increase.

Marta and Robert DiMarcAntonio have had a policy with Met Life for the past 16 or so years. They bought it when they were in their mid 50's. Each year the policy premiums have increased but they looked as this as a long-term investment in their healthcare. They received a very nondescript envelope in the mail from Met Life warning them that their policy could increase up to 95% if the rate was approved by OIR. First of all, this information was not included in their annual premium notice and secondly, could have easily been overlooked as junk mail.

The DiMarcAntonio's hold a policy that is no longer offered by Met Life as from what I read they are trying to get out of this long term care policy market. Their policy cannot be cancelled, however, their concern is that Met Life will simply price them out of the market at about the time they would be utilizing the policy. This seems like an unfair practice to me and I have encouraged them to voice their concerns on OIR's website and to make their concerns known at the hearing.

However, from the conversation Ms. DiMarcAntonio had with OIR, it seems this rate hearing is probably just a formality and the rate increases will most likely be granted. I

understand that rates have to be actuarially sound and the rates have to be competitive with other carriers in the marketplace, but a 95% increase in some of the policies offered looks as though this product was not priced correctly or was designed to lure folks in with the intention of raising rates once it was time to collect on the policies. I hope that is not the case, but I hope OIR reviews this possibility before granting a significant rate increase. Is there anything to prevent them from coming back to the well for an additional increase next year if this one is granted?

Mr. and Mrs DiMarcAntionio's information is as follows:

[redacted]
Orlando, FL 32819
[redacted]

I have their policy numbers if you need them, I am not sure what your office can do, but I shared this information with Senator Hays and he asked me to make sure I followed up with your office as well.

Thanks for any assistance you can provide.

Nanci Cornwell
Legislative Assistant
D. Alan Hays, DMD
State Senator District 11
352-742-6441

From:	InsuranceCommissioner
To:	"William LeMaire"
Cc:	Colona, Eva; Consumer Services
Subject:	RE: MetLife LTC rate hike
Date:	Wednesday, August 03, 2016 2:28:56 PM

Dear Mr. Lemaire:

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 increase. The Commissioner has scheduled a hearing which will be held in Miami, FL on August 12, 2016. 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
200 E. Gaines Street
Tallahassee, FL 32399-0305
850-413-5916
fax 850-488-3334
website: www.floir.com

From: William LeMaire [mailto:awlemaire@hotmail.com]
Sent: Wednesday, August 03, 2016 2:20 PM
To: InsuranceCommissioner <InsuranceCommissioner@floir.com>
Subject: MetLife LTC rate hike

Dear Mr Altmaier.

I just received in the mail a letter from Metropolitan Life Insurance Company announcing a public hearing about their requested premium hike. The hike varies according to the form number anywhere between 20.09% all the way up to 95.44%. While I am currently traveling, I have no access to the details (form number) from our policies and thus can not determine what the increase will be for us. Whatever it will be for us, it is bound to be substantial.

While I do acknowledge the right of the Company to request a rate hike as is stipulated in their contract, I do object to the very substantial rate increases proposed by MetLife. To us retirees that rate hike imposes a real hardship in order to keep this very important insurance for our "golden" years. If the company would be allowed to implement these major rate hikes then at

least the clients should have the right and option to renegotiate better terms. The way it stands now it is a one way street, The company benefits and the client suffers.

We thus voice our opinion for the public hearing about this matter via e mail as we will not be able to attend in person. It is our hope that your office will see to it that the "consumer" will be protected from "big business", which we do think is the mission entrusted to your office by the public.

Sincerely.

Anne and William LeMaire

PS: if required, I will be very glad to provide you with our policy numbers, to which I have access even while traveling.

David Altmaier, Commissioner
Office of Insurance Regulation
200 East Gaines Street
Tallahassee, FL. 32399

RECEIVED
AUG 04 2016
Commissioner
Office of Insurance Regulation

Kenneth A.Green
[redacted]
Delray Beach,FL.33446

Commissioner Altmaier;

This letter refers to the **Long Term Care Public Hearing Filing 16-09734** requested by **MetLife** pursuant to their suggested long term care premium increase in the state of Florida.
I have included a schedule of rate increases proposed by this carrier below. While Met Life will hold a "hearing" on same, based on a notification mailing, sent to their policy holders, this is simply a *pro forma* requirement and has little impact upon what is, essentially, a pre- digested management decision.

No doubt this will be defended as necessary due to rising costs of long term care claims, etc. While incremental costs are certainly understood the proposed percentages are outrageously high & severely impact those already retired. Ultimately this will affect the state of Florida whose healthcare services will be asked to assume aid for elderly who apply for assistance if insurance, potentially, no longer can be maintained.

My letter, therefore, effects literally thousands of policy holders throughout Florida.
What direction does this rate increase suggest? Is it the intention of this carrier to default those policy holders who can no longer sustain premium increases? This is a very "neat" solution for Met Life which will pocket all previously paid premiums, those same payments providing investment profits over the years? This will solve their "problem" of future costs, but not our current ones. Perhaps they might be encouraged to return these "unused" premiums for those never exercising coverage - those wishing to cancel coverage & reinvest on their own. This may seem fantasy but it is more desperation in its essence.

Your action, in this matter is sincerely requested. The rapacious actions of this provider will threaten policy holders with choices of premiums versus food or medication, which without supplemental sources, suggests a collision of life threatening consequences.

Thank you for investigating this matter at your earliest convenience.

Sincerely,

7.27.2016

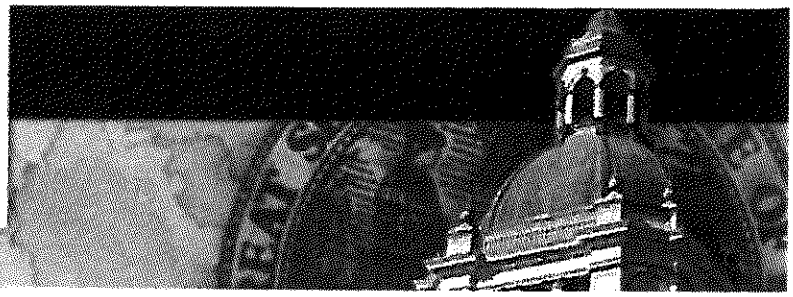
Kenneth A. Green

MET LIFE PROPOSED - LONG TERM CARE INCREASES

Form Number	Average Rate Increase Requested
LTC97 Series: 1LTC-97-FL	+77.23%
VIP1 Series: LTC-IDEAL-FL, LTC-PREMIER-FL, LTC-VALUE-FL	+95.44%
VIP(Era 1) Series (Issued prior to December 14, 2009): LTC2-IDEALFL,LTC2-PREM-FL, LTC2-VAL-FL	+59.51%
VIP(Era 2) Series (Issued after December 14, 2009): LTC2-IDEAL-FL,LTC2-PREM-FL, LTC2-VAL-FL	+34.00%
Group Series: GPNP99-LTC	+20.09%*
TIAA Series: LTC.02, LTC.03, LTC.04	+54.72%

RECEIVED
2016 AUG -8 AM 10:50
DEPT OF FINANCIAL SVCS
OFFICE OF PERSONNEL SERVICES

FLORIDA OFFICE OF
INSURANCE REGULATION



SPEAKER SIGN IN SHEET

Metropolitan Life Insurance Company ("Metlife") Public Hearing

Date/Time: August 12, 2016 at 1:00 PM

Location: Kovens Conference Center, Room 114, Florida International University, Biscayne Bay Campus, 3000 NE 151st Street, North Miami, Florida 33162

Name: ALEIDA (ALI) BATTERSON

County of Residence: Broward

Are you a Metlife policyholder? Yes ✓ **No** _____

Organization/ Affiliation (if applicable):

_____

Do you wish to provide oral testimony during the public hearing or do you wish to submit written testimony (below)? Oral _____ **Written** _____

Comments : Of all Insurance Types in the market L.Term care is the most complex and expensive forms of coverage. How this company is being allowed ~~to~~ to have such an outrageous increase. What then, is your plan "B." since you allowed this company to do business in the state. Metropolitan is a very shrewd company - but unfortunately not an ethical one. How can you allow it?

This sign-in sheet is intended only for use by those attending the hearing on August 12, 2016 and who wish to provide written testimony and/or want an opportunity to provide oral testimony during the hearing. If applicable, please complete this form and return to the Office of Insurance Regulation (Office) staff at the registration desk on the day of the hearing.

To submit comments via email, send to MetLifeLTCHearing@floir.com. Comments will be accepted until August 23, 2016.

FLORIDA OFFICE OF
INSURANCE REGULATION



SPEAKER SIGN IN SHEET

Metropolitan Life Insurance Company ("Metlife") Public Hearing

Date/Time: August 12, 2016 at 1:00 PM

Location: Kovens Conference Center, Room 114, Florida International University, Biscayne Bay Campus, 3000 NE 151st Street, North Miami, Florida 33162

Name: Noel Lukinstock

County of Residence: Broward

Are you a Metlife policyholder? Yes ✓ **No** _____

Organization/ Affiliation (if applicable):

_____

Do you wish to provide oral testimony during the public hearing or do you wish to submit written testimony (below)? Oral ✓ **Written** _____

Comments : Policyholder since 2002; First premium increase in 2011 Increases will price us out of the market if they continue. MetLife - 14 billion in surplus MetLife - "Frontier assumptions" Need to be a ceiling on premium increases

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FLORIDA OFFICE OF
INSURANCE REGULATION



SPEAKER SIGN IN SHEET

Metropolitan Life Insurance Company ("Metlife") Public Hearing

Date/Time: August 12, 2016 at 1:00 PM

Location: Kovens Conference Center, Room 114, Florida International University, Biscayne Bay Campus, 3000 NE 151st Street, North Miami, Florida 33162

Name: Adrien Spano

County of Residence: West Palm Beach

Are you a Metlife policyholder? Yes ✓ **No** _____

Organization/ Affiliation (if applicable):

_____

Do you wish to provide oral testimony during the public hearing or do you wish to submit written testimony (below)? Oral X **Written** X

Comments : See attached

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To submit comments via email, send to MetLifeLTCHearing@floir.com. Comments will be accepted until August 23, 2016.

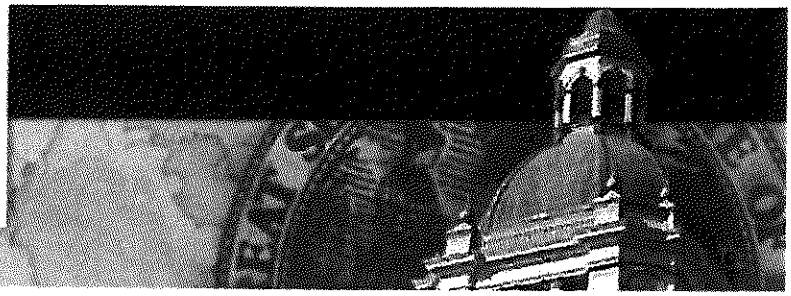
My husband and I have had our Metlife, Long Term Care policies for 15 years. I was 39 when we bought it. My husband was almost 41. We've been married for 30 years. I was reluctant to purchase it at the time, because it was expensive and sounded too good to be true. I was assured, however, by my agents, that it was totally legitimate and probably the most important investment we would ever make. The expense was a concern, but after some serious contemplation and sacrifice, we felt it would be worth having. We are a childless couple who is relying on the Metlife promise that, should we become disabled or incapacitated, our LTC policies would be there for us. It is our only hope for care during a possible medical crisis or serious health issue while in our senior years. With this proposed increase in premium, however, we may not be able to continue the insurance, which is what Metlife is hoping for.

The Office of Insurance Regulation's website claims that the reasons for these premium increases fall on the company's inability to foresee how many people would decide to cancel their policies, along with longer life expectancies. I cannot imagine insurance companies writing LTC policies with the expectation of the insured dropping out or dying sooner? Just the notion of that alone sounds indecent. And so now, it all gets turned around on the "poor" Insurance companies who claim they can't pay. The Office of Insurance Regulation's website also states that Metlife's income in 2015 was 3.7 billion with a surplus of $14.48 billion. It's hard for me, or perhaps any average person, to understand how they can't afford to pay. And besides, not anticipating these projected calculations is no excuse. MetLife should be held accountable for all the people who have been paying their premiums for years, and now have to cancel out because the rates are forcing them out. I feel Metlife scammed us and now those people who purchased their product, are paying the price, while Metlife remains financially unscathed and unaccountable.

Our, (my husband and I), annual premiums have gone up over the years and now Metlife is again trying to increase it 77.23%—a number we cannot afford. I called the Insurance Commissioner and was told that there is no law in place which caps the amount of premium that an insurance company can charge. **Well, there needs to be a law!** It doesn't surprise me that we need laws in place to act as the conscience of a company *TOO BIG TO FAIL*. In my opinion, this is an example of pure greed and at the very least, false advertising. We, the customer, shouldn't have to pay for it.

Let us not forget the human side of this. We are human beings, not numbers. Please do not approve these premium increases. We are depending on you, the Office of Insurance Regulation to act in behalf of the many, many people who are depending these policies. Metlife has made a promise to be there for us during a severe health crisis and the most catastrophic time in our lives. We are depending on you to hold them to their promise.

FLORIDA OFFICE OF
INSURANCE REGULATION



SPEAKER SIGN IN SHEET

Metropolitan Life Insurance Company ("Metlife") Public Hearing

Date/Time: August 12, 2016 at 1:00 PM

Location: Kovens Conference Center, Room 114, Florida International University, Biscayne Bay Campus, 3000 NE 151st Street, North Miami, Florida 33162

Name: Cynthia A. Kern

County of Residence: Miami Dade

Are you a Metlife policyholder? Yes ✓ **No** _____

Organization/ Affiliation (if applicable):

_____

Do you wish to provide oral testimony during the public hearing or do you wish to submit written testimony (below)? Oral ✓ **Written** _____

Comments : I've had this policy for over 10 years and now it will almost double

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To submit comments via email, send to MetLifeLTCHearing@floir.com. Comments will be accepted until August 23, 2016.

From: Ellen Gallagher <ellen.gallagher2@gmail.com>
Sent: Monday, August 08, 2016 7:51 PM
To: MetLifeLTC Hearing
Subject: Rate increase

Since MetLife had a rate increase of 21% in 2015 on their Ideal policies, are they asking for another increase because not enough policy holders let their policies lapse? Is it the ultimate goal of this and other companies to continue to raise premiums until enough policies lapse and the companies' liability is reduced to what they think is acceptable?
Will the state of Florida allow policy holders to be so disadvantaged by these increases, when clearly, Medicare or other insurance will not cover these expenses?

The insurance companies took unnecessary risks during the recent recession, not to be prudent, but in a pursuit for profit. Policy holders should not bear the brunt of this corporate greed. It is not the policy holders responsibility to bail out MetLife.

Sent from my iPhone

From: eauslander@sc.rr.com
Sent: Monday, August 08, 2016 8:04 PM
To: MetLifeLTC Hearing
Subject: Re: Notice of Long Term Care Public Hearing- Filing 16-09734

Hearing Participants:
Metlife is one of the most successful companies in the world.
It recently showed very good earnings,a high stock price and pays a dividend that is about twice the national average.
When I was a kid people would call that "crying with a loaf of bread under your arm". This is the second big raise in two years. I propose that it is time to get back to reality and cancel the requested raise and substantially cut the 2014 raise.
Thank you.
Sincerely, Edward L. Auslander, VIPI Series: Policy No. [redacted]

From: Barbara Mehl <mehl.barbara@gmail.com>
Sent: Wednesday, August 03, 2016 5:08 PM
To: MetLifeLTC Hearing
Subject: Rate Increase Questions

Hi. What does my increase cover and what am I getting more of to substantiate this increase? My policy is LTC2-IDEAL-FL issues January 4, 2010.

Barbara L. Mehl
[redacted]
mehl.barbara@gmail.com

From: Donald Korman <korman@bktriallaw.com>
Sent: Wednesday, August 03, 2016 3:07 PM
To: MetLifeLTC Hearing
Subject: Rate Request for MetLife VIP (Era1) Series (Issued prior to December 14,2009) Policy

BAZINSKY | KORMAN | BAKER
PROFESSIONAL ASSOCIATION
SUITE 450 7901 SW 6TH COURT PLANTATION, FL 33324
STEPHEN W. BAZINSKY • DONALD G. KORMAN • MICHAEL W. BAKER • JOSHUA S. BECK
GAIL DIAMOND BAKER • SARAH E. GELLERMAN • SHANNON WILLIAMS-LEON

To Whom it May Concern:

I am writing to express my opposition to the rate increase of 59.51 % requested by MetLife, for the policy identified above

My wife, and I purchased our policies in 2008. We were urged to buy them at that time because the rates would be substantially higher if we waited until after our 60th birthdays. We have been making the required payments ever since. Have not missed a premium payment, have not been late. The premiums we have paid were determined solely by MetLife. They were not negotiated. We didn't obtain a discount. We paid what MetLife determined the premium to be.

Fortunately neither Maryellen nor I have needed to access the coverage in the intervening 8 years. But as we age there is a very real possibility that we will at some time need this coverage. Additionally as we age and retire our income will diminish. For many retired people living on a fixed or diminished income a 59.51% increase will make the coverage unaffordable, causing them to allow their coverage to lapse.

By law this coverage is not cancellable. But by allowing this substantial rate increase you would be granting MetLife the power to circumvent the law. You would create a situation where people will self cancel, relieving MetLife of the responsibility of paying for the care of people who have paid their premiums for many years. Premiums which MetLife will certainly not return. Premiums which will have reduced the funds those former policy holders have available for long term care.

We have been told that MetLife no longer writes this coverage , apparently they are not finding it profitable. That is a perfectly valid business decision. No one is forcing them to continue to write this coverage or to insure additional people.

But they are seeking to raise the rates of existing policy holders. We have heard that there are several reasons for the rate increase request; MetLife miscalculated, more insureds then expected have kept paying for coverage until they needed it, people are living longer than MetLife contemplated and their investment income is down.

MetLife is a large sophisticated company who employs or retains actuaries, economists, health care professionals and accountants to determine premiums. If they miscalculated their rates, then they not the lay policy holder should bear the consequences of those miscalculations.

MetLifes unwillingness to be responsible for their miscalculation is disgraceful. The policy holders have paid their premiums. Those who didn't lost their coverage. MetLife having received those premiums needs to honor their comitment and keep faith with their insured;
deny their requested rate increase.

I appreciate this opportunity to have my voice heard. Should you require anything further from me please contact me at your convenience. My contact information is set forth below.

Don Korman

Donald G. Korman, Esq.
Telephone (954) 626-0000
Facsimile (954) 626-0011
korman@bktriallaw.com

ATTENTION: The information contained in this email message is privileged and confidential, intended only for the use of the individual(s) named above. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution or copy of this communication is strictly prohibited. If you have received this communication in error, please contact the sender by reply email and destroy all copies of the original message. Thank you.

From: Ms J. Lindo <jlindo726@yahoo.com>
Sent: Wednesday, August 03, 2016 10:54 AM
To: MetLifeLTC Hearing
Subject: Hearing

Since March 2005. I have paid over $12,000 into this policy
I am on a fixed income and cannot afford the rate increase
Is there a Premium refund?

From: Carmella Pappas <mellipappas@gmail.com>
Sent: Tuesday, August 02, 2016 10:29 PM
To: MetLifeLTC Hearing
Subject: Long Term Care Public Hearing

I am writing to provide comments in response to the letter my husband and I received regarding a hearing for a rate increase for our Met Life long term care plan. We have paid a lot of money to have this plan and have been paying it faithfully for years and years. We are already paying over $1400 a year for each of our plans and have been paying this for a long time. The average rate increase requested for our type of plan is +95.44% and this is absolutely outrageous. I can not understand how a rate increase of this magnitude could ever be requested or approved. This is absolutely insane. We can not afford to pay double what we are paying now and if we don't pay the increase we will have thrown thousands and thousands of dollars down the drain. I sincerely hope that you will do the right thing and not bow to pressure from the insurance company to approve this outrageous increase.
Sincerely,

Carmella H. Pappas
Johnny J. Pappas

From: GP MFL <gpmrph@gmail.com>
Sent: Wednesday, August 03, 2016 12:30 PM
To: MetLifeLTC Hearing
Subject: Public Hearing for Metlife LTC Increase 08/12/2016
Attachments: scan0001.jpg

Thomas G. Reilly

Attached is a letter from me (Glenn P. Morin) regarding the proposed increase in LTC rates for MetLife LTC.

I would like to have this read at the hearing and/or submitted to the Florida Office of Insurance Regulation for their review.

If this will not be included in the record, please let me know who and where to send a copy of this letter.

Regards, Glenn P. Morin

Re: Notice of Long Term Care Public Hearing- Filing 16-09734

Dear Sirs;

I am writing to make comment about proposed rate increases on current LTC policies. These proposed rate increases of from 55 to 95 % are preposterous!

I purchased a plan in 2005 at age 64 to give me peace of mind that when I retired my future needs would be provided for. My wife is disabled, struggling with a lifetime challenge of dealing with polio, and is paralyzed. I also have a strong family history of dementia and Alzheimer's disease so the likelihood of a need for LTC is great for me. My wife was precluded from having a LTC policy by preexisting conditions of her polio and being in a wheelchair.

I am now retired and on a limited income, so any increase would be difficult to afford, but these HUGE increases would be devastating! As you are aware cost of living increases on our social security have been near zero resulting in no increases in our income. Therefore why the proposal to double our premiums? Insurance companies like MetLife are known to have more profit and assets than any other sector of our economy.

In 2014 I had a nearly 10 % increase in my LTC premium from MetLife and now these very large proposed increases are surely unreasonable. What statistics were used to justify those increases less than 2 years ago and why the need to increase them again now?

Of course I am opposed to any increase now and recommend that the Florida Office of Insurance Regulation deny the proposed increases.

Respectfully,



Glenn P. Morin

My husband and I currently have Long Term Care insurance and having had a substantial increase last year, we would appreciate not having another increase in the near future. Thank you for your consideration.

From: Marilyn Kelly <sunrunner11@gmail.com>
Sent: Monday, August 08, 2016 9:57 AM
To: MetLifeLTC Hearing
Cc: Brandon Howes
Subject: Proposed premium increase
Attachments: MetLife LTC Hearing.pdf

[redacted]
Gulf Breeze, FL 32563
August 8. 2016

Florida Office of Insurance Regulation
Re: LTC Hearing-Filing 16-09734

To whom it concerns:

I am a policy holder of MetLife LTC insurance, Policy No. [redacted] I turn 70 in April 2017. I purchased the policy in 2006. I am a widow with only one son who lives in CO, thereby making my need for LTC insurance more acute than the average senior citizen. I have paid timely premiums for 10 years totally $16,530. Now with the proposed increase in premiums I would need to cancel the policy and forfeit the entire amount I have paid. In 2014 MetLife already increased my premium and I had to reduce the coverage at that time.

This policy has a maximum daily benefit and a total lifetime benefit.. If these are not increased from prior quotes I do not understand how MetLife can need to raise the premiums although the cost of facilities and health care has increased. They would be paying the same amount per individual. The premium on my policy is proposed to increase 59.5%!!

As you are aware, Medicare only pays for short term rehab and no assisted living or LTC. If seniors do not purchase this type of insurance the only alternative is to go on Medicaid and having taxpayers pay the bills. I do not believe that is a viable solution.

Thank you for your attention.

Sincerely,
Marilyn Kelly

From: Michael Henry <michaeljhenry@bellsouth.net>
Sent: Tuesday, August 02, 2016 4:25 PM
To: MetLifeLTC Hearing
Subject: Long Term Care public hearing for rate increases
Attachments: MetLife Insurance rate increase public hearing 8.2.16.docx

Please see attached letter.

Michael J. Henry

[redacted]
Chuluota, Florida
August 2, 2016

Metropolitan Life Insurance Company
Long Term Care
MetLifeLTCHearing@floir.com

ATTN: Florida Office of Insurance Regulation

Re: Proposed Long Term Care Rate Increase

Ladies and Gentlemen:

With reference to a letter from MetLife dated July 22, 2016, regarding a public hearing before the Florida Office of Insurance Regulation required to implement premium increases to several forms of their policies, I am herewith including information on the effects an increase would have on my policy.

I am a 72 year old retired civil engineer, who obtained a Long Term Care Insurance Policy from MetLife effective August 16, 2005. The annual premium for the policy at that time was $2,290.37. My policy number is [redacted], which falls under Form Number LTC-VALUE-FL.

The annual premium for the policy remained constant until MetLife instituted a rate increase effective August 16, 2015. That was one year ago and increased my annual premium to $2,611.03, a 14% increase. Although I did not like having my rate increased, it seemed fair after ten years. Now, after only one year, MetLife proposes another increase up to 95.44%. That is an unbelievable increase, especially since they had a 14% increase the previous year. At maximum, that would increase my annual premium to $5,103.00, an increase of $2,491.97. There is no way I can afford that increase. I live on Social Security payments and a couple of IRA's, which at best amount to a fixed income. As I see it, I would either have to squeak out the additional $2,500 from somewhere or divest myself of my Long Term Care policy. Including my August 16, 2016 premium, I will have paid a total of $28,125.76 to MetLife to date. If I divest myself of the policy, I will have wasted that entire amount. I am sure that other policy owners will have the same decision to make.

I would request that you decline to approve MetLife's proposed premium increases or at least limit them to a more reasonable increase if they can justify it, not to exceed 10%.

Thank you for your review of this matter.

Sincerely,

Michael J. Henry, PE

From: pmclarke@comcast.net
Sent: Thursday, August 04, 2016 8:28 PM
To: MetLifeLTC Hearing
Cc: Clarke, Polly
Subject: Long Term Care Public Hearing - Filing 16-09734
Attachments: LTC hearing ltr 2016.docx

August 4, 2016

Florida Office of Insurance Regulation's
At: MetLifeLTCHearing@floir.com
Re: Notice of Long Term Care Public Hearing – Filing 16-09734

Dear Hearing Persons;

I have just received notice of the above Hearing regarding my Long Term Insurance Policy held with Metropolitan Life Insurance Company ("MetLife") in the State of Florida. My policy [redacted] was issued 1/17/2005 as part of the VIP Series – IDEAL.
Per notice, the proposed Average Rate Increase Requested is **+59.51%** which would increase my annual premium from $2708.93 by **$1612.08** to a total of $4321.01!

My questions/concerns are these:

1) My policy includes an "Inflation Protection Rider" – FL– Compound Infl – Ideal 100% HHC
   1) What effect does that have on the proposed increase, since I purchase this rider to prevent exactly what is being proposed?
   2) Will the increase provide any increase in benefits either daily or long term?
3) 3) What cancellation options will be made available if I am unable to pay the increase, such as cancellation of policy and return of original investment?
4) 4) And most importantly since I like many policy holders are retirees on a fixed income, how can this burden be justified?

I understand the costs of Long Term Care continue to rise and our capitalistic supply and demand system seems not to keep the costs in check. I have a 100 year old mother who is currently residing in a Medicaid facility because of these escalating costs and by purchasing this plan I had expected to offset these costs for myself when and if I need these benefits.

However, like other 'medical' costs that are escalating above the capacity of an individual to pay, I suggest Long Term Care Service costs be regulated at least to a maximum increase per period like the Cost of Living parameters to retirees income. Please respond to my questions via any method below.
Sincerely,

Paulette M. Clarke
[redacted]
Sarasota, FL 34231
pmclarke@comcast.net
[redacted]

August 4, 2016

Florida Office of Insurance Regulation's

At: MetLifeLTCHearing@floir.com

Re: Notice of Long Term Care Public Hearing – Filing 16-09734

Dear Hearing Persons;

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3) What cancellation options will be made available if I am unable to pay the increase, such as cancellation of policy and return of original investment?
4) And most importantly since I like many policy holders are retirees on a fixed income, how can this burden be justified?

I understand the costs of Long Term Care continue to rise and our capitalistic supply and demand system seems not to keep the costs in check. I have a 100 year old mother who is currently residing in a Medicaid facility because of these escalating costs and by purchasing this plan I had expected to offset these costs for myself when and if I need these benefits.

However, like other 'medical' costs that are escalating above the capacity of an individual to pay, I suggest Long Term Care Service costs be regulated at least to a maximum increase per period like the Cost of Living parameters to retirees income. Please respond to my questions via any method below.

Sincerely,

Paulette M. Clarke

[redacted]

Sarasota, FL 34231

pmclarke@comcast.net

[redacted]

[redacted]

From: Paul Lambrakis <paulyfl1@gmail.com>
Sent: Friday, August 05, 2016 9:10 AM
To: MetLifeLTC Hearing
Subject: Long Term Care Public Hearing August 12, 2016–Filing 16-09734
Attachments: Wm.Lambrakis-MetLifeLtr-08-03-16.docx

Greetings,

My wife and I are MetLife Long-Term Care Policyholders who recently received a notification from MetLife regarding an outrageous request increase. We want our voices heard by the Florida Office of Insurance Regulation, as we will not be able to attend the hearing in person. The attached letter addresses our concerns and offers a counter-proposal.

Thank you in advance.

Bill Lambrakis

[redacted]

Consumer Services
AUG 02 2016
Ready for Processing

RITA BENZ

[redacted]
Crestview, Florida 32536

1-87594501O

RECEIVED
AUG 01 2016
Office of Insurance Regulation

July 26, 2016

Florida Office of Insurance Regulation
200 E. Gaines Street
Tallahassee, Fl 32301

Re: Public rate increase hearing in Miami August 12, 2016 @ 1:00 pm EST
Long Term Insurance Public Hearing Filing- 16-09734

Attn: Thomas G. Reilly, Director, Product Management & Compliance

Dear Sir:

I am writing to express my opinion on the proposed rate increase on my Long-term care insurance policy with MetLife. (Form 1LTC-97-FL)

I have had my policy since May 2001 and paid the premiums faithfully. It was purchased because as my husband and I grew older we knew that the chance of needing long term care would increase. We felt that MetLife would be a good solid company to grant that care at a reasonable rate. To this point that has been the case although upon retirement we found it much more difficult to pay the premium but we still did so.

Now the Company has asked the State of Florida to grant an increase of 77.23% on our policy. That means after 15 years of loyalty that want to kick us to the curb because there is a sure thing they will have to pay for our care. At 70 and 74 we cannot afford a rate increase on our fixed income.

It seems a shame that Florida more than likely will grant the increase which would put us on Medicaid status and the State will have to pay for our care at taxpayer's expense. This is unfair to us, the taxpayers, as well as, the burden it places the on the State facilities.

We will continue to pay the premium if no rate increase is granted as we still have our original need.

Thank you for your assistance,

Rita Benz, MetLife policyholder
[redacted]
Crestview, Fl 32536.

RECEIVED
AUG 1 - 2016
OFFICE OF INSURANCE REGULATION
LIFE & HEALTH FINANCIAL OVE

183

Metropolitan Life Insurance Company
Long Term Care
PO Box 64911, St. Paul, MN 55164-0911

MetLife®

July 22, 2016

ELLEN GALLAGHER
[redacted]
JUPITER FL 33458

Re: Notice of Long Term Care Public Hearing- Filing 16-09734

Dear Ellen Gallagher:

Please be advised that you have been identified as an insured that may be impacted by a proposed Long-Term Care rate increase filed by Metropolitan Life Insurance Company ("MetLife") in the state of Florida. The rate increases requested are as follows:

Form Number	Average Rate Increase Requested
LTC97 Series: 1LTC-97-FL	+77.23%
VIP1 Series: LTC-IDEAL-FL, LTC-PREMIER-FL, LTC-VALUE-FL	+95.44%
VIP(Era 1) Series (Issued prior to December 14, 2009): LTC2-IDEAL-FL,LTC2-PREM-FL, LTC2-VAL-FL	+59.51%
VIP(Era 2) Series (Issued after December 14, 2009): LTC2-IDEAL-FL,LTC2-PREM-FL, LTC2-VAL-FL	+34.00%
Group Series: GPNP99-LTC	+20.09%*
TIAA Series: LTC.02, LTC.03, LTC.04	+54.72%

*Although your group coverage may have been issued in a state outside Florida, you may still be impacted by the proposed rate increase. The percentage increase may vary if you were issued coverage in a state outside of Florida.

As part of the Florida Office of Insurance Regulation's (Office) review, a public hearing is being held to allow policyholders and/or certificateholders an opportunity to express their opinions, provide a statement, or ask questions regarding the proposed rate increases. For those policyholders unable to attend the hearing in person, questions and comments may be directed to the Office at MetLifeLTCHearing@floir.com. The public comment period expires on 8/23/2016 at 5:00 pm. EST.

The hearing will be held on August 12, 2016 beginning at 1:00 p.m. EST at the following location:

Kovens Conference Center, Room 114
Florida International University, Biscayne Bay Campus
3000 NE 151st Street
Miami, FL 33162
Kovens.fiu.edu

MetLife® 283

Metropolitan Life Insurance Company
P.O. Box 5716
Hopkins MN 55343-5716

Robert H Benmosche
Chairman of the Board,
President and Chief Executive Officer

ELLEN H GALLAGHER
[redacted]
JUPITER FL 33458

September 13, 2003

Welcome to MetLife!

On behalf of the MetLife family of companies, I'd like to take this opportunity to thank you for doing business with MetLife and your representative, Ellen Gallagher.

Enclosed is your Long-Term Care insurance policy. When you purchased this policy, you joined the millions of people who rely on MetLife. You made the choice to place your trust in a company that has been keeping its promises for over 134 years. And in today's economy, trusting the company you do business with is more important than ever.

At MetLife we have a solid record of meeting our obligations and providing quality service to millions of customers. With almost $300 billion in assets under management as of December 31, 2002, MetLife is one of the strongest and most respected financial institutions in the world. We are also one of the most innovative financial organizations in the industry – with a wide variety of products and services that can help meet your needs for financial protection throughout your lifetime.

If you have any questions or comments about your policy or any of our products and services, please don't hesitate to contact your representative. For handy reference, your policy number is [redacted]

Again, thank you for placing your confidence in MetLife. We look forward to meeting your needs and providing you with the kind of personalized service you expect and deserve for many years to come.

Sincerely,

Robert H. Benmosche
Chairman of the Board,
President and Chief Executive Officer

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MAIL this page to MetLife	Information from: ☑ Applicant ☑ Agent

Long-Term Care Insurance PERSONAL WORKSHEET

People buy long-term care insurance for many reasons. Some don't want to use their own assets to pay for long-term care. Some buy insurance to make sure they can choose the type of care they get. Others don't want their family to have to pay for care or don't want to go on Medicaid. But long-term care insurance may be expensive, and may not be right for everyone.

By state law, the insurance company must fill out part of the information on this worksheet and ask you to fill out the rest to help you and the company decide if you should buy this policy.

Premium

Policy Form Numbers: ☑ LTC-IDEAL ☐ LTC-VAL ☐ LTC-PREM ☐ LTC-FAC

The premium for the coverage you are considering will be:

Premium Rate: The following premium rate is applicable to you and will be in effect until a request for an increase is made and filed with your state Insurance Department: (choose one)[1]

☐ $_____ per month, or ☐ $_____ per quarter, or

☐ $_____ semi-annually, or ☑ $ 1101.24 annually

Type of Policy: Guaranteed Renewable

The Company's Right to Increase Premiums: The company has a right to increase premiums on this policy form in the future, provided it raises rates for all policies in the same class in this state.

Rate Increase History: The company has sold long-term care insurance since 1986, and has sold this policy since 2002. MetLife has never increased its rates for long-term care insurance offered by agents to individuals, for long-term care insurance sponsored by employer groups, or for long-term care insurance endorsed by associations. MetLife has only increased its rates for long-term care insurance covering residents of two Continuing Care Retirement Communities (CCRCs). Each increase shown below affected less than 0.6% of MetLife's total long-term care insurance business.

CCRC	Group Policy Form	Years Available	Year(s) of Increase	Percentage of Increase
Community A	#G.9708	1986-97	1995-97	10% each year
Community B	#G.9873	1989-98	1999	9%-38%

Income

How will you pay each year's premium? (check one)

☑ From my Income ☐ From my Savings/Investments ☐ My Family will pay

☐ Have you considered whether you could afford to keep this policy if the premiums went up, for example, by 20%?

What is your annual income? (check one) ☐ Under $10,000 ☐ $10,000 - $19,999 ☐ $20,000 - $29,999 ☐ $30,000 - $50,000 ☑ Over $50,000

How do you expect your income to change over the next ten years? (check one)

☐ No change ☑ Increase ☐ Decrease

If you will be paying premiums with money received only from your own income, a rule of thumb is that you may not be able to afford this policy if the premiums will be more than 7% of your income.

[1]Premium rate will vary if applicant chooses one of the following pay options: Double-Pay First Year Option or the Reduced Pay at 65 option.

[redacted]

From: Ellen Gallagher <ellen.gallagher2@gmail.com>
Sent: Monday, August 08, 2016 4:12 PM
To: MetLifeLTC Hearing
Subject: Long Term Care Proposed Rate Increase - Filing 16-09734
Attachments: MetLifeRateIncrease.pdf

Florida Office of Insurance Regulation:

I am writing as both a MetLife policy holder, and as a Florida licensed insurance agent (A092226). For almost 20 years I have recommended long term care insurance to my clients, where appropriate. I have always told them that 1) premiums could be increased with companies going to each state to request increases, and therefore 2) the financial strength and history of a company was important. MetLife was a company with a long history of selling insurance, strong financials, and through their own literature, a company consumers could trust.

With this astronomical proposed increase, MetLife is saying to all those policyholders "With our 100+ year history, with our strong financials, with our teams of actuaries - we made a mistake, now you pay the price." With decades of experience, they miscalculated claims, and lapse ratios and now policyholders who are older and more likely to need these policies are put in a terrible position.

Please see my attachment:
Page 1 - my premium could go up 95%
Page 2 - In 2003, my "welcome" letter reiterated my wise decision since MetLife had a long and strong history.
Page 3 - From my original application MetLife and the state of Florida asked if I could keep the policy anticipating a 20% premium increase.

We've already had a premium increase. In 2015 my own premium went from $1101 to $1332 - a 21% increase.

It is egregious for MetLife to now ask for another exorbitant increase. They sold these policies and should now uphold the "promise" they made to policy holders in that welcome letter.

Thank you,
Ellen Gallagher
[redacted]

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Metropolitan Life Insurance Company
Long Term Care
PO Box 64911, St. Paul, MN 55164-0911

MetLife®

July 22, 2016

ELLEN GALLAGHER
[redacted]
JUPITER FL 33458

Re: Notice of Long Term Care Public Hearing- Filing 16-09734

Dear Ellen Gallagher:

Please be advised that you have been identified as an insured that may be impacted by a proposed Long-Term Care rate increase filed by Metropolitan Life Insurance Company ("MetLife") in the state of Florida. The rate increases requested are as follows:

Form Number	Average Rate Increase Requested
LTC97 Series: 1LTC-97-FL	+77.23%
VIP1 Series: LTC-IDEAL-FL, LTC-PREMIER-FL, LTC-VALUE-FL	+95.44%
VIP(Era 1) Series (Issued prior to December 14, 2009): LTC2-IDEAL-FL,LTC2-PREM-FL, LTC2-VAL-FL	+59.51%
VIP(Era 2) Series (Issued after December 14, 2009): LTC2-IDEAL-FL,LTC2-PREM-FL, LTC2-VAL-FL	+34.00%
Group Series: GPNP99-LTC	+20.09%*
TIAA Series: LTC.02, LTC.03, LTC.04	+54.72%

*Although your group coverage may have been issued in a state outside Florida, you may still be impacted by the proposed rate increase. The percentage increase may vary if you were issued coverage in a state outside of Florida.

As part of the Florida Office of Insurance Regulation's (Office) review, a public hearing is being held to allow policyholders and/or certificateholders an opportunity to express their opinions, provide a statement, or ask questions regarding the proposed rate increases. For those policyholders unable to attend the hearing in person, questions and comments may be directed to the Office at MetLifeLTCHearing@floir.com. The public comment period expires on 8/23/2016 at 5:00 pm. EST.

The hearing will be held on August 12, 2016 beginning at 1:00 p.m. EST at the following location:

Kovens Conference Center, Room 114
Florida International University, Biscayne Bay Campus
3000 NE 151st Street
Miami, FL 33162
Kovens.fiu.edu

MetLife® 283

Metropolitan Life Insurance Company
P.O. Box 5716
Hopkins MN 55343-5716

Robert H Benmosche
Chairman of the Board,
President and Chief Executive Officer

ELLEN H GALLAGHER
[redacted]
JUPITER FL 33458

September 13, 2003

Welcome to MetLife!

On behalf of the MetLife family of companies, I'd like to take this opportunity to thank you for doing business with MetLife and your representative, Ellen Gallagher.

Enclosed is your Long-Term Care insurance policy. When you purchased this policy, you joined the millions of people who rely on MetLife. You made the choice to place your trust in a company that has been keeping its promises for over 134 years. And in today's economy, trusting the company you do business with is more important than ever.

At MetLife we have a solid record of meeting our obligations and providing quality service to millions of customers. With almost $300 billion in assets under management as of December 31, 2002, MetLife is one of the strongest and most respected financial institutions in the world. We are also one of the most innovative financial organizations in the industry – with a wide variety of products and services that can help meet your needs for financial protection throughout your lifetime.

If you have any questions or comments about your policy or any of our products and services, please don't hesitate to contact your representative. For handy reference, your policy number is [redacted]

Again, thank you for placing your confidence in MetLife. We look forward to meeting your needs and providing you with the kind of personalized service you expect and deserve for many years to come.

Sincerely,

Robert H. Benmosche
Chairman of the Board,
President and Chief Executive Officer

393

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☐ Have you considered whether you could afford to keep this policy if the premiums went up, for example, by 20%?

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[1]Premium rate will vary if applicant chooses one of the following pay options: Double-Pay First Year Option or the Reduced Pay at 65 option.

[redacted]

From: Judith Miller <upstatgal@gmail.com>
Sent: Wednesday, August 03, 2016 9:33 AM
To: MetLifeLTC Hearing
Subject: Long Term Care Public Hearing-Filing 16-09734

Policy Number [redacted]

My husband and i received notice of your intent to request a 95.44% increase in our rates. I am appalled that a corporation of your standing would consider such a rate increase. We have felt more peace of mind, making the yearly sacrifice to have this policy, so as not to be a burden on our children, in our golden years. Meanwhile we are making healthy choices to better our chances of living without large medical needs.
I hope you reconsider and continue raising your rates at a much lower increment, so your decisions enhance the quality of life for us all, rather than add unnecessary burdens to an already troubled society.

That you for your attention.

Regards,
Judith Miller

[redacted]

From: ADRIEN <adriens01@comcast.net>
Sent: Wednesday, August 03, 2016 10:05 AM
To: MetLifeLTC Hearing
Subject: Metlife increasing LTC premiums

To whom it may concern,

My husband and I have had our Metlife, Long Term Care policies for 15 years. I was 39 when we bought it. My husband was almost 41. We've been married for 30 years. I was reluctant to purchase it at the time, because it sounded too good to be true. I was assured, however, by my agents, that it was totally legitimate and probably the most important investment we would ever make. It was expensive, but after some serious contemplation and sacrifice, we felt it would be worth having, should we ever need it. Thank God we are still in very good health at ages 54 and 56. However, we are a childless couple who is relying on the Metlife promise that, should we become disabled or incapacitated, our LTC policies would be there for us. It is our only hope for care during a possible medical crisis or serious health issue while in our senior years. With this proposed increase in premium, however, we may not be able to continue the insurance, which I believe, is what Metlife is hoping for.

It has been said that reasons for these premium increases fall on the company's inability to foresee how many people would decide to cancel their policies, along with longer life expediencies. Can you imagine companies writing LTC policies with the expectation of the insured dropping out or dying younger? Just the notion of that alone sounds indecent. And so now, it all gets turned around on the "poor" Insurance companies who claim they can't pay. I don't believe it for a minute. At the end of 2015, Metlife's net income was $3.7 billion and a surplus of $14.48 billion. DON'T TELL ME THEY CAN'T PAY! And besides, not anticipating these projected calculations is no excuse. MetLife should be held accountable for all the people that were promised the terms and rates of these policies—people who have been paying their premiums for years, and now have to cancel out because the rates are forcing them out. I feel Metlife scammed us and now those people who purchased their product, are paying the price, while Metlife remains financially unscathed and unaccountable.

Our, (my husband and I), annual premiums have gone up considerably over the years and now Metlife is trying to increase it 77.23%—a number we cannot afford. I called the Insurance Commissioner's office and was told that there is no law in place which caps the amount of premium that an insurance company can charge. **Well, there needs to be a law!** It doesn't surprise me that we need laws in place to act as the conscience of a company *TOO BIG TO FAIL*. In my opinion, this is an example of pure greed, fraud, and at the very least, false advertising. We, the customer, shouldn't have to pay for it. If a class action suite develops from this, I plus many people I know who are also affected, will be the first to sign up.

Please do not approve this increase. You know the numbers of insures. We are depending on these policies at an affordable rate. We are also depending on the Insurance Commissioner and the Office of Insurance Regulation to help us and be our voice.

Sincerely,
Adrien S.

[redacted]

From: Jim Vider <jvider@gmail.com>
Sent: Tuesday, August 02, 2016 7:52 PM
To: MetLifeLTC Hearing
Subject: Metlife LTC proposed increase

I just received the proposed rate increase from MetLife. In my case the rate increase ranges **from 51.51% to 95.44%.** In this low inflation environment and being on a fixed income these proposed increases seem out of step with reality. My plan benefits are not open ended and has a fixed benefit. How could the insurance company and their actuary get the initial rate so wrong. As you know, the initial rate is the basis most consumers use to analyze cost vs benefits and make knowledgeable decision.

In my case, the reason I purchased the policy is not to be an economic burden on my family or the state of Florida. Now at age 73 – an age when the need for this benefit is a real possibility - MetLife wants a massive increase on top of the previous increase just 2 years ago. How does Metlife expect me to pay for the proposed increase and what benefit will I get from this increase?

When you consider this increase, please view this manner thru the eyes of retirees **and reject this increase**.

Thanks,

James Vider
Cell [redacted]
jVider@gmail.com

Virus-free. www.avast.com

Virus-free. www.avast.com

Virus-free. www.avast.com

[redacted]

From: Roger Miller <rogermillerphd@gmail.com>
Sent: Tuesday, August 02, 2016 8:25 PM
To: MetLifeLTC Hearing
Subject: Notice of Long Term Car Public Hearing - Filing 16-09734

To Whom It May Concern,

I am writing in response to the Notice of Long Term Car Public Hearing - Filing 16-09734 Dated July 22, 2016. I have been the holder of and paying for a VIP 1 Series: LTC-Ideal_FL policy since 2003. When I purchased this policy, I was told that this was the "Cadillac Plan" and that while it was more expensive than other basic plans it was a good investment in my future needs. I have consistently and willingly met all of my financial obligations required to maintain coverage under this plan.

This is why I was shocked to receive the above mentioned notice stating that MetLife was requesting a +95.44% rate increase to be discussed at the August 12, 2016 meeting in Miami. I find it reprehensible that a company would penalize a long term customer, who chose one of the most expensive plans to begin with , in this manner. While it is understandable that an insurance company would want to maintain a profit margin given the cost of living increases projected for the future, this request smacks of a strategy to get people to drop their policies after years of faithful premium payments. In my mind, this would be tantamount to fraud and theft (i.e. having people pay on a long-term care policy push them out of the plan by making it unaffordable before they can use it).

I urge the Florida Office of Insurance Regulations to reject this proposal out of hand.

Sincerely,
Roger A. Miller

[redacted]

From: Cwwexler <cwwexler@aol.com>
Sent: Wednesday, August 03, 2016 12:06 PM
To: MetLifeLTC Hearing
Subject: Policy #[redacted]

To Whom It May Concern:

I am unable to make the hearing on August 12,2016. I am very concerned about an increase on my Long Term Care Policy #[redacted] .
I have had this policy since 2004. I was paying $251.63. I just had an increase in 2014 to $291.89.

I am a senior citizen on a fixed income and unable to keep having these increases. These increases were never stipulated when I purchased this policy as a working woman. After keeping coverage all of these years and never using this service I feel that now is not the time to increase . You are a large company that should not discriminate against senior citizens. I purchased this policy to give me peace of mind in my later years.

Please keep me informed of everything taking place.

Cynthia Wexler
[redacted]
Boca Raton, Florida 33434

[redacted]

From: pdg7870@gmail.com
Sent: Tuesday, August 02, 2016 5:06 PM
To: MetLifeLTC Hearing
Subject: Proposed Increases to Annual Long Term Care Premiums

Good Afternoon,

My wife and I first took out long term health insurance from The Travelers in September 1992. That is 24 years ago. We have paid our premiums each year and have cut the daily benefit to try to keep the premiums affordable. We have never filed a claim and, again, the premiums have always been paid on time. Metropolitan Life took over the coverage some years ago.

I would like to point out, from public record, that Metropolitan Life, in 2015, had net income of $3.7 Billion and Reserves of $14.48 Billion. We have had large premium increases in the past few years.

Continued double digit premium increases may make it impossible for us to continue these policies. Metropolitan Life has adequate reserves and is profitable. While understanding "Risk Management", life expectancy etc., these increases are manifestly unfair to those of us who have planned accordingly not to be a burden on society or our children.

I strongly urge you to reject the policy increase requested by Metropolitan Life.

Joseph W. Mathews
[redacted]
Sarasota, FL 34232
Phone: [redacted]
Cell: [redacted]

[redacted]

From: James Buchanan <jbuchanan@appletreefn.com>
Sent: Tuesday, August 02, 2016 4:34 PM
To: MetLifeLTC Hearing
Subject: Public Hearing Filing 16-09734

Dear Office of Regulation,

One of my elderly clients has been notified that MetLife has filed for a rate increase on his long term care insurance policy.

Can you send me a copy of the proposed rate increase filing? I would like to review in advance of the hearing to see how he may be impacted and give him guidance on how to comment at the hearing on August 12th- Thanks

James Buchanan, President
Appletree Financial Network, Inc.
[redacted]
Bloomington, MN 55425
Phone: [redacted]
Fax: [redacted]
[redacted]

Electronic Privacy Notice. This e-mail, and any attachments, contains information that is, or may be, covered by electronic communications privacy laws, and is also confidential and proprietary in nature. If you are not the intended recipient, please be advised that you are legally prohibited from retaining, using, copying, distributing, or otherwise disclosing this information in any manner. Instead, please reply to the sender that you have received this communication in error, and then immediately delete it. Thank you in advance for your cooperation.

[redacted]

From: Miriam P Sanders <mpsanders636@gmail.com>
Sent: Wednesday, August 03, 2016 10:49 AM
To: MetLifeLTC Hearing
Subject: Rate increase questions/comment

Greetings -

If increases are granted with this filing, is there any guarantee of no further rate increase? My policy has already had one rate increase recently.

What options will be available should a partial or full rate increase be granted? Will I be able to recoup any money paid to date should I decide to drop the coverage? Will I be able to reduce my coverage for a lower increase?

I was sold this policy over 10 years ago and to now see rate increases does not seem fair. It appears that the older policies are seeing the larger rates increases. Obviously these were sold at lower rates than they should have been sold. The policy holders are now being asked to subsidize the underestimation of the company of the future of their LTC policies.

--
Best Regards,

Miriam
P Sanders

[redacted]

From: Clara Allen ItsALotAlike <tcallen1@earthlink.net>
Sent: Wednesday, August 03, 2016 12:12 PM
To: MetLifeLTC Hearing
Subject: Rate increases

To Whom It May Concern:

We have been customers with you for many years. The recent increase you just did really put a strain on us to continue with our policy. The prices have almost doubled since we took out the policy. This is very frustrating and I believe unfair. We may have no choice but to cancel the policy if the rate continue to increase. We are on a limited income and it is very upsetting that the rates have already increased so much. That is my opinion.

With Regards,

Clara Allen and Franklin T. Allen

Clara Allen
Shop on line....Click Below
www.ItsALotAlike.com
www.BraceletsGalore.com
LoClar Uniques, Inc./ Wholesaler & Distributor
BirdeeBags, Bling & Other Things
Designer Inspired Jewelry/Always Unique &
Distinct email: info@itsalotalike.com
Off: 407-696-1386 Fax: 407-696-1387 Mob: [redacted]
For Facebook fans here is my link for up to date info
http://www.facebook.com/pages/LoClar-Uniques-Designer-Like-Jewelry/125022965816

[redacted]

From: Cwwexler <cwwexler@aol.com>
Sent: Wednesday, August 03, 2016 11:47 AM
To: MetLifeLTC Hearing

-----Original Message-----
From: postmaster <postmaster@fldfs.com>
To: cwwexler <cwwexler@aol.com>
Sent: Tue, Aug 2, 2016 1:48 pm
Subject: Undeliverable: Policy #[redacted] Long term care public hearing

Delivery has failed to these recipients or groups:

MetLifeTCHHearing@floir.com
The e-mail address you entered couldn't be found. Please check the recipient's e-mail address and try to resend the message. If the problem continues, please contact your helpdesk.

Diagnostic information for administrators:
Generating server: fldfs.com
MetLifeTCHHearing@floir.com
#550 5.1.1 RESOLVER.ADR.RecipNotFound; not found ##
Original message headers:

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 DFSTLHHUB01.fldoi.gov (172.17.2.134) with Microsoft SMTP Server (TLS) id
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X-Amp-File-Uploaded: False
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 with ESMTP/TLS/DHE-RSA-AES256-SHA; 02 Aug 2016 13:48:06 -0400
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 -0400 (EDT)
Received: from core-mbc01g.mail.aol.com (core-mbc01.mail.aol.com
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-0400 (EDT)
Received: from 50.138.49.2 by webprd-m20.mail.aol.com (10.74.62.115) with HTTP
(WebMailUI); Tue, 02 Aug 2016 13:48:05 -0400
Date: Tue, 2 Aug 2016 13:48:05 -0400
From: Cwwexler <cwwexler@aol.com>
To: <MetLifeTCHHearing@floir.com>
Message-ID: <1564c5ea0fc-7dd3-aaa@webprd-m20.mail.aol.com>
Subject: Policy #[redacted] Long term care public hearing
MIME-Version: 1.0
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X-MB-Message-Source: WebUI
X-MB-Message-Type: User
X-Mailer: JAS STD
X-Originating-IP: [50.138.49.2]
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DKIM-Signature: v=1; a=rsa-sha256; c=relaxed/relaxed; d=mx.aol.com;
s=20150623; t=1470160086;
bh=fdKyy34HlT3VTTHMA487+UBCUXQHsC7Feg7PREE/h6c=;
h=From:To:Subject:Message-Id:Date:MIME-Version:Content-Type;
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JDp84dRl6JQCJHkoZ656SKO9jdkkMCvPhoG83ZTg=
x-aol-sid: 3039ac1b018f57a0dcd53746
Return-Path: cwwexler@aol.com

Attached Message

From	Cwwexler <cwwexler@aol.com>
To	MetLifeTCHearing@floir.com
Subject	Policy [redacted] Long term care public hearing
Date	Tue, 2 Aug 2016 13:48:05 -0400

I am unable to make the hearing on August 12, 2016. I am very concerned about an increase on my Long Term Care Policy #[redacted]
I have had this policy since 2004. I was paying $251.63 for many years. I just had an increase in 2014 to $291.89.

I am a senior citizen and am unable to keep having these large increases. This was never stipulated when I was a working woman and purchased this policy.

Please keep me informed of everything taking place.

Cynthia Wexler
[redacted]
boca raton, fl. 33434

[redacted]

From: gfreynolds@juno.com
Sent: Thursday, August 04, 2016 6:17 PM
To: MetLifeLTC Hearing
Subject: Additional Comments

Additional Comments:

Our MetLife Long Term Care premiums, over many, many years, helped support benefits for those insured before us. MetLife could have continued issuing Long Term Care policies, with an updated business model, that would sustain benefits for new applicants. These premiums from new applicants would have helped support benefits in our age group. Instead, after abruptly shutting down the Long Term Care insurance part of their insurance business, MetLife is seeking to extract any increase they can get from the present Long Term Care group. In addition, as they did with the last big rate increase, we will be offered affordable premiums, if we agree to major reductions in our benefits. Continuation of this policy leads to the rating "death spiral", that the Florida law
of 2006 was meant to prevent.

Gail A Reynolds and G F Reynolds

On Thu, 4 Aug 2016 20:38:32 +0000 MetLifeLTC Hearing <MetLifeLTCHearing@floir.com> writes:
> Thank you for taking the time to provide your comments to the Florida
> Office of Insurance Regulation regarding the Metropolitan Life
> Insurance Company ("MetLife") rate hearing. Your comments will become
> part of the hearing record.

_____
New Muscle Building Science Lets Smaller Guys Bulk Up ...
<p>If you work out regularly you know there is a point at which your ...
http://thirdpartyoffers.juno.com/TGL3141/57a3be97b8a4c3e9744c0st02vuc

[redacted]

From: gfreynolds@juno.com
Sent: Thursday, August 04, 2016 4:39 PM
To: MetLifeLTC Hearing
Subject: Object another large rate increase - see highlighted

Important to Note: MetLife discontinued a block of insurance, their Long Term Care Insurance. The Florida law of 2006, as shown here, should prevent MetLife from sending our MetLife Long Term Care Insurance into a rating "death spiral", as described below. Both my wife and I have been paying premiums for 15 years or more, and can only plead with you, the Florida insurance regulators, to protect our policies #0001320710 and #0001365646, to be affordable for us, when and if we need them. -G F Reynolds and Gail A Reynolds

Legislature Unanimously Approves Senior Protection Bill
Tuesday, May 2, 2006
Contact: Beth Scott
(850) 413-2515

Tallahassee - Florida lawmakers yesterday approved a monumental senior protection bill that provides marketplace reforms that make Long-Term Care Insurance (LTCI) affordable, available, and marketable. House Bill 947, by Rep. John Legg (R-Port Richey), Rep. Frank Farkas (R-St. Petersburg), Sen. Mike Fasano (R-New Port Richey), and Sen. Durell Peaden (R-Crestview), was unanimously passed by the Florida House of Representatives 114-0 and the Florida Senate 38-0.

The market reforms provided by the bill are designed to restore confidence in the LTCI market and increase overall sales which have declined in recent years due to problems in the market.

The legislation establishes a Long-Term Care Partnership Program with Medicaid, which provides seniors incentives to purchase more affordable Long-Term Care Insurance, by allowing them to protect their personal assets in an amount equal to the benefits provided by their policy from Medicaid spend-down requirements.

As a result of the bill, seniors will know that their insurer did a thorough job of reviewing their application and that they will be protected from post-claim underwriting or any frivolous allegations of fraud when they apply for benefits. Under current law, if an insurance company merely alleges fraud, a senior is denied benefits under their policy until a legal settlement is reached (often, seniors and their families settle for a lesser benefit than they originally purchased in their policy). If there are any questions about the information contained in an application, the insurers will investigate before issuing the policy, and up to two years after issuance. This ensures that the senior will be mentally competent, and his or her agent and any medical providers will be available, to answer questions about the application and medical records. Many times, a senior loses

the ability to retrieve original medical evaluations and records if the insurer waits 15 or more years until the time of claim to raise any questions about the application.

"Seniors who have diligently paid premiums over the life of the policy can now be confident that, when they file a claim, the coverage will be there," said sponsor, Rep. Frank Farkas.

Seniors and their families will know they are protected from excessive rate increases in the future that result from an insurer choosing to close a block of business and sending it into a rating "death spiral." Certain insurers have asked for annual rate increases in excess of 200 percent on policyholders that are in excess of 80 years old.

"This legislation provides rate relief to our seniors so they can continue to receive the care they need," said Insurance Commissioner Kevin McCarty.

Seniors will know that, in the event of justifiable rate increases, they will have options to reduce benefits or cancel their policy but at least walk away with a paid up policy equal to the amount of premiums that they have already paid. This is already available to seniors that purchased an LTCI policy after March 2003; however, at that time, the Legislature did not include the same protections to policies already in force.

"The contingent benefits provided by this bill ensure seniors have consumer choice and will be able to receive alternative benefits in the event of a rate increase," said sponsor, Sen. Mike Fasano.

How to Stop Snoring and Improve Your Health

If you???re like most Americans you probably don???t get eight hours sleep ...

http://thirdpartyoffers.juno.com/TGL3142/57a3a78c4628f278c51a5st01vuc

[redacted]

From: Lynn Larkin <lhl703@yahoo.com>
Sent: Wednesday, August 03, 2016 2:22 PM
To: MetLifeLTC Hearing
Subject: Florida Office of Insurance Regulation Review of MetLife/LTC Premium Increase

I am a retired person living on a fixed income. I started my policy for LTC with TIAA-CREF and then was assigned to MetLife for management; I would not have signed with Met Life. By the next anniversary date I will have been in this program since April 1, 2002; fifteen years. Over that time I have paid Met Life/TIAA-CREFI $18,750 in premiums ($1,270/$1,371 current per year) and have had no claims, thank goodness. The MetLife money managers have had this money to invest and use as they pleased. I understand that I was covered for those years and I was happy to pay the premium for that coverage.

I would hope that Met Life would not be allowed to raise premiums as requested: +54.72%

1. The Life Benefit Maximum of my policy is $182,500. This has not changed and is not going to change. Why an increase in premiums? I'm eighty-two years old now, seriously doubt if I will use my five years of coverage.

The Benefit is worth less in buying power now then it was when I started my policy; why buy a 30 year mortgage on your house = pay back with cheaper money. Fifteen years ago, $100 probably would have covered most of the expenses for one day in a Florida LTC facility; don't think that is the case now.

2. Why would Met Life want to increase premiums by 54%? Probably many reasons, but I can suggest two:

Met Life wants to scare off the healthy people, like me, who have paid in and have taken nothing out. If my rate is increased by 54%, I probably would drop my policy and not have LTC coverage. In that case Met Life would see a profit of my premiums and the income they have earned for fifteen years.

Earn the extra profit/increase their bottom line, that is, take advantage of those of us who are in the system and would not have the initiative, energy, or money to look for a new company. What insurance company expects to increase their revenue by 54% and not increase their risk? I guess the answer is Met Life. Premium: from $1,371 to $2,056 and still the same risk on their part: $182,500 and that could pay out over five years (max $100/day).

I would hope that the Florida Office of Insurance Regulation will look at this proposal with a critical eye as to how this much of an increase in premiums will effect the many senior citizens in the State of Florida. As you know, if Florida Residents are not covered by their own insurance for LTC and they have no money, they become wards of the state. No one wants this to happen.

Lynn H. Larkin
[redacted]
Gainesville, FL 32605

[redacted]

From: Paul Semko <capsemk@aol.com>
Sent: Wednesday, August 03, 2016 1:52 PM
To: MetLifeLTC Hearing
Subject: MetLife LTC premium increase request

I purchased a MetLife LTC policy for myself and my wife in 2005 (LTC-IDEAL-FL) through an independent broker. It is a "gold standard" policy and a very solid investment. About 18 months ago, MetLife raised our premiums to retain those same benefits but we chose to take a slight reduction to keep our premium costs about the same.

On 22 July, we received a letter from MetLife saying that they are requesting a 95.44% increase in our policy premium! This is an outrageous and ridiculous request.

1) MetLife has withdrawn from issuing LTC policies in FL. Therefore, FL should have no interest in incentivizing MetLife to continue writing LTC in FL as they've already quit;

2) Policy holders should not now be punished for what I can only presume looks like a poor business decision by MetLife (who no longer even offers a policy equal to the one we purchased);

3) MetLife is a huge corporation. LTC is only one of their business areas. They will not "go under" because of this one entities tough future bottom line;

4) Those of us who are now approaching our 70's, on pensions and fixed incomes can in no way absorb a ridiculous increase like the one they are requesting.

I am requesting a full disclosure of the decision that is made at the 12 August hearing as I cannot attend. I will be very curious to see what transpires and why.

Thank you.

Paul S. Semko [redacted] Ponte Vedra Beach FL 32082

[redacted]

[redacted]

From: Barbara Wong <bjwconsult@att.net>
Sent: Wednesday, August 03, 2016 8:15 PM
To: MetLifeLTC Hearing
Subject: Comments on MetLife LTC Rate Increase Public Hearing - Filing 16-09734

Importance: High

TO WHOM IT MAY CONCERN

Re: MetLife Long Term Care Insurance Increase Filing 16-09734

I have worked and lived in the State of Florida for the past 26 years. I have managed my finances and made what I consider to be a prudent financial decision to buy long-term care insurance. I bought long-term care insurance at age 54 after my husband passed away. I am age 74 and have been paying premiums for the past 20 years. The reason I took out this insurance was in the event I need long-term care I do not have to deplete all my assets and become a liability to the State of Florida.

When MetLife Insurance company obtained the last increase from the State, in 2015 my semi-annual premium went from $796.90 to $908.47 - a 14% increase. Maintaining this insurance on a fixed income will become a serious financial hardship for me if these increases continue. Since my choice is home care in my own home, if I ever have to use this insurance I do not want to subsidize the high cost of waste in the industry, the use of nursing homes by others, nor become a ward to the State.

Under no circumstance should the State of Florida allow a requested increase of 59.51% for the policy I have. How is this substantiated? What is the basis for this kind of increase let alone such outrageous amount? How is MetLife spreading the insurance risk for which they are being paid by policyholders premium? I am therefore requesting that the State of Florida deny the MetLife Insurance company any premium increase on their long-term care insurance policies to the residents of Florida at this time.

Respectfully submitted,

Barbara Wong
[redacted]
Melbourne, FL 32940

[redacted]

From: Shirley Olsen <maxwho70@yahoo.com>
Sent: Thursday, August 04, 2016 10:32 AM
To: MetLifeLTC Hearing
Subject: Hearing to be held on August 12, 2016 -- Important Comment

This is an article from the Herald-Tribune dated November 12, 2010 which was printed in the Business Section of my paper. This is the article verbatim:

New York
MetLife stops selling long-term coverage

MetLife Inc., the largest U.S. life insurer, will halt the sale of new long-term care coverage after citing "financial challenges" in the business. MetLife is focusing on growth in Asia after buying a business from **American International Group, Inc.** this month for $16.2 billion. Insurers, including **CNO Financial Group, Inc.** have been burned when they underestimated the number of claims, the cost of care and life expectancies of their clients.

My Comment: Therefore, why should we be punished and be getting hit with increases because of MetLife's error in getting into this long-term care when they weren't experencied in this field. And, when that happened, the Florida Office of Insurance Regulations should have reviewed that and had MetLife return all premiums or give the policyholders a choice of "opting out" with all money refunded. Now, I'm retired and on a fixed income and getting hit with all these increases and have only a choice of getting out and losing all of the monies that I have paid into this. There should be some justice done here!

Thank you for listening and please present this at your meeting.

Shirley M. Olsen
[redacted]
Venice,FL 34285
[redacted]

[redacted]

From: Steve Cohen <vaila3@yahoo.com>
Sent: Thursday, August 04, 2016 10:41 AM
To: MetLifeLTC Hearing
Subject: Metlife long term care request for increase

Dear Sirs:

I have had a long term policy for my wife and I since 2004. I feel like now I am facing a bait and switch tactic since my increase could possibly be as much as 59.51%. We struggle every year to pay our over $6000 premium. We have paid a total of $72,000 into this policy since 2004.

We have seen small increases over the years but now being retired and on a fixed income we would not be able to afford an additional $3600 a year! That would mean we lost our $72,000 investment in our long term care! It would seem to us as the company wants to make the cost so high that the policy holders would cancel their policy's and the company would be free of their obligation to provide the service we have paid for since 2004! I believe this increase is unconscionable and should be denied.

Steven and Laurie Cohen
[redacted]
Indian Rocks Beach, FL 33785
[redacted]

[redacted]

From: Stephen Bazinsky <bazinsky@bktriallaw.com>
Sent: Wednesday, August 03, 2016 2:31 PM
To: MetLifeLTC Hearing
Subject: MetLife VIP (Era 1) Series (Issued prior to December 14, 2009) policy

BAZINSKY | KORMAN | BAKER
PROFESSIONAL ASSOCIATION
SUITE 450 7901 SW 6TH COURT PLANTATION, FL 33324
STEPHEN W. BAZINSKY • DONALD G. KORMAN • MICHAEL W. BAKER • JOSHUA S. BECK
GAIL DIAMOND BAKER • SARAH E. GELLERMAN • SHANNON WILLIAMS-LEON

August 3, 2016

To the Florida Office of Insurance Regulation:

Re: MetLife VIP (Era 1) Series (Issued prior to December 14, 2009) policy

I am writing to you as a MetLife holder for the above policy and to express objection to the 59.51% average rate increase requested by MetLife.

My wife, Barbara, and I have had this policy since 2008. During that time MetLife has always been paid timely and has never been called upon to make payment for long term care for either of us. Hopefully, MetLife will never be called upon make a payment for our benefit but every year the statistical possibility of one of us needing long term care increases. It should be unnecessary to point out that a 59.51% rate increase will adversely affect all Florida policyholders who for many have been paying for long term care coverage based on the expectation that this insurance would act as a hedge against the cost of long term care if required. For many people, this type of increase will act as a *de facto* cancellation of coverage—coverage a carrier is not supposed to be able to cancel. There will be insureds who will not be able to afford either the coverage or the out of pocket expense of long term care if required. This predicament is compounded by them having depleted at least some of their assets by paying MetLife for many years. Candidly, this is unconscionable.

It is my understanding that MetLife no longer writes long term care coverage and has asserted that its assumptions used to price our long-term care insurance products initially, have changed. From what I've read, fewer people drop their coverage than MetLife anticipated, their policyholders are living longer, and low interest rates have made it more difficult for carriers such as MetLife to compensate for pricing mistakes with their own investments. MetLife made sophisticated business calculations and decisions when they wrote the policies under consideration. Barbara and I kept our part of the bargain by making payment to MetLife when times have been good and when times have been bad. I suspect most of the other affected policyholders have done the same. Now its MetLife's turn to keep their part of the bargain, whether the times are good or the times are bad.

Thank you for hearing me out on this subject. It is not my nature to write letters of this sort but I felt compelled in this instance.

Stephen W. Bazinsky, Esq.
Telephone (954) 626-0000
Facsimile (954) 626-0011
bazinsky@bktriallaw.com

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[redacted]

From: Bob Meek <bobmeek@kagres.org>
Sent: Thursday, August 04, 2016 9:11 AM
To: MetLifeLTC Hearing
Subject: MetLife's requested LTC rate increases

To: The Florida Office of Insurance Regulation

Dear Sirs:

I write today to respond to a letter I received from MetLife dated July 22, 2016 informing me it had requested rate increases on a number of its LTC policies, including one I hold.

I have been a MetLife LTC policy holder since March 18, 2004. I purchased my policy in Florida, but now live in Ohio. I wish I could appear at the August 12, 2016 hearing you are holding regarding MetLife's rate increase requests, but that's not possible. Instead, as you suggested, I'm sending you my comments via email.

To cut to the chase, I think MetLife's request to raise the yearly premium on the LTC policies listed in its letter by anywhere from 20.09% to 95.44% is strikingly unfair and unjust.

The reason MetLife is seeking these increases is simple. MetLife failed to properly anticipate what it would actually cost to meet the policy obligations it freely took on some years ago and, as a result, its profits are suffering.

MetLife's solution to this profits problem is equally simple. It wants a "do over." It wants you to allow it to raise the rates on most, it not all, of its LTC policies. It wants you to help it shore up its declining profits by squeezing more money out of its LTC policy holders.

Apparently, it doesn't bother MetLife that its LTC policy holders *are in no way responsible* for its profits problem. They simply bought a product MetLife put on the market and have been faithfully paying their premiums ever since - premiums, I might add, that have already been increased once on, at least, some LTC policies.

In addition, it apparently doesn't concern MetLife that many, and perhaps most, of the people who will bear the burden of these increases are elderly and vulnerable. In fact, it may well be that MetLife is counting on that vulnerability to hold down objections. At this point in their lives, if they want to maintain the protection and peace of mind afforded by a LTC policy, its aging customers will have little choice but to just pay their new and higher premiums.

From MetLife's "do what's best for our company" perspective, I guess the increases it wants make perfect sense, but I think it's grievously unfair and unjust for MetLife to ask its LTC policy holders to pay for the company's mistakes and wrong for you to let them do it.

I ask you to deny MetLife the rate increases it is requesting. If, as a result, MetLife executives have to live on lower salaries and MetLife dividends suffer a bit, so be it. MetLife, not its LTC policy holders, caused this problem.

Sincerely,

Robert Meek
[redacted]
Granville, OH 43023
bobmeek@kagres.org
[redacted]

[redacted]

From: nancy.ross@nm.com
Sent: Wednesday, August 03, 2016 4:45 PM
To: MetLifeLTC Hearing
Subject: Possible rate increase for Florida

Dear Commissioner Altmaier:

I have been in the insurance field for 32 years and am troubled by another request by MetLife for a substantial increase in premiums. Although I recognize that people are living longer and the need for long term care insurance is greater and more expensive, it is unfortunate to see requests to raise the premiums at the very time they are on a reduced income and can least afford it.

My clients have had MetLife for 13 years and are very upset about this. We need to consider service to these insureds who had the foresight to trust MetLife with their Long Term Care needs.

I find it hard to justify a 59.41% increase on their policies. It's important that we consider service to our client who are now senior citizens.

Thanks for your consideration. Please contact me if I can be of any Help.

Sincerely,

Nancy Ross

Nancy J. Ross, CLU, ChFC, CLTC, Financial Representative
Northwestern Mutual
23160 Fashion Dr. Suite 217
Estero, FL. 33928
(239) 676-2323 Fax (239) 676-2344
Cell [redacted]
nancy.ross@nm.com

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Northwestern Mutual
720 East Wisconsin Avenue
Milwaukee, Wisconsin 53202-4797.

[redacted]

From: Jean Cameron <jeantennis60@aol.com>
Sent: Thursday, August 04, 2016 10:44 AM
To: MetLifeLTC Hearing
Subject: proposed rate increase

I am extremely upset by the proposed Long Term Care increase filed by Met Life Ins. in Florida. I have paid premiums since 2003. As I am now on a fixed income this large increase would adversely affect my financial situation. Please do not let this happen. Jean Cameron

[redacted]

From: mcb317@cox.net
Sent: Wednesday, August 03, 2016 5:49 PM
To: MetLifeLTC Hearing
Subject: Rate Increase

I have been a policyholder of the LTC-Value_Fl Long-Term Care policy for many years. I strongly protest the huge proposed rate increase! Since my husband and I are now retired I do not think we can afford such a large increase.
Sincerely,
Marianne Beckman

[redacted]

From: Franke Huffman <fandph@gmail.com>
Sent: Thursday, August 04, 2016 11:07 AM
To: MetLifeLTC Hearing
Subject: Rate Increase

My husband and I enrolled in MetLife Long Term Care Insurance as a part of the Pinellas County Schools group policy [redacted] in January of 2004. I am writing to express my complaint about the proposed 77.23% increase in our policy premiums. Had I realized that our premium would almost double 12 years later, I would have looked at coverage elsewhere. We are now retired on a fixed income and 12 years older. I feel that our options are very limited if this is approved; either pay the huge increase or accept reduced benefits. Purchasing another policy at this point would be difficult and much more expensive.

I no longer live in Florida or I would attend the hearing to express my concerns personally. I thought that purchase of this product would be a prudent investment to insure that we would have help providing for ourselves should this become necessary. This proposed 77.23% increase has come out of the blue and will be a hardship on those who trusted MetLife.

Sincerely,

Patricia Huffman

Franke Huffman

[redacted]

From: William G. Brewer <wgbrewer@eastpascoins.com>
Sent: Thursday, August 04, 2016 11:24 AM
To: MetLifeLTC Hearing
Subject: Met Life LTC rate increase request meeting 8/12/16

To all concerned; my wife and I have met-life LTC policies. We received a letter for both policies indicating Met Life is AGAIN requesting a rate increase of up to 59.51%. In 2014 beginning 12/11/14 they were granted a 15% rate increase and our policy premiums increased by 15%. My wife and I are opposed to another rate increase, we are on social security and have never received a DIME form met life. My wife and I are unable to attend the meeting in Miami 8/12/16 beginning 1pm. Please consider our opposition as a NO Vote.

Sincerely

Bill and Linda Brewer

[redacted]

From: Mary Sue <mslowery@bellsouth.net>
Sent: Thursday, August 04, 2016 11:26 AM
To: MetLifeLTC Hearing
Subject: Notice of Long Term Care Public Hearing- Filing 16-09734

My husband and I currently have long term care insurance and having had a substantial increase last year, we would appreciate not having another increase in the near future. Thank you for your consideration.

Carlis and Mary Sue Lowery

Sent from my iPad

Sent from my iPad

[redacted]

From: joan deremo <jderemo@msn.com>
Sent: Thursday, August 04, 2016 12:34 PM
To: MetLifeLTC Hearing
Subject: Filing 16-09734

Dear Sirs,

I have a Met Lie Long Term Ins. Policy I am unable to attend the hearing on August 12, 2016 regarding increases in the rates . I am unhappy to hear this as I am a senior citizen and living on social security and a small pension. I am healthy now but the reason I took out the policy was that I wanted security as I get older. With the rate increases, it will make my life more difficult and stressful, trying to pay my monthly bills. Please reconsider these increases or at least reduce the increases. Thank you for your consideration in this matter.

Sincerely,

Joan DeRemo
[redacted]
Largo, Florida, 33770
jderemo@msn.com

[redacted]

From: John Wagner <wagsjup@gmail.com>
Sent: Thursday, August 04, 2016 12:40 PM
To: MetLifeLTC Hearing
Subject: Long Term Care #LTC-PREM-FL #04856-8554 & 8552

An increase of up to 59.51% for both my wife and I would be harmful to our continuing our annual premium payments as we are on a fixed income living check to check. Rates were increased in 2014. The S&P 500 and the DOW have increased 20% during the last 6 years. Who is managing that money that now requires a rate increase. Maybe bonuses and executive benefits should be looked in to. John & Lestra Wagner wagsjup@gmailcom

[redacted]

From: Steve Beckman <Steve@mcguiremgt.net>
Sent: Thursday, August 04, 2016 12:58 PM
To: MetLifeLTC Hearing
Subject: LTC hearing-16-09734

I am retired living on fixed income a increase of 95 percent in my premium means at age eighty I will have to give my LTC coverage when most need it. To add insult to injury the termination would come after paying premiums for 17 years for which I will receive no benefit. Not to mention the rate increase you approved two years ago. Please help me keep my coverage by not approving Mets request for an increase.

Sent from my iPhone

[redacted]

From: jgronich@comcast.net
Sent: Thursday, August 04, 2016 1:50 PM
To: InsuranceCommissioner
Cc: MetLifeLTC Hearing
Subject: Met Life LTC Rate Increase

Commissioner Altmaier
As a senior living on a fixed income I was shocked when I received notice from Met Life that they intended to raise my LTC premium by 95.4%. I purchased this policy so as not be a financial burden to my family and be responsible for my own long term medical expenses. When I bought the policy I was told that there was no history of rate increases and that in all likelihood the rates would remain constant. How can Met Life justify doubling my premium when their net income was over $5 billion and they are paying a dividend of almost 4%? I sincerely hope that as my consumer representative, The State of Florida will not approve these exorbitant rate increases that would severely hurt so many senior citizens and cause many to drop the policies that they had planned would protect them in case of a long and lingering sickness. Please do not let Met Life get away with this financial attack on the senior citizens of Florida .

Respectfully
Jules Gronich

[redacted]

From: Charlie Richardson <Charlie@richardsonins.com>
Sent: Thursday, August 04, 2016 12:24 PM
To: MetLifeLTC Hearing
Subject: Proposed rate increase for LTC policies - Hearing to be held 8-12-16

As an almost age 67 widow, I was very concerned with the letter announcing the proposed rate increases on my Long Term Care Policy. My plan would be in the +59.51% increase (I can only imagine how the +95% and +77% insureds must feel) and even though I am still working right now, I am fast approaching retirement and a very fixed income. Based on my current premiums I would be subject to $3,600 more per year to continue my LTC. That amount will be substantially more than one full month of my social security benefit. I understand that Met Life under estimated the amount of cost of the LTC claims in Florida and that the policy I bought in 2009 was under priced. With a company as gigantic as Met Life it would seem there are other cost cutting measures that could be taken before senior citizens are hit this hard. I can only guess that the management team at Met Life has never considered cutting their compensation packages to help offset a mistake they made years ago. I think about all the years Met Life was taking in all the premiums and making profits on various lines of business. It was their mistake and now we have to pay for the actuarial mistakes of the "brains" behind the LTC policies. Somehow, Met Life needs to "DO THE RIGHT THING FOR THEIR INSUREDS" and not penalize a group of seniors that cannot afford to take this kind of hit. I know there will be so many of us that will have to make the hard choice of dropping their LTC policy. I have NO family that can take care of me and I buried my husband of 35 years a little over 2 years ago. He was the one that encouraged me to have LTC because he knew there would be no one to care for me if and when I needed care. To think that I will have to use up what little assets we have accumulated in the event that I need to be cared for and then end up on the Medicaid rolls. We planned and paid for a different outcome. I know he would be very disappointed with how this appears to be heading. I hope Met Life will not be allowed to take advantage of the seniors in Florida and that they will come up with the revenue needed to fund these policies from their own wallets.

Thank you for the opportunity to make my statement.

Sincerely,

Loraina G. Richardson
Policy [redacted]

[redacted]

From: Lisa Carmichael <lcarmichael@tampabay.rr.com>
Sent: Thursday, August 04, 2016 2:52 PM
To: MetLifeLTC Hearing
Subject: insurance rate hike

I have a MetLife long term care policy the rate of which MetLife is asking to hike by at least 95.44%. This will increase the cost of my policy to at least $5,000.00 per year. As a single person and retired Florida public school employee on a fixed income, this size rate increase would have a huge negative impact on my yearly income. I feel fortunate that I can currently afford long term care insurance as I will be completely dependent on my income to pay for health care needs as I do not have a husband or children. I'm not sure that I will be able to continue to pay the premiums if MetLife is allowed to double the cost. How often will they be allowed to double the rates? Soon, only the wealthy will able to purchase this safety net. Then, it may be left to the state and federal governments to assume the costs of care for a greatly increased number of indigent patients. Also, MetLife will see decreased income as so few people will be able to purchase their product. Please do not allow MetLife to increase rates by this exorbitant amount.
Thank you,
Lisa Carmichael

Sent from my iPad

[redacted]

From: Charlene Toews <charlenetoews@hotmail.com>
Sent: Thursday, August 04, 2016 2:39 PM
To: MetLifeLTC Hearing
Subject: Proposed rate increases for long term care health insurance

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

[redacted]

From: InsuranceCommissioner
Sent: Thursday, August 04, 2016 1:55 PM
To: 'jgronich@comcast.net'; InsuranceCommissioner
Cc: Colona, Eva; Consumer Services; MetLifeLTC Hearing
Subject: RE: Met Life LTC Rate Increase

Dear Mr. Gronich:

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 increase. 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
200 E. Gaines Street
Tallahassee, FL 32399-0305
850-413-5916
fax 850-488-3334
website: www.floir.com

From: jgronich@comcast.net [mailto:jgronich@comcast.net]
Sent: Thursday, August 04, 2016 1:49 PM
To: InsuranceCommissioner <InsuranceCommissioner@floir.com>
Cc: MetLifeLTC Hearing <MetLifeLTCHearing@floir.com>
Subject: Met Life LTC Rate Increase

Commissioner Altmaier
As a senior living on a fixed income I was shocked when I received notice from Met Life that they intended to raise my LTC premium by 95.4%. I purchased this policy so as not be a financial burden to my family and be responsible for my own long term medical expenses. When I bought the policy I was told that there was no history of rate increases and that in all likelihood the rates would remain constant. How can Met Life justify doubling my premium when their net income was over $5 billion and they are paying a dividend of almost 4%? I sincerely hope that as my consumer representative, The State of Florida will not approve these exorbitant rate increases that would severely hurt so many senior citizens and cause many to drop the policies that they had planned would protect them in case of a long and lingering sickness. Please do not let Met Life get away with this financial attack on the senior citizens of Florida .

Respectfully
Jules Gronich

[redacted]

From: David Reel <groundscapesfla@gmail.com>
Sent: Friday, August 05, 2016 1:10 PM
To: MetLifeLTC Hearing
Cc: Rachel Reel; david@groundscapes.us
Subject: comment and OBJECTION to rate increase proposal

My wife and I bought these policies many years ago, and at NO time were we warned that the price might increase much less the amount proposed. We would not have bought your policy if that were known to be a possibility, as we apparently were misinformed or uninformed at the very least. When we have bought insurance in the past, the risk factors of age and health pretty much set what the forever rates would be. Now we are seeing the possibility of a 95% increase??? That is a preposterous proposal, especially at an age when we are closer to needing the services that we thought we were signing up for. Never did we know that this was like a term life insurance policy that matures and then the rates climb yearly or semi annually. Why would we have bought such a policy?
I disagree with your proposals and if you pay us back for all of the premiums that we paid into this ripoff policy, we will find another insurer that won't attempt to mislead us.
David and Rachel Reel
[redacted]
Valrico, Florida 33594

[redacted]

From: Janet Burley <burleymail@gmail.com>
Sent: Friday, August 05, 2016 1:56 PM
To: MetLifeLTC Hearing
Cc: Janet Burley
Subject: Hearing Filing 16-09734

I am a Met Life Long-Term Care policy holder and have some questions about Met Life's proposed rate increases. A public hearing which I cannot attend is scheduled for 8/12/16 at FIU Miami Biscayne Bay campus (Kovens Conf. Ctr., Rm.114).

My policy (Number[redacted]) is in the VIP (Era 1) series, purchased before Dec. 14, 2009. The proposed rate increase for my policy is 59.51%.

I understand that cost-of-living raises are important for employees.

However, I am questioning why a nearly 60% rate increase on my policy is needed.
(Several other types of LTC premiums increase by 77+ % and 99+ %.)

- Did Executive or upper level Management positions and/or salaries increase dramatically in the last few years? If so, why?
- Were there legal liability claim decisions against the company? If so, why do policyholders have to pay for bad judgement calls by Company leadership? The person(s) responsible should pay those claims.
- Are new policy sales not generating enough income to meet what the company is paying out?
Why was that not balanced each budget year?

I have had increases in my premium the last few years (But not 60% !), which I assumed were needed for inflation's effect on care costs.
It seems to me that a prudent large insurance company must have had (or should have had.....) a plan in place to annually increase premiums gradually if income did not meet outflow costs caused by inflation.

I would like Met Life to communicate with their policyholders (who are shareholders, in my opinion) as to why this large premium increase is needed, and exactly how it will be spent.

Thank you.

Janet S Burley
[redacted]
Tampa FL 33613-4124

Sent from my iPad

[redacted]

From: MyJo218@aol.com
Sent: Friday, August 05, 2016 10:30 AM
To: MetLifeLTC Hearing
Subject: Long Term Care Increase

I am unable to attend hearing.

I lost my parents young. I became an educator so I could help other children live meaningful lives filled with self-confidence, academic success, and happiness. I always wanted to help others have a better childhood than myself. My parents had me when they were very old and died 12 days apart when I was younger. My father would have celebrated his 100th birthday on August 3rd. He was in World War II, a pro tennis player, and built a wonderful business. My mother was amazingly beautiful, courageous, and smart. Then sickness took over - the business gone, the money gone, my mother's happiness gone, and my happy life over in high school. Since, I have no one to take care of me, I took this policy out to make sure I was not homeless one day. Met Life had a rate increase of 15% last year. Please do not let them increase the rates 95% like the paper states they want to. I have taken care of myself for most of my life (as well as a beautiful amazing golden retriever for 12 years). I have spent most holidays without family as I figure my old age will be. I did not have children because I was still reeling from the loss of my family and was always afraid that I would die and leave a child without a parent. Please stand up for us and not let Met Life increase the policy in the way they are proposing. I hope someone actually reads this. Thank you in advance for your understanding and support.

[redacted]

From: Dot Catapane <fldotnj@yahoo.com>
Sent: Friday, August 05, 2016 2:43 PM
To: MetLifeLTC Hearing
Cc: fldotnj@yahoo.com
Subject: MET LIFE LONG TERM CARE RATE INCREASES

This letter is also being sent to Florida Dept. of Insurance Regulation @ 200 East Gaines Street,Tallahassee, Florida 32399.

The purpose of the Dept. of Insurance Regulation is to regulate the insurance industry, but for many years we have seen hugh increases in first property insurance, then recently auto insurance and now they are attacking long term care insurance. It can't continue!
Thousands of seniors who thought they were wisely planning ahead to take care of their medical needs in the future are finding themselves being squeezed out and being left with no promised protection.

My long term care insurance premiums went up 30% just a few years ago and now Met Life is again asking for an increase. This time
they want 77.23%!!! I have been paying in since age 55/56 yrs and am now close to age 73. That seems like money wasted if I am
forced to discontinue my long term care insurance because of premium increases. This is great for the Insurance companies. Get
people off their books when they reach 70's and 80's before they start making claims. They reap all the profits they collected in our
younger years. I thought my decision to buy long term insurance at a younger age which made it more affordable was a sound one.
Now it's looking like I was taken advantage of or worse yet SCAMMED.

It seems as though big companies are being looked after by those representing us in our state governing offices over the serious
concerns and plight of Florida citizens. Commercial Industries have too much influence over our legislature and state departments.
It is untenable that their costs continue to be shifted to vulnerable seniors on fixed incomes verses companies and share holder
stock profits absorbing more. Where were the proper statistics done in actuarial studies before they wrote these long term care
policy agreements? Who's fault is that?

The Florida populous needs legislation and legislators to protect us from this threat to our well being.. These cost will ultimately
fall to the State of Florida if Met Life is allowed again to raise premiums. Please do the proper vetting and turn down any increases.
Their miscalculations when issuing policies should not be our burden to fix and bear by having to drop out before we may need the
promised coverage.

PLEASE HELP! WE CARE CLOSELY WATCHING ALL OF YOU!!

SINCERELY,

Dorothy Catapane

[redacted]
Delray Beach, Florida 33484

[redacted]

From: BECol <flcollins@sprynet.com>
Sent: Friday, August 05, 2016 12:25 PM
To: MetLifeLTC Hearing
Subject: MetLife LTC Rate Increase

My wife and I purchased LTC insurance policies from TIAA-CREF in 02/01 and have paid our premium every month since them and have suffered two rate increases. TIAA-CREF apparently saw this as a money losing business and sold it to MetLife. Now MetLife realizes their mistake and wants the policy holders to bail them out.

After a rate increase on our policies last year they are now requesting a 54.72% increase in premiums this year which would make the policy unaffordable to an 82 year old policy holder like me. While medical costs have sky rocketed since 2001, the benefits under this policy have remained unchanged and only the premiums have increased. Maybe rather than penalize the policy holder they should look at their actuaries and see where they made their mistake.

In the history of the insurance has there ever been a case where the company said they were making too much money and decided to decrease the premium?

Bronson Collins
[redacted]
Apopka, FL 32712

[redacted]

From: Lynn Coburn <lynnck7@hotmail.com>
Sent: Friday, August 05, 2016 2:53 PM
To: MetLifeLTC Hearing
Subject: MetLife Proposed Rate Increase

I have had my MetLife Long Term Care Policy for many years and have paid my (already high) annual premiums faithfully, even though it has been a struggle, especially since I retired.

I took out the policy because I really didn't have anyone with whom it would be feasible and practical to live once I'm not able to live on my own.

Now MetLIfe is asking for my policy's premium to go up 59.51%. Since I'm on a fixed income, there is no way I can afford that, and I will be forced to just let my policy lapse.

If that happens, what will MetLife do with all the thousands and thousands of dollars that I've paid in over the years?

More important, what will happen to me?

[redacted]

From: Michael Howington <mdhowington@gmail.com>
Sent: Friday, August 05, 2016 9:55 AM
To: MetLifeLTC Hearing
Subject: Proposed Metlife LTC rate increase in Florida

To whom it may concern;

If these rate increases are approved it will make my wife and I's policy unaffordable. Our policies are already expensive relative to the benefits. I am not sophisticated enough to determine if the rate increases are justified given the legal and financial complexities; however, our family benefits from us having these policies and likely we will not be able to replace them with comparable policies. We request the policy increases be denied.

Sincerely,
Michael and Jane Howington

[redacted]

From: agross1029@aol.com
Sent: Friday, August 05, 2016 1:06 PM
To: MetLifeLTC Hearing
Subject: proposed rate increases

My rates were raised a couple of years ago. I am totally against this huge proposed raise!! I never heard of a 95.44% increase! That's outrageous! I can understand that costs are going up, but I would not expect a raise of more than 10%. I am retired, and it is already difficult to manage the current payments. I have been paying for about 10 years...what happens to all that money if I cannot afford to continue paying? I am VERY upset about this proposal.

Alice Gross

[redacted]

From: Steph Steeves <stephsteeves19@gmail.com>
Sent: Sunday, August 07, 2016 6:20 PM
To: MetLifeLTC Hearing; InsuranceCommissioner; Altmaier, David
Subject: MetLife Long Term Care Hearing Filing 16-09734

Commissioner Altmaier:

I have had a MetLife Long Term Care insurance policy since 2007. I was 49 years old at the time, and although the premiums were high, I felt it was a smart investment and took the policy. At that time I was paying $1382 per year.

In 2012 my premium was increased to $1687 per year. This is higher than my homeowners or auto insurance.

Now, it appears that MetLife miscalculated how many people would waste their money by paying these high premiums for several years and then, because they could no longer afford them, or for some other reason would cancel the policy and receive nothing for those premium dollars paid while MetLife received the financial benefit. It is a gamble that MetLife took, and seems to have lost. I must take responsibility for my own poor decisions, and find it appalling that insurance companies don't have to do the same while they continue to make billions of dollars at the expense of their customers.

Since 2007 I have paid over $13,000 in premiums which would be money thrown away if I choose to cancel the policy. This is not like switching auto or homeowner policies when you just choose another company. I will be 59 years old this year, and based on my age would not be able to afford a new LTC policy with another company, so that is not an option for me. If I want to continue to carry LTC insurance I am hostage of MetLife's whims.

I strongly urge you deny MetLife's quest for premium increases.

Stephanie Steeves
[redacted]
Townsend, TN 37882
[redacted]

[redacted]

From: Powell, Rob
Sent: Friday, August 05, 2016 4:05 PM
To: MetLifeLTC Hearing
Cc: ServicePoint
Subject: [SR#:1-875981601] Metlife LTC Hearing

Please see the following comments:

my husband & I are policyholders of the
VIP Era 1 series Long Term Care Policy through Met Life. The reason why we insured with Met Life was b/c of our trust in the reputation of this company as compared to some other carrier. This policy was purchased in 2003. Of course, we realize that costs do increase over time, but this proposed increase of 59.51% is totally unreasonable & inconsiderate of the policyholders who entrusted you with their future health needs.
We also have a Variable Annuity purchased at the same time as the LTC policy (2003) and are wondering if we should cash this out? We have lost all
confidence with Met Life & never thought this would happen after being with a company for so many years. Totally Unacceptable!
We appeal to you to reconsider asking for such an exorbitant rate increase and we thank you in advance.

Wayne & Julie Greenberg[redacted]

Rob Powell
Insurance Specialist III
Department of Financial Services
Division of Consumer Services
200 East Gaines Street
Tallahassee, FL 32399-0322
850-413-5884
http://www.myfloridacfo.com/

[redacted]

From: Florida Department of Financial Services <servicepoint@myfloridacfo.com>
Sent: Friday, August 05, 2016 4:19 PM
To: MetLifeLTC Hearing
Subject: FW: [SR#1-875999081] MetLife Long Term Care

Please see the attached consumer comments regarding the rate hearing.

-----Original Message-----
From: consumerservices@myfloridacfo.com
Sent: 8/3/2016 10:32:29 AM
To: ServicePoint <ServicePoint@myfloridacfo.com>
Subject: [SR#1-875999081] MetLife Long Term Care

Florida Department of Financial Services

Division of Consumer Services

200 East Gaines Street, Tallahassee FL 32399

Monday – Friday 8 am - 5 pm (EST)

1-877-MY-FL-CFO (1-877-693-5236)

From: MHLantz [mailto:mhlantz@gmail.com]
Sent: Tuesday, August 02, 2016 5:16 PM
To: Consumer Services <consumerservices@myfloridacfo.com>
Subject: MetLife Long Term Care

¿I got a notice from MetLife that they want to raise my premium by 95%. That would take my $4,000 annual premium to $8,000. It seems that they are trying to get out of the market by making people drop their policies. I have been paying the high premium for 15 years and if I have to drop the coverage, which I will, I will be left bare and, with my family history, I may need it. I have been paying the premium on the promise that if I need it, it will be there. I bought the coverage when I was much younger so was able to get a lower rate than I would if I tried to replace it

now and it will likely be unaffordable. Many of us policy holders are seniors and many on fixed incomes. How can we afford to pay 95% more on the already high premiums for coverage we need?

Finally, MetLife has called a meeting for interested parties but it will be in Miami. Shouldn't they also have meetings in the center and northern parts of the state? I can't make it to Miami and back in a day and would be forced to stay in a motel. There is a way to contact them electronically but I don't trust that my voice would be heard using that format.

I sure would appreciate it if someone could look into this and get back to me. The meeting is 8/12/2016 and public comment period ends 8/23.

Marily Lantz



[redacted]

From: Florida Department of Financial Services <servicepoint@myfloridacfo.com>
Sent: Friday, August 05, 2016 4:39 PM
To: MetLifeLTC Hearing
Subject: FW: [SR#1-876088511] METLIFE RATE INCREASES HEARING AUGUST 12TH 2016 PLEASE DECLINE THEIR PROPOSAL

Please see consumer comments regarding rate increase.

-----Original Message-----
From: consumerservices@myfloridacfo.com
Sent: 8/4/2016 08:27:43 AM
To: ServicePoint <ServicePoint@myfloridacfo.com>
Subject: [SR#1-876088511] METLIFE RATE INCREASES HEARING AUGUST 12TH 2016 PLEASE DECLINE THEIR PROPOSAL

Florida Department of Financial Services
Division of Consumer Services
200 East Gaines Street, Tallahassee FL 32399
Monday – Friday 8 am - 5 pm (EST)
1-877-MY-FL-CFO (1-877-693-5236)

-----Original Message-----
From: Governor Scott's Office of Citizen Services [mailto:EOGCitizenServices@eog.myflorida.com]
Sent: Thursday, August 04, 2016 8:13 AM
To: Rosalind Ebanks <rosalind3373@att.net>
Cc: Consumer Services <consumerservices@myfloridacfo.com>; Sunburst <sunburst@eog.myflorida.com>
Subject: RE: METLIFE RATE INCREASES HEARING AUGUST 12TH 2016 PLEASE DECLINE THEIR PROPOSAL

Dear Ms. Ebanks:

Thank you for contacting Governor Rick Scott regarding Metlife Insurance.

To assist you, I forwarded your email to the Florida Department of Financial Services, the office that responds to consumer inquiries about insurance and licenses insurance agents and agencies. If you want to contact that office directly, please call (850) 413-3100 or visit www.floir.com.

Thank you again for taking the time to contact Governor Scott.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

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

From: Rosalind Ebanks [mailto:rosalind3373@att.net]
Sent: Tuesday, August 02, 2016 7:11 PM
To: Governor Rick Scott
Subject: METLIFE RATE INCREASES HEARING AUGUST 12TH 2016 PLEASE DECLINE THEIR PROPOSAL

From: Rosalind Ebanks <rosalind3373@att.net>

County: Duval

Zip Code: 32223

Phone Number: [redacted]

Message Body: I AM A 76 YEAR OLD WIDOW, FOR THE PAST 12 YEARS I HAVE INVESTED ($29,000.00) TWENTY NINE THOUSAND DOLLARS TOWARDS MY LTC. TWO YEARS AGO, THE YEARS ON MY PLAN WAS REDUCED FROM FOUR YEARS OF COVERAGE TO THREE YEARS. WITH AN INCREASE IN COST. NOW I AM BEING ADVISED THAT YOU PLAN TO INCREASE MY COVERAGE BY +59.51%. OR MORE. I NEED FOR YOU TO TELL ME , A PERSON WHO IS ON A FIXED INCOME , A PERSON , WHO THOUGHT I WAS DOING THE RIGHT THING IN TAKING OUT LTC AS WAS ADVISED , IS ABLE TO MANAGE ? I HAVE TRIED TO DO EVERTHING TOLD TO ME TO SECURE MY PLANS TO HELP ME IN MY OLD AGE AND NOT BE DEPENDENT ON MY DAUGHTER, MY SON OR GOVERNMENT. I LOST TO LEAHMAN BROTHERS $5:000;00.(FIVE THOUSAND DOLLARS) WHEN THEY DECLARED BANKRUPTSY. NOW METLIFE WANTS ME TO WALK AWAY FROM MY LTC INVESTMENT. I CANNOT FOR THE LIFE OF ME UNDERSTAND A SYSTEM WHO IS, PROGRAMMED TO TAKE AWAY THE HARD EARNED MONEY OF OLD AMERICAN PEOPLE.....SHAME, SHAME, SHAME ..... THIS IS THE UNITED STATES OF AMERICA THE GREATEST, THE RICHEST COUNTRY IN THE WORLD. NEVER LET IT BE SAID OR KNOWN THAT YOU ARE TARGETING YOUR SENIOR CITIZENS . MOTHERS, FATHERS OF THIS GREAT, GREAT COUNTRY. (OR IS IT??????????????????). I AM ASKING AT THE PUBLIC HEARING ON THE 12TH OF THIS MONTH AT THE FLORIDA INTERNATIONAL UNIVERSITY, BISCAYNE BAY CAMPUS 3000 NE 151ST STREET MIAMI FL 33162. THAT YOU DECLINE THE REQUEST, THINK OF YOUR AGING PARENTS, WHO ARE TRYING TO BE INDEPENDENT IN THEIR SENIOR YEARS. THIS PROPOSAL AND ANY FUTURE PROPOSALS PERTAINING TO LTC MUST BE DECLINED. PLEASE HELP ALL THE SENIOR CITIZENS OF AMERICA. WE DESERVE YOUR HELP..... ..... SINCERELY, ROSALIND EBANKS..... A VERY UPSET, ANGRY OLD LADY

[redacted]

From: Florida Department of Financial Services <servicepoint@myfloridacfo.com>
Sent: Friday, August 05, 2016 4:25 PM
To: MetLifeLTC Hearing
Subject: FW: FW: [SR#:1-876114174] Proposed rate increase for MetLife long-term care insurance

Please see consumer's comments regarding LTC rate increase.
-----Original Message-----
From: consumerservices@myfloridacfo.com
Sent: 8/4/2016 10:45:59 AM
To: ServicePoint <ServicePoint@myfloridacfo.com>
Subject: FW: [SR#:1-876114174] Proposed rate increase for MetLife long-term care insurance

TOMIKA L GILLISON

INSURANCE SPECIALIST I

FLORIDA DEPARTMENT OF FINANCIAL SERVICES

DIVISION OF CONSUMER SERVICES

BUREAU OF EDUCATION, ADVOCACY & RESEARCH

(850)413-5450

From: Mary LaMont [mailto:mlamont1@gmail.com]
Sent: Wednesday, August 03, 2016 4:05 PM
To: Consumer Services <consumerservices@myfloridacfo.com>
Subject: Proposed rate increase for MetLife long-term care insurance

Dear Commissioner Altmaier,
Please DENY rate increase on Long term care insurance premiums for Florida seniors who live on Social Security after paying premiums for more than ten years. This is simply not fair.
Thanks, Mary Lamont, Fernandina Beach, FL

[redacted]

From: Ivy doc <RobertIve@msn.com>
Sent: Friday, August 05, 2016 5:10 PM
To: MetLifeLTC Hearing
Subject: Comment Submission

Robert L. Iverson
Amy M. Iverson
[redacted]
Sarasota, Florida 34233
August 5, 2016

Florida Office of Insurance Regulation
Metropolitan Life Insurance Company

RE: Notice of Long Term Care Public Hearing – Filing 16-09734
Proposed Rate Increase
TIAA Series: LTC.04

1. Respondents Robert and Amy Iverson purchased LTC Policies [redacted] and [redacted] effective September 2002, which basically provided "Unlimited Lifetime Benefits" of $300/day of Nursing Facility Care as well as $150/day of Home and Community-Based Care after a 90 day benefit waiting period. The inflation rider was not selected.

2. At the time of our policy application, the above listed benefits were the maximum benefits available to new applicants. We elected to insure the maximum benefits pursuant to precepts of prudent personal financial planning at that time which counsel the purchase of such LTC plans at the relatively young ages of 58 (Robert) and 44 (Amy) in order to "lock in" lower premium costs (compared to premium costs for older applicants).

1. The annual premium for Robert's policy [redacted] was $1,674 and Amy's policy #[redacted] was $892.80 which reflected a spousal discount. These premiums did not change when the LTC plan management was transferred from TIAA to MetLife. The premiums were paid on time annually from 2002 through 2014. We clearly understood the limited rights of MetLife to increase the premium for our premium class.

1. Pursuant to those limited rights, we were notified in a MetLife letter, dated <u>September 10, 2014</u> that our premiums would be increased, effective <u>September 1, 2015</u>. We were given options to decrease the premium by reducing certain benefits, but elected at that time to maintain the original benefits, which resulted in a **15% increase** in Robert's premium to $1,925.10 and a **25% increase** in Amy's premium to $1,116. We were not pleased with this increase, but nonetheless understood the purported industry-wide pressures on LTC policy underwriting in general.

1. Now comes MetLife back to the trough, a mere two years later with a request to again increase LTC premiums to an "**average rate increase of 54.72%**" for our premium class.

1. This request is unconscionable. We understood the previous rate increase. But this **second request for an increase within two years** clearly reflects MetLife's poor management, **actuarial incompetence**, a deplorably flawed LTC insurance business plan, or at worst, excessive profit goals.

1. **Respectfully request that the Florida Office of Insurance Regulation NOT approve the proposed rate increases** for the above referenced policies. Such an approval would be another unfortunate instance of a "**bail-out**" of an irresponsible financial institution. Further request that MetLife strongly consider withdrawal of this proposal for rate increase. MetLife's proposal is not consistent with the firm's otherwise excellent reputation within the insurance industry. The citizens of the State of Florida and the clients of MetLife deserve better.

Respectfully submitted:

Robert L. Iverson **Amy M. Iverson**

Enclosures:

Policy Declaration for [redacted] (Robert), dated September 25, 2002
Policy Declaration for [redacted] (Amy), dated September 25, 2002
MetLife Rate Increase Letter to Robert, dated September 10, 2014
MetLife Rate Increase Letter to Amy, dated September 10, 2014
Policy Declaration (revised) for [redacted] (Robert), effective September 1, 2015
Policy Declaration (revised) [redacted] (Amy), effective September 1, 2015
MetLife Notice of LTC Public Hearing - Filing 16-09734 (to Robert and Amy), dated July 22, 2016

[redacted]

From: Wintersteen <ewintersteen2@comcast.net>
Sent: Friday, August 05, 2016 5:29 PM
To: MetLifeLTC Hearing
Subject: Objection to Met Life's Outrageous Increase Request

To Whom It May Concern:

My wife and I are holders of the VIP Series LTC-IDEAL-FL with Met Life since 2004. Last year I received an increase in my policy of $207.04. This was about a 10% increase. My wife's policy went up about 15%, or $198.38. This was our first increase since we owned the policy.
This current proposal leaves us in a poor position, as we have invested so much with the company that we really have no option but to continue paying the proposed exorbitant premium, if we do not elect to take reduced benefits. Met Life's proposed increase of 95.44% is outrageous.
In reading about the health of the company, it appears to be sitting on a great deal of cash. While realizing the company has a responsibility to its' shareholders, be reminded that the company also has a responsibility to their policy holders who were persuaded to invest in their policies.

Sincerely,

Edward B. Wintersteen
August 5, 2016

[redacted]

From: Patricia Cormane <pamecopa@aol.com>
Sent: Saturday, August 06, 2016 10:30 PM
To: MetLifeLTC Hearing
Subject: Comment on Notice of Long Term Care Public Hearing Filing 16-09734

To Whom It May Concern,

My name is Patricia Cormane, and I have been insured under the MetLife Long-Term Care insurance plan for over ten years. When I enrolled in the insurance program in 2006, my annual premium was $2,584.74; since then, my annual insurance premium has increased to approximately $3,500.00 a year. MetLife is seeking to increase the annual premium on my LTC-VALUE-FL by 95.44%, bringing my annual premium to approximately $6,840.40 a year. This would be an over $4,000.00 increase from when I subscribed to the insurance program. I cannot afford to pay the new premium, and therefore, would lose coverage after paying approximately $30,000.00 over the past ten years. Had I put the money under my mattress, I would have had $30,000.00 to pay for long term care; but if this premium increase is approved by the Florida Office of Insurance Regulation, I will not have the money I need or the insurance coverage I have been paying for should I need long term care. People like me, who have planned for any long term illness or disability and who do not want to be a burden on our families are counting on the state of Florida to protect our insurance coverage. I believe the reason the state has been involved is because this rate increase is unreasonable, and a person such as myself could not possibly foresee such an astronomical increase in premiums when they enrolled.

If you would like to communicate with me further, I can be reached at [redacted] or at pamecopa.com.

Respectfully,

Patricia Cormane

[redacted]

From: James W. Robinson <click35@brighthouse.com>
Sent: Saturday, August 06, 2016 4:15 PM
To: MetLifeLTC Hearing
Subject: Comment on Proposed TIAA Series rate increase

I wish to express my opposition to the proposed MetLife rate increase for TIAA series LTC premiums. It is clear that MetLife and its predecessor TIAA made serious actuarial miscalculations when pricing these policies. They created their own problem. Now they want policyholders to rescue them with a high rate increase on an already very high premium. Businesses sometimes make bad bets. It is not the responsibility of their customers to pay the price of those bad bets. Although its earnings are down because of other bad bets, such as on derivatives, MetLife remains a very profitable company. A large percentage of the LTC policyholders, especially of the TIAA series, are retired and on fixed incomes. It is clear that the MetLife objective is for policyholders to cancel. I urge the state to reject the rate increase request.

[redacted]

From: Patty Capen <pcapen@tampabay.rr.com>
Sent: Saturday, August 06, 2016 1:08 PM
To: MetLifeLTC Hearing
Subject: Long Term Care Insurance Filing 16-09734

This is the 2nd rate increase, and MetLife wants more money? They want the people to cancel their policy so that they don't have to pay out in the future, but the increase that they are asking for is out of reach for many of us. And, who is going to stop them from continuing to raise their rates again and again?
We bought long term care insurance for our future security, going broke for something I may never use is not an option.

Patty Capen
[redacted]
Seminole, FL 33776

[redacted]

From: Ed D <eds-inc@msn.com>
Sent: Saturday, August 06, 2016 8:32 AM
To: MetLifeLTC Hearing
Subject: Met Life Proposed Rate Increases

Gentlemen,
Thankfully there is a Florida Office of Insurance Regulation and one can hope it will act fairly in that capacity.
What Met Life and other insurers are doing is almost criminal in its impact even if couched in terms of a business necessity in its presentation. To be brief here is the reality behind their actions.

They sign up older citizens at expensive but not impossible fees for years. Then, before these individuals require the funds in some manner, they raise the rates on those they have covered for 10 or more years to a level which causes many to have to choose between eating every day, or paying them exorbitant rates. Sadly many of these senior citizens must choose to have enough money to just buy food. So the MET Life executives smile when the policy is cancelled as they have "banked" tens of thousands of dollars from these folks who now cannot draw one cent back from them. Its better than any historic "Mafia" scheme and apparently completely legal.

The only hope senior Florida residents have is your commission. A modest 5% or 8% rate hike may be required. But even the Mafia had a limits on the daily loan sharking rates they charged.

I may be one of those who must give up this policy, now over 12 years in existence, if you allow this to go through at the levels they seek. If forced to do so all I can do is write to and then withhold my votes from any current political figures who may have any role in appointing commission members. I know that this small gesture is not really a concern for the political world, but then again its all I can do.

Thanks for reading this message and "please help us", Ed DeSantis

Sent from Mail for Windows 10

[redacted]

From: RALPH MARKS <mnlgt_sonata@prodigy.net>
Sent: Saturday, August 06, 2016 2:06 PM
To: MetLifeLTC Hearing
Subject: What is my Form Number?

I received your notice of public hearing-Filing 16-09734 regarding rate increase request, but I have no idea which of the listed Form Numbers relates to my policy. My account number is [redacted] and my policy number is [redacted]. Please advise me which Form Number applies to me.

Thank you for your attention to this matter. Ralph M. Marks

[redacted]

From: Florida Department of Financial Services <servicepoint@myfloridacfo.com>
Sent: Monday, August 08, 2016 12:08 PM
To: MetLifeLTC Hearing
Subject: FW: FW: [SR#:1-876191641] Met Life LTC Rate Increase

Please review consumer's comments.

-----Original Message-----
From: consumerservices@myfloridacfo.com
Sent: 8/5/2016 09:45:15 AM
To: ServicePoint <ServicePoint@myfloridacfo.com>
Subject: FW: [SR#:1-876191641] Met Life LTC Rate Increase

TOMIKA L GILLISON

INSURANCE SPECIALIST I

FLORIDA DEPARTMENT OF FINANCIAL SERVICES

DIVISION OF CONSUMER SERVICES

BUREAU OF EDUCATION, ADVOCACY & RESEARCH

(850)413-5450

From: InsuranceCommissioner
Sent: Thursday, August 04, 2016 1:55 PM
To: 'jgronich@comcast.net' <jgronich@comcast.net>; InsuranceCommissioner <InsuranceCommissioner@floir.com>
Cc: Colona, Eva <Eva.Colona@floir.com>; Consumer Services <consumerservices@myfloridacfo.com>; MetLifeLTC Hearing <MetLifeLTCHearing@floir.com>
Subject: RE: Met Life LTC Rate Increase

Dear Mr. Gronich:

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 increase. 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

200 E. Gaines Street

Tallahassee, FL 32399-0305

850-413-5916

fax 850-488-3334

website: www.floir.com

From: jgronich@comcast.net [mailto:jgronich@comcast.net]
Sent: Thursday, August 04, 2016 1:49 PM
To: InsuranceCommissioner <InsuranceCommissioner@floir.com>
Cc: MetLifeLTC Hearing <MetLifeLTCHearing@floir.com>
Subject: Met Life LTC Rate Increase

Commissioner Altmaier

As a senior living on a fixed income I was shocked when I received notice from Met Life that they intended to raise my LTC premium by 95.4%. I purchased this policy so as not be a financial burden to my family and be responsible for my own long term medical expenses. When I bought the policy I was told that there was no history of rate increases and that in all likelihood the rates would remain constant. How can Met Life justify doubling my premium when their net income was over $5 billion and they are paying a dividend of almost 4%? I sincerely hope that as my consumer representative, The State of Florida will not approve these exorbitant rate increases that would severely hurt so many senior citizens and cause many to drop the policies that they had planned would protect them in case

of a long and lingering sickness. Please do not let Met Life get away with this financial attack on the senior citizens of Florida .

Respectfully

Jules Gronich

[redacted]

From: Cindy Gehrisch Schwartz <crgehrisch@msn.com>
Sent: Monday, August 08, 2016 11:23 AM
To: MetLifeLTC Hearing
Subject: Insurance Commissioner Altmaier - premium increase

August 8, 2016

Dear Commission Altmaier,
I am sure that you won't read all of these emails so I will get right to the point. I am 68 and have paid into the Metlife LGT care for over 12 years and over $20,000.
My husband is 75 and has paid for the same length of time for about the same premium. We were told that this would buy us insurance to cover our own LGT care
expenses when the time came. You just allowed an increase 2 years ago which already caused us grief. We are now on fixed incomes and Metlife is hoping we will
walk away from all of the money that has been paid to them to date because we can't pay our premiums. We are in the category of a 60% increase in premiums.
There is no way that we can pay that. We already pay about $3500.00 + per year for both of us.

We are looking to you, the Insurance Commissioner, to protect the money that the people of your state have paid to Metlife. They knew how many "baby boomers"
were going to need this insurance. They weren't worried about that when they sold it to us. They have taken that money and invested it for the last 12 years and I'm
sure have made a ton of money during that time. We trusted Metlife that they would be there to help us in our "old age". It is clear that they would rather we
walk away from the premiums and they keep the money.

You should try calling the Metlife phone number. Don't tell them who you are and just hear what they are saying we should do. They suggest that we settle for what
we have put into the account and have that be the money we can use when the time comes. I was promised that I would have about $250,000. when I needed it
not $20,000. You know how fast I would go through $20,000.00.

You need to protect the elderly of your state or the state will end up having to pay for our care through medicaid and we would have "horrible care". Is that what you
would want for your family? Think about it.....

I beg you to rule that they can't increase the premiums just 2 years after you allowed them an increase. I'm sure they are lobbying like crazy for the increase.
Think about it.....we are the losers.....not Metlife.

Sincerely,

Cindy Gehrisch Schwartz

Ref. Letter from Metlife LGT for Public Hearing - filing 16-09734

[redacted]

From: Ron Anderson <randerson@dbmscpa.com>
Sent: Monday, August 08, 2016 2:51 PM
To: MetLifeLTC Hearing
Subject: Long-term Care Public Hearing

I am writing regarding the rate increase requested by MetLife. I object to the amount of the rate increase because I feel that it is unfair to those, like me and my wife, who have been paying for coverage for years, eight years in our case, and as we approach retirement the requested rate increase will put the policy either out of reach for us, or will require that we reduce other coverages. I understand that the long-term care insurance industry is not a profitable as it was expected to be, but I feel that we are being asked to bear more of the burden for their short-comings than we should.

I ask that you refuse or at least reduce the rate increases, so that we can continue to have the coverage that we expected when we purchased our policy. We have based our retirement plans on the rates that we could reasonably expect, but now are being asked to pay outrageously higher premiums than we ever thought would be required.

J. Ronald Anderson, CPA / ABV, CVA

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[redacted]

From: lorraine geronimo <lorraine.geronimo22@gmail.com>
Sent: Monday, August 08, 2016 3:31 PM
To: MetLifeLTC Hearing
Subject: LTC Public Hearing-Filing 16-09734

Per your letter of July 22,2016 regarding a proposed rate increase, I will not be able to attend the hearing on 8/12/16. Please advise if my policy is affected by this proposal and, if so, what percentage of increase applies. My policy info is as follows:

Policy No. [redacted]
Plan No. [redacted]

Thanks.
Lorraine Geronimo
lorraine.geronimo22@gmail.com
[redacted]

[redacted]

From: G W whitfield <ginaww@embarqmail.com>
Sent: Monday, August 08, 2016 10:43 AM
To: MetLifeLTC Hearing
Cc: alannull@wradvisors.com
Subject: Met Life increase

To Whom It Concerns,

I bought my policy before turning 55 because I understood it would be cheaper than waiting till after 55. That was in 2003 right after a large increase the year before. My yearly payment was $3012.66. In September of 2014--right after my payment was made for that year, I received notice that my payment, to keep my policy the same, would be $3585.07---a 19% increase. Now, I am being informed that MetLife is seeking an increase of 95.44%. My payment would be $7,007.66 a year. This is a 132% increase from the amount first paid.

This large company now has $43,322.06 of my money that I am sure they have invested. They also have actuaries that should help them determine how many people will drop their payments and how much the company will probably pay out on their customers. I feel that either their investors are not as good at picking investments as the one I have, or their actuaries are not very good at their jobs. They also have all the premiums they have collected from customers who have had to drop their policies or who have died suddenly that should be helping their bottom line. We,the customers, are being asked to make up for their bad decisions.

I know that things do not stay the same and we should expect increases, but not to this extent! I also believe that MetLife is smart enough to ask for a greater increase than they really need, so that when they get a smaller increase, it will be more in line with what they originally wanted. I am on what is basically a fixed income in that my retirement and social security are tied in to the cost of living. This increase would be very hard, if not impossible for me to pay.

I thank you for taking emails on this subject as it would be hard for me to appear at your hearing. I pray that the committee makes a decision that is right and fair for everyone concerned.

Gina W. Whitfield

[redacted]

From: LeslieandJack Attebery <landjattebery@gmail.com>
Sent: Monday, August 08, 2016 12:48 PM
To: MetLifeLTC Hearing
Subject: Met Life Long Term Care public hearing

from Leslie Attebery and John Attebery

My wife and I (names given above) were notified by letter from Met Life about a possible long term care rate increase. The letter mentioned average rate increases for six different types of policies. We have no idea what kind of policy we have which might be affected because no information was given in the letter.

We would be opposed to any form of increase and want more information about a rate increase of any kind that would affect our policies.

Thank you in advance for responding.

[redacted]

From: Lena Daniels <danlen1440@gmail.com>
Sent: Monday, August 08, 2016 1:43 PM
To: MetLifeLTC Hearing
Subject: possible rate increases

Sirs: We also endured a rate increase 2 years ago. We cannot afford another rate increase especially at the percentages you have proposed!
We are not all millionaires who can afford this, but are trying to secure our lives in a nursing facility or at home by paying a substancial payment annually already! You need to think this over thoroughly or lose customers, or maybe you do not care as our payments may only be a drop in the bucket to you. When our agents were selling this Insurance to us they said it would never go up!!! Now we are probably facing a large increase along with the one from 2years ago!
If you have a conscience about older people paying for years , to let
you have this happen, not knowing their income shame on you. Do the
right thing at this meeting stay to a minimum percentage not up to 95% or any percentage you see fit. You have been using the money paid in for others like a ponzie scheme therefore we have to reimburse your miscalculations on previous owners who used their policies, If we had put all the money we paid you in the bank with interest, we would have an ample amount and paid for home care ourselves when we need it!

suck up and do the right thing! Thank you l
Lena and Charles Daniels

[redacted]

From: Ross <rstar4391@aol.com>
Sent: Monday, August 08, 2016 1:22 PM
To: MetLifeLTC Hearing
Cc: rstar4391@aol.com
Subject: Rate increase for Long Term Care products -Filing 16-097334

This is in connection and opposition to the rate increase applied for by Met Life. We are Ross J. & Virginia T. Canella of St. Petersburg. This is in regard to Filing 16-09734 which requests rate increases ranging from 20 % to 95% for Long Term Care products. These amounts are very unreasonable and will create a significant burden on the current policy holders. We have been paying premiums to Met Life since 2002 - some 14 years - in anticipation that the company would continue to support these policies within reasonable costs. Our 1LTC-97-FL 2016 premiums were increased by 8% over the prior year - a high rate but seemingly at the time not as unreasonable as the currently requested increase of 77% !! Please have in mind during the review that Met Life took on the risks involved in Long Term Insurance and they should be required to live up to their commitments at a reasonable cost.

Again we are opposed to the requested rate increases and urge that they be denied.

Thank you for your time and attention,

Ross J. Canella Virginia T. Canella

[redacted]

From: Bill WIrth <billwirth@twc.com>
Sent: Monday, August 08, 2016 6:27 AM
To: MetLifeLTC Hearing
Subject: Notice of Long Term Care Public Hearing - Filing 16-09734

To: Florida Office of Insurance Regulation:

My wife and I purchased MetLife Long-Term Care policies in January of 2005 while living in Tallahassee, Florida and shortly before moving to Indiana in October 2005. And should any rate increases actually apply to Indiana residents, as your notice seems to imply?

At the time, my yearly premium for my policy was $2,141.44 and my wife's yearly premium was $1,194.01 and both included a return of premium rider to our estate if the policy was not utilized during our lifetime.

Just two years ago, my policy premium increased 13% to $2,419.82 and my wife's policy premium increased 25% to $1,492.51. Since I am now almost 74 years old and retired, we cannot afford constant increases in these policies and I believe them to be unwarranted anyway. These policies come with a limit on the amount of cost for care and duration of care in accordance with the policy premium!

If rate increases for these policies are to be approved, they should come with the stipulation that anyone not willing or able to pay those increases should be given the option of terminating the policy with a complete refund of all premiums paid. This should especially be true if you paid for a return of premium rider to that policy and have received no benefit from the policy.

Hence, MetLife has no justification to raise rates when the allowed medical costs and duration of those costs was initially fixed to the premiums charged. Just because MetLife has been fined for inappropriate actions and are not experiencing the return they anticipated, gives them no just cause to penalize others that have taken out policies in good faith.

If a rate increase is granted despite the inappropriateness of same, all policy holders should have the option of canceling their policy with a full return of all premiums paid, especially if there was no benefit received from same policy. If an individual cannot afford a premium increase, they should not have to suffer the loss of all their previously paid premiums without ever having received a benefit.

Your acknowledgement of these comments would be greatly appreciated.

Sincerely,
Bill and Cindy Wirth
[redacted]
Floyds Knobs, IN 47119-9394
[redacted]
BillWirth@twc.com

[redacted]

From: Robert Welday <rwelday@comcast.net>
Sent: Sunday, August 07, 2016 8:39 AM
To: MetLifeLTC Hearing
Cc: Nancy Welday
Subject: Rate Increase Requested for Long Term Health Care Policies in Florida

To Whom it May Concern:

My husband and myself purchased a MetLife Long Term Care Policy on May 1, 2002. Since that time we have paid over $43,000.00 in premiums and have never used the policy. It was our understanding when we purchased the policy that there would never be a rate increase. We were issued a rate increase since that time. When we bought the policy Metropolitan was the one that set up the conditions and cost. If Metropolitan did not anticipate future cost the burden needs to fall on you not the clients.

The policies that we purchased are the 1LTC-97-FL forms which you are requesting a rate increase of +77.23%. That amount is astronomical and would put a tremendous burden on our fixed retiree income.

The purpose of purchasing Long Term Care Policies, like any type of insurance, is for what you don't know not for what you know. We maintain a healthy lifestyle and work hard not to have to use the policy. With that being said we feel like we are actually helping out Metropolitan and should not be penalized for that.

We hope that you will consider this when asking for a rate hike that we feel is unfair to us and probably many of your other "healthy" clients. If you would like to contact us with any other questions please feel free to do so.

Thank you,
Robert and Nancy Welday
nwelday@comcast.net

[redacted]

From: Nancy Griffin <nagwdg@yahoo.com>
Sent: Sunday, August 07, 2016 3:14 PM
To: MetLifeLTC Hearing
Cc: Nancy Griffin
Subject: Long Term Care Rate Increase Hearing

Date: August 7, 2016

To: Florida Office of Insurance Regulation

From: Wayne and Nancy Griffin

Re: Long Term Care Public Hearing

We are writing regarding the proposed rate increases for Met Life's Long Term Care Insurance. We have been subscribers to the Met Life plan since December 1, 2002. We selected our plan (initially through TIAA) for its quality and assurance. It was important to us to prepare in advance for our aging and any health concerns in order to insulate our adult child from the overburden of caregiving costs. To that end, we have regularly chosen to increase the daily coverage, thus raising our annual policy costs. We believed then and continue to understand the likelihood of inflationary per diem costs for long term care.

We are both now retired and on fixed income. We are careful to live within our means and avoid over stressing our resources. The projected increase suggested will have a significant impact on our family retirement resources. While we understand the possible need for changes, we hope whatever increases are imposed on current policy holders are judiciously undertaken with consideration of their effect on persons with fixed income.

We continue to appreciate the Met Life policy in which we are enrolled. We thank you for your time and consideration of this important matter.

Nancy & Wayne Griffin

[redacted]

From: TanyaBurns <tanya@tanyalburns.com>
Sent: Sunday, August 07, 2016 1:44 PM
To: MetLifeLTC Hearing
Cc: 'Luz Larach ((407) 963-9582)'
Subject: Notice of Long Term Care Public Hearing - Filing 16-09734

Dear Met Life LTC Department:

I am writing this "from the heart" email hoping it is truly read and seriously considered. Surely you have received MANY of these type letters - here why I believe Mine deserves the UTMOST consideration:

I have been in business since June, 1994 representing Met Life during this entire time. My decision to represent Met Life for not only Individual Life Insurance, Disability Income Insurance, Employee Benefits and LONG TERM CARE Insurance stems Solely from the QUALITY of MET LIFE (and having a real fondness for "Snoopy" too - sorry - couldn't resist!)

My agency has much Met Life business in place - most of it has been "on the books" for MANY years - thus the reason for this letter.

Our clients put their Trust in me as a person to ALWAYS provide the BEST insurance carriers for their needs. Over the years, Met Life has had to increase its Long Term Care premiums and - each time - my clients have "managed" to either keep their policies in place with No Change in benefits or Modify their benefits to a more affordable premium.

The attached SAMPLE letter to be mailed to clients once the August 12th hearing has come and gone is TOTALLY Unacceptable! Met Life is actually proposing -based on the Long Term Care Product - an increase of almost 55% to 96%! (We have No Group LTC on our books). This is so very disappointing to me as an agent who treats her clients "like family". These clients have trusted me for MANY years, paid their premiums LOYALLY for MANY years and now that some clients are age 70+ - Met Life is "pulling the rug out from under them" with these proposed rate increases!

I am well aware of the "statistics" of what has happened in the Long Term Care market (i.e. so many LTC claims and not enough reserves) but this proposed rate increase will cause most clients to have to terminate policies they have paid premiums on for MANY years. Seems really Unfair and I would appreciate your reconsideration.

Thank You for The Privilege to Serve for so Many Years,

Respectfully,

Tanya L. Burns, President

Tanya L. Burns, ***LUTCF, RHU, LTCP***

Tanya L. Burns and Associates, Inc.
2519 East South Street
Orlando, FL 32803
Phone: (407) 896-9886
Fax: (407) 896-9852
PLEASE NOTE NEW EMAIL: tanya@tanyalburns.com

IF YOU ENJOY OUR SERVICES...

PLEASE DON'T KEEP US A SECRET!!

[redacted]

From: aharvey15@cfl.rr.com
Sent: Monday, August 08, 2016 6:23 PM
To: MetLifeLTC Hearing
Subject: Long Term Care Public Hearing - Filing 16-09734

I have been informed that MetLife has requested rate increases for certain Long Term Care (LTC) policies in the state of Florida, and since I cannot attend the hearing scheduled for August 12, 2016, I would like to make the following comments:

My wife and I have MetLife LTC-FL-IDEAL policies that we purchased in June, 2006. MetLife has requested a 95.44% increase in premium, and while I am aware that they have the right to raise premiums, I am appalled at the size of this proposed increase and their total disregard for the welfare of their policyholders. My wife and I are in our late 70s and for 11 years have faithfully made all premium payments in a timely manner; a total amount of almost $75,000. When MetLife raised the premium 9% in 2015, I made no protest, but this latest request is in my view unconscionable. Now that we are past our earning years with limited income, MetLife wants to essentially double the premium on our LTC policies, increasing our combined annual premiums from $7,110 to $13,895, a financial burden that is unsustainable. It is my understanding that MetLife no longer writes LTC insurance in Florida, so I can only conclude that they are trying to force existing policyholders to cancel their policies, while of course keeping all the premiums that have been paid. While perhaps not true technically, I feel that in net effect, MetLife has defaulted on their contract to keep my wife and me protected from LTC disaster in our final years and has essentially taken our $75,000 in paid premiums under false pretenses. I strongly urge the Florida Office of Insurance Regulation to deny MetLife's request.

If you desire, I may be contacted at home at [redacted]2 or on my cell phone at [redacted]

James A. Harvey – Policy #[redacted]
Sally J. Harvey – Policy #[redacted]

[redacted]

From: Bruce Nelson <bbnels84@yahoo.com>
Sent: Monday, August 08, 2016 5:16 PM
To: MetLifeLTC Hearing
Subject: LTC Rate Increase

RE: Filing 16-09734

To Whom It May Concern:

In a letter dated July 22, 2016, Metropolitan Life Insurance Company (MetLife) notified us that they have requested a rate increase of 95.44% for Series VIP 1 long-term care insurance (LTC) policies. As customers who have been targeted for this 95% increase, we strongly object to such an exorbitant rate increase. This is OUTRAGEOUS! We purchased our policy in good faith in 2005 while living in Florida and have invested approximately $37,000 in premium payments over the past 11 years.

When we purchased our policies, we were told that MetLife may be more expensive than other policies but they never raise their premiums because they have done their homework and budgeted appropriately. To almost double our premiums just two years after a previous 20% rate increase leads us to believe that MetLife is either trying to defraud its customers by forcing them out of their policies or hide gross negligence by its actuaries and/or investment managers.

We know that MetLife is no longer writing these types of policies in Florida and that two years ago they used this as an excuse to raise premiums because they could no longer pass off increased costs to new buyers. But how can they justify a 95% increase only two years after a 20% increase? What could have drastically changed in just two years? And why should we have to pay for their mistakes?

We bought with MetLife in 2005 because they had a strong AAA Rating and the corporate reputation to be the kind of company that would stand behind its products and be around for the long haul (something that is very important when you are buying Long-Term Care Insurance). This rate increase has raised serious doubts regarding their stability and credibility in our minds.

We are retired and living on a fixed income. We bought these policies so that we would be able to enjoy our retirement and not be a burden to our children as we got old enough to need significant care. We cannot afford to pay almost double the premiums for our long-term care insurance!

We ask you to vote NO to their request for any rate increase!

Sincerely,

Bruce and Beth Nelson

Monterey, TN 38574


This email has been checked for viruses by Avast antivirus software.
www.avast.com

[redacted]

From: Walter Gomes <waltgomes@msn.com>
Sent: Monday, August 08, 2016 4:37 PM
To: MetLifeLTC Hearing
Cc: rhurtibise@sunsentinel.com; paull21@aol.com
Subject: MetLife LTC Insurance Premium Increase is Outrageous

To whom it may concern:

My wife and I are residents of Broward County and recently retired.
We each own a LTC policy with MetLife that we purchased almost 10 years ago.
We have been doing business with MetLife (Life) products for 40+ years, we are also former stockholders in MET.

I am writing this email to express my opinion regarding the unreasonable rate increase being sought by MetLife on its LTC policy.
We the policy holders are being asked to pony up massive increases to our premiums, because MetLife is not making money on these policies.
Their reasoning for this increase now is to say their policies were priced too low based on incorrect assumptions.
Company executives and their expert actuaries designed these policies and setup their pricing models based on these assumptions.
At the time I'm sure they had visions of these LTC policies being their industries next big money maker.

Us Baby Boomers were aggressively marketed LTC polices by these insurance companies.
Insurance Agents, Financial and Estate planners all told us we were certainly going to live longer and healthier lives than our parents did. We were told we needed to own these policies as an important piece of a sound financial plan. To keep down costs they convinced us to purchase LTC Insurance in our 50's while we were still healthy. Also telling us to include a inflation rider so that our benefits keep up with the expected rise in healthcare costs.
My question is this. If all these Financial Experts were aware of our longevity and inflation concerns, how is it MetLife now comes forward to say they failed to take these calculations into their assumptions?

As a responsible citizen we made what we thought at the time a long term commitment in our LTC policies. We assumed, at worst, reasonable stability in pricing of these policies for our lifetime.
Had we known our LTC policy premiums could possibly double or triple over our lifetime, how many of us would have purchased these policies to begin with? Probably none of us.

Is it possible these increases were part of their strategy for us Boomers from the very beginning?

Pricing initial policy premiums low so as to sell more policies - to younger people most of whom will not need benefits for years.

Raising premiums substantially in years 8-15 so many policy holders are priced out and stop paying their premiums letting their policies lapse years before they need actual benefits.

MetLife and all Insurance companies should be held accountable for their errors like any other business. We policy holders should not have to pay the penalty for their incompetence or deceit.
Please do the right thing and reject this increase. Protect your Florida citizens holding these MetLife LTC policies.

Below is an excerpt from a letter I thought ironic: I received it in 2007 and is signed by C. Robert Henrikson –at the time MetLife Chairman of the Board

When you purchased this policy, you joined the millions of people who rely on MetLife. You made the choice to place your trust in a company that has been keeping its promises for over 139 years. And in today's economy, trusting the company you do business with is more important than ever.
At MetLife we have a solid record of meeting our obligations and providing quality service to millions of customers. With almost $527 billion in assets under management as of December 31, 2006, MetLife is one of the strongest and most respected financial institutions in the world. We are also one of the most innovative financial organizations in the industry - with a wide variety of products and services that can help meet your needs for financial protection throughout your lifetime.

Thank you for your time,

Walter J. Gomes & Denise Davis-Gomes
Pembroke Pines, FL 33029

[redacted]

From: Lily Machin <lilymachin@aol.com>
Sent: Monday, August 08, 2016 5:20 PM
To: MetLifeLTC Hearing
Subject: Letter dated 7/22/16 Rate Increase

To Whom It May Concern: I like to express my outrage at the proposed rate increase you are asking. I joined Met Life since 2005 & continue to make my payments on time with the hopes that when the day comes will not be a burden to anyone.

You recently increased rates, now again you are asking for 95.44% on the type of policy I have. If this happens I will not be able to continue with this Insurance as my Income at the age of 66 is now limited. Does this means I have wasted all this premiums that I have paid since 2005 which required a lot of efforts in my part, now that the day when I will probably need the services I have work so hard to pay for & assure my self that I will have the care I need,you are requesting an outrageous increase. Frankly I hope it is not approved.

I have often ask if you would accept credit card payments to get a break & been told you are in the works, you have been in the works since 2005.

I am a very disappointed Policy holder.

Lily Machin,

[redacted]

From: luisamontesino@aol.com
Sent: Monday, August 08, 2016 6:19 PM
To: MetLifeLTC Hearing
Subject: Propose increase of Letter of July 22, 2016

Attention: Mr. Reilly,

I'm in receipt of the letter dated July 22, 2016, I just cant believe that "Met Life" is requesting another increase , last year we have one too.

I do hope there is no encrease this year.

Respectifully,

Luisa Montesino
Policy # [redacted]

Luisa Montesino, Realtor Associate

abm Realty, Inc.
Direct Line: 305-673-8048 Cell: 305-815-4848
Office : 305-253-0014
luisamontesino@aol.com

[redacted]

From: Alyson Dachelet, Esq. <Alyson@Dachelet.Net>
Sent: Monday, August 08, 2016 5:42 PM
To: MetLifeLTC Hearing
Subject: Proposed Premium Increase on LTHC policies

To whom it may concern:

The undersigned is an elder law attorney and I work on a daily basis with senior citizens, many of whom have LTHC policies. I am very familiar with these policies and the need to have this coverage in order to have care in the future as my health deteriorates due to age.

I have had my Met Life LTHC for a number of years and have been paying the premium annually. I initiated the coverage at a younger age than I might otherwise have initiated it in order to take advantage of lower premiums for younger people.

I've received recent correspondence stating that Met Life wants to have a 95.44% increase in the premium for my particular type of policy. It wants me to pay $4110.04 instead of $2103.17 annually for my coverage. Met Life was given the right to raise rates on October 10, 2014. At that time my premium went from $1,767.36 to $2103.17 annually. I didn't complain when that rate increase went into effect because I recognize that the cost of living and growing number of claims may have warranted an increase in order for the company to pay all claims. HOWEVER, Met Life is now asking for a second increase within 2 years and is asking for an enormous jump in rates. In my opinion, this request is due to poor planning on Met Life's part, poor management of the funds which it takes in and is predatory vis-à-vis senior citizens at a time in their lives when their incomes decrease.

I am planning to retire within a year or two. If a rate increase of this magnitude is allowed, I won't be able to continue paying my premiums and all of the monies I've paid out, to date, will be lost. I believe that Met Life is counting on people of my age and in my position to drop their policies because of the proposed increase so that it can get out of paying the insurance when it becomes needed. Just as many life insurance companies expect insureds to drop their policies when they get older because they can't afford the premiums any longer, Met Life is playing with its insureds' security as they age. If the company anticipates that it won't be able to pay all claims in the future if rates are maintained at their current rate for persons already insured, one solution may be to charge more for new policies covering younger persons who are still working (and will be for some time) who can better afford the higher premiums. At least they will be able to plan for the cost of coverage and spread it out over 20 or 30 years instead of assessing high increases to currently insured persons who can no longer amortize the cost.

I'm sure there are plenty of other people objecting to these increases and mine is only one voice in the crowd. However, I am asking that you deny this requested increase in its entirety and/or at least minimize the amount granted. I further ask that someone with investment knowledge be appointed to oversee the investment practices of Met Life so that future requests for increases can be avoided.

Contrary to what I was told, this upcoming meeting doesn't appear to be for the benefit of the insureds so that they may better understand why a rate increase is necessary. It sounds much more like a venue for Met Life to attempt to persuade the Insurance Commissioner to allow it to overcharge and penalize those who have been loyal and paid their premiums in the past.

I look forward to hearing that the application of Met Life to raise premiums has been denied. The Insurance Commissioner and other governing persons should protect the citizens of Florida and not allow this large corporation to jeopardize the future comfort and safety of its insureds.

Thank you for your attention to this matter.

Respectfully,

Alyson R. Dachelet
VIP 1 Policy No. [redacted]

Alyson R. Dachelet, Esq.
888 SE Third Avenue, Suite 400
Fort Lauderdale, FL 33316
Telephone (954) 764-2700
Facsimile (954) 764-2803
Alyson@Dachelet.Net

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[redacted]

From: Florida Department of Financial Services <servicepoint@myfloridacfo.com>
Sent: Monday, August 08, 2016 10:06 AM
To: MetLifeLTC Hearing
Subject: FW: FW: [SR#:1-876113969] MetLife LTC rate hike

Please see the consumer's concerns.

-----Original Message-----
From: consumerservices@myfloridacfo.com
Sent: 8/4/2016 10:36:35 AM
To: ServicePoint <ServicePoint@myfloridacfo.com>
Subject: FW: [SR#:1-876113969] MetLife LTC rate hike

TOMIKA L GILLISON

INSURANCE SPECIALIST I

FLORIDA DEPARTMENT OF FINANCIAL SERVICES

DIVISION OF CONSUMER SERVICES

BUREAU OF EDUCATION, ADVOCACY & RESEARCH

(850)413-5450

From: InsuranceCommissioner
Sent: Wednesday, August 03, 2016 2:29 PM
To: 'William LeMaire' <awlemaire@hotmail.com>
Cc: Colona, Eva <Eva.Colona@floir.com>; Consumer Services <consumerservices@myfloridacfo.com>
Subject: RE: MetLife LTC rate hike

Dear Mr. Lemaire:

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 increase. The Commissioner has scheduled a hearing which will be held in Miami, FL on August 12, 2016. 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

200 E. Gaines Street

Tallahassee, FL 32399-0305

850-413-5916

fax 850-488-3334

website: www.floir.com

From: William LeMaire [mailto:awlemaire@hotmail.com]
Sent: Wednesday, August 03, 2016 2:20 PM
To: InsuranceCommissioner <InsuranceCommissioner@floir.com>
Subject: MetLife LTC rate hike

Dear Mr Altmaier.

I just received in the mail a letter from Metropolitan Life Insurance Company announcing a public hearing about their requested premium hike. The hike varies according to the form number anywhere between 20.09% all the way up to 95.44%. While I am currently traveling, I have no access to the details (form number) from our policies and thus can not determine what the increase will be for us. Whatever it will be for us, it is bound to be substantial.

While I do acknowledge the right of the Company to request a rate hike as is stipulated in their contract, I do object to the very substantial rate increases proposed by MetLife. To us retirees that rate hike imposes a real hardship in order to keep this very important insurance for our "golden" years. If the company would be allowed to implement these major rate hikes then at least the clients should have the right and option to renegotiate better terms. The way it stands now it is a one way street, The company benefits and the client suffers.

We thus voice our opinion for the public hearing about this matter via e mail as we will not be able to attend in person. It is our hope that your office will see to it that the "consumer" will be protected from "big business", which we do think is the mission entrusted to your office by the public.

Sincerely.

Anne and William LeMaire

PS: if required, I will be very glad to provide you with our policy numbers, to which I have access even while traveling.

[redacted]

From: Janet Spirer <jspirer@salesmomentum.com>
Sent: Monday, August 08, 2016 1:56 PM
To: MetLifeLTC Hearing
Subject: Comment: MetLife Proposed Increase

I am writing on behalf of my Mother - Claire Spirer - who is 92 years old and took out this longterm policy on march 14, 2009. She is very upset at this proposed increase. From what she has read in the Sun Sentinel, it appears that MetLife is seeking this increase because the actuarial estimates are not working out.

As a senior citizen dependent on Social Security, increasing her $5000+ premium by almost 60% represents a significant increase to her - close to $3000 - resulting in a hardship to her.

My Mother does not understand how MetLife could have been so “off” in its projections and views this requested increase, in her words, as “bait and switch”. She wants you to know that she thinks: “It isn’t fair that MetLife issued these policies at lower premiums and then as people like me get older they price the policies so high that many of us won’t be able to pay the premium anymore.”

As her daughter, I can only echo her concerns, agreeing that the requested premium increase is outrageous.

In sum, my Mother and I request that the Florida Insurance Commission strongly consider the implications of this proposed increase on elderly policy holders - and in doing so, ideally deny the request. At a minimum, we request that any premium increase remains within the financial means of MetLife’s elderly policy holders.

Sincerely,

Janet Spirer, Ph.D.
Principal, Sales Momentum
9280 E. Thompson Peak Parkway - Suite 36
Scottsdale, Az 85255
480.513.0900
480.329.4182 (mobile)
www.salesmomentum.com

[redacted]

From: Hartsfield, Lin on behalf of Altmaier, David
Sent: Monday, August 08, 2016 7:50 AM
To: 'Steph Steeves'; InsuranceCommissioner
Cc: Young, T'Yana; Consumer Services; MetLifeLTC Hearing
Subject: RE: MetLife Long Term Care Hearing Filing 16-09734

Dear Mr. Steeves:

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 increase. 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: Steph Steeves [mailto:stephsteeves19@gmail.com]
Sent: Sunday, August 07, 2016 6:20 PM
To: MetLifeLTC Hearing <MetLifeLTCHearing@floir.com>; InsuranceCommissioner <InsuranceCommissioner@floir.com>; Altmaier, David <David.Altmaier@floir.com>
Subject: MetLife Long Term Care Hearing Filing 16-09734

Commissioner Altmaier:

I have had a MetLife Long Term Care insurance policy since 2007. I was 49 years old at the time, and although the premiums were high, I felt it was a smart investment and took the policy. At that time I was paying $1382 per year.

In 2012 my premium was increased to $1687 per year. This is higher than my homeowners or auto insurance.

Now, it appears that MetLife miscalculated how many people would waste their money by paying these high premiums for several years and then, because they could no longer afford them, or for some other reason would cancel the policy and receive nothing for those premium dollars paid while MetLife received the financial benefit. It is a gamble that MetLife took, and seems to have lost. I must take responsibility for my own poor decisions, and find it appalling that insurance companies don't have to do the same while they continue to make billions of dollars at the expense of their customers.

Since 2007 I have paid over $13,000 in premiums which would be money thrown away if I choose to cancel the policy. This is not like switching auto or homeowner policies when you just choose another company. I will be 59 years old this year, and based on my age would not be able to afford a new LTC policy with another company, so that is not an option for me. If I want to continue to carry LTC insurance I am hostage of MetLife's whims.

I strongly urge you deny MetLife's quest for premium increases.

Stephanie Steeves
[redacted]
Townsend, TN 37882
[redacted]

From: anne fackner <afackner@yahoo.com>
Sent: Tuesday, August 02, 2016 2:38 PM
To: MetLifeLTC Hearing
Subject: Fw: Notice of Long Term Care Public Hearing - Filing 16-09734

On Tuesday, August 2, 2016 2:31 PM, anne fackner <afackner@yahoo.com> wrote:

Hi,

I will not be able to attend this meeting down in Miami on August 12, 2016.

When I got this Long Term Care Policy through MetLife I was told that I would pay the one time fee for the rest of my time. Then a couple of years ago I get a letter saying that they needed to increase the amount that I pay a month. I didn't like that and found the money to pay for the $20.00 increase. Now you say we might be increased again. I ask you don't do that. I will have to beg, borrow or steal for this increase if you pass this one.

The insurance industry in Florida is always asking to increase insurance whether it is for Health, Home, Auto, etc. Teh Home Insurance might be going up because of not Hurricanes but plumbing issues. GIVE ME A BREAK! I am sick of it. The salaries in the state are not going up and yet the state wants to increase taxes or insurance, etc. The increase I got at work was 2% costing of living/raise. The middle class is being taxed out of existence. Do it to the wealthy and not the middle class.

Thank you.

Anne Fackner

From: Zoila Fernandez <ZFernandez001@tampabay.rr.com>
Sent: Tuesday, August 02, 2016 3:00 PM
To: MetLifeLTC Hearing
Subject: LTC Rate Increase

Dear MetLife, Since each policy holder would likely not receive anything additionally on their LTC Insurance with your proposed request for a rate increase, I would be interested in knowing what you have done with all the monies that you got to keep from those policies that were never used or possibly never returned to a beneficiary because the policy holder never had a rider on their insurance. I think this is totally discriminatory that MetLife would propose this only in the State of Florida. Actually I am disappointed period that you would even request this at all. Times are hard enough for the people in this country without you wanting more money from struggling families living in Florida and anywhere else for that matter.

I have had my LTC Insurance for more than 10 years and now that I am a Senior on disability, you want to make it more difficult for me to insure my future care and make the situation worse by making it unaffordable!

We all know that if individuals have to drop the plan because of affordability, you get to keep the money that we put into the plan.

This is Highway Robbery at its best!!

You should find another way !!!

I pray for everyone that the Department of Insurance Regulation's denies your request as I can't even imagine how you can justify this..

Sincerely,

Zoila Fernandez

From: rfelice1 <rfelice1@bellsouth.net>
Sent: Tuesday, August 02, 2016 3:15 PM
To: MetLifeLTC Hearing
Subject: Met Life increase

We cannot afford any increase, we were told 13 yrs ago that it would never
Go up in price.
Rose Ann Felice
[redacted]
Port Orange
Fl, 32129

Sent from Samsung tablet

From: Susan Pindell <stpindell@aol.com>
Sent: Tuesday, August 02, 2016 9:17 AM
To: MetLifeLTC Hearing
Subject: MetLife Proposed LTC Rate Increase

To Whom It May Concern,

My husband and I were just notified of yet another proposed rate increase. We have had our policies with MetLife for 10 years as of April 2016. We received our last rate increase just last year (April 2015). In order to keep the premium affordable and within our budget, we had no choice but to reduce our coverage.

Based on the MetLife's letter we received dated July 22, 2016, the average rate increase MetLife is requesting for our policy type is 95.44%, This would practically double our premium and make the premium impossible to maintain. We realize they will again offer us to reduce our benefits in order to not received the full rate increase. However, at the pace MetLife is increasing premiums, we will have no benefits left to reduce and will also have premiums that are impossible to afford.

My husband and I made the decision to be purchase this policy 10 years ago so that our care would not be a burden to each other or our families - that was in essence the sales pitch we received from a MetLife's representative. MetLife has enjoyed receiving our 10 years of prompt premium payments and thankfully we have not had to use the policy. As consumers, it feels as though MetLife will continue to propose these rate increases to force working class individuals like us to drop our policies due to premiums that are no longer affordable and therefore be able to keep the premiums they have collected and no longer have the potential liability to pay out any claims on our policies.

As most already know, wages in Florida are not increasing at any significant levels especially for individuals working in the school system (which my husband does), however, the cost of living in Florida continue to rise and outpace wages. MetLife's rate increase proposal will make these policies no longer affordable for the working class and will only be affordable to the rich who can already afford to self insure.

We understand that the cost of insurance is rising, however, the rates increases need to be at a more reasonable level and at least in line with the average cost of living adjustment so that current policy holders can continue to afford the premiums.

We wish we could have taken time off from our jobs to attend this very important meeting so that our voices could be heard. We sincerely hope that this email is read and considered.

We urge the decision makers at the Florida Office of Insurance Regulation to consider individuals like my husband and I, who may be forced to cancel our policy if MetLife is allowed to continue increasing LTC premiums at this pace and percentage.

Thank you in advance for your time.

Sincerely,
Susan & Troy Pindell
Tamarac, Florida

From: Steve Bozarth <SBozarth@deanmead.com>
Sent: Tuesday, August 02, 2016 11:50 AM
To: MetLifeLTC Hearing
Subject: Long-Term Care Public Hearing
Attachments: MEMO TO FLORIDA OFFICE OF INSURANCE REGULATION (O1522286x9F8AD).pdf

Please see attached Memorandum.

DEAN MEAD
ATTORNEYS AT LAW
www.deanmead.com

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Bio vCard



Dean Mead's Orlando office has moved to CNL Tower II, adjacent to City Hall in the heart of downtown Orlando.

Please note our new address:
420 S. Orange Avenue, Suite 700
Orlando, FL 32801

All phone numbers, P.O. Box and email addresses will remain the same.

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From: Mimi Krystel <mimi.krystel@gmail.com>
Sent: Tuesday, August 02, 2016 12:10 PM
To: MetLifeLTC Hearing
Subject: Proposed Rate Increase

We have been MetLife LongTerm Care policyholders for the last eleven years, never making a claim. We have now received a communication from the company indicating that our premiums will increase by 59.51% at next renewal if the requested rate increase is approved. We consider this increase to be exorbitant and designed to force policyholders to give up coverage. By its own admission, the company based its rates on the belief that a large percentage of policyholders would cancel their policies before claims could be made; in other words, MetLife never intended to provide the coverage policyholders were paying for. We believe that MetLife should be forced to continue to provide coverage with a more reasonable premium increase. Please do not allow the company to fail to meet its contractual obligations.

Mimi and Maury Krystel

From: Barry-Christine Adler <ourhappyhome@live.com>
Sent: Tuesday, August 02, 2016 1:00 PM
To: MetLifeLTC Hearing
Subject: Input for meeting

I have a long term care policy for my wife and myself about 8-10 years ago. I am 60 and she is 50.

I read on line that they tend to skew the increase so that they younger people pay more of an increase and the elderly, who are on a fixed income pay less of an increase.

But, there are other things to consider. I have become disabled and can barley afford the plans we have. They were sold to us, to buy it while we were younger to lock in a lower rate. This

Sent from Barry's iPhone

"Life is too short to wake up with regrets. So love the people who treat you right. Forget about those who don't. Believe everything happens for a reason. If you get a chance, take it. If it changes your life, let it. Nobody said life would be easy, they just said it would be worth it."
-- Unknown - I couldn't have said it better

From: Rose Feinberg <rosefeinberg4000@cs.com>
Sent: Tuesday, August 02, 2016 12:53 PM
To: MetLifeLTC Hearing
Subject: public comment

I am a retired educator who is a widow with fixed income who has a long term care policy with **Met Life.**

When I purchased this policy, it was to have the benefit of long term care in place and locked in for coverage.

Additional proposed long-term care increased costs would place additional financial burdens on me.

I am requesting that you do not approve additional costs to Met Life.

Rose M. Feinberg
[redacted]
Boynton Beach, Fl 33437
[redacted]

From: Barry-Christine Adler <ourhappyhome@live.com>
Sent: Tuesday, August 02, 2016 1:05 PM
To: MetLifeLTC Hearing
Subject: Input to the long term care hearing

I have a long term care policy for my wife and myself about 8-10 years ago. I am 60 and she is 50.

I read on line that they tend to skew the increase so that they younger people pay more of an increase and the elderly, who are on a fixed income pay less of an increase.

But, there are other things to consider. I have become disabled and can barley afford the plans we have. They were sold to us, to buy it while we were younger to lock in a lower rate. Now they ask
for more money. This is not fair and honest.

This will cause an undue hardship. Just because we are not over 70, does not mean that this will not cause us great harm.

Please keep in mind how this will affect everyone. And, that there are people other than the elderly that will be hurt by an increase in premium or a loss of benefits.

Sent from Barry's iPhone

"Life is too short to wake up with regrets. So love the people who treat you right. Forget about those who don't. Believe everything happens for a reason. If you get a chance, take it. If it changes your life, let it. Nobody said life would be easy, they just said it would be worth it."
-- Unknown - I couldn't have said it better

From: CAROL WEISS <carol35@msn.com>
Sent: Tuesday, August 02, 2016 1:20 PM
To: MetLifeLTC Hearing
Subject: Notice of Long Term Care Public Hearing Filing 16-09734

I am in receipt of the above notice regarding the Hearing Filing on Long Term Care. I find it hard to believe that Met Life or the State of Florida would do such a disgraceful thing that would impact senior citizens so hard. As someone who has been with Met Life for the past 8+ years I am totally disgusted. Most of us are living on a fixed income and social security benefits and would never be able to afford to keep the policy with such an increase. I ask that you consider the hardship you will be putting on people that will eventually need the care and have struggled throughout the years to pay the premiums. Please keep these facts in mind when you make your decisions. I am unable to make the meeting on August 12th because I cannot get to Miami. I am asking if there is anything further I can do or perhaps someone that I can communicate with.

Thank you kindly for your assistance.

Carol Weiss
[redacted]
Boca Raton, Fl 334734
[redacted]

From: Jill DeSantis <jilldes@cfl.rr.com>
Sent: Tuesday, August 02, 2016 1:29 PM
To: MetLifeLTCHearing@floir.co
Subject: Long Term Care Public Hearing

Dear Met Life,

What a shocker to receive this unbelievable letter with such news.

It is a shame this letter wasn't sent months ago so plans could have been made for me to attend. I certainly would have. I am already committed to another event. I suspect many others are too.

Do you truly believe that this is affordable for many of us? I am a retired teacher and bought this over ten years ago.

Why not put the increase on any new policyholders and grandfather us in??

Please keep me posted as to the meeting and discussion on this topic.

Sincerely,
Jillian DeSantis
[redacted]
West Melbourne, Fl 32912

My address was supposed to have been changed last year!! Please make a note of this.

From: DavCassel@aol.com
Sent: Tuesday, August 02, 2016 2:20 PM
To: MetLifeLTCHearring@floir.com; MetLifeLTC Hearing
Subject: Public Hearing Filing 16-09734

August 2, 2016

METLIFE

RE: Notice of Long Term Care Public Hearing- Filing 16-09734
RE: Long Term Care Policy # [redacted] on David Cassel and
RE: Long Term Care Policy # [redacted] on Diane Cassel

MetLifeLTCHearring@floir.com

TO ALL CONCERNED:

Regretfully, we cannot attend your hearing scheduled on August 12, 2016. Please accept our comments in lieu thereof.

Since just past mid-2014, my wife and I became residents of the state of North Carolina and gave up our Florida residency. That being the case, we do not feel that we should be subjected to rate increases on our long Ter[dc1][dc1]m Care MetLife policies issued in the State of Florida to us in 2005 based upon the Florida insurance pool that would include our policies. Rather, we should be reassessed using the guidelines of the state of North Carolina. We were told today by a customer service representative, Bonnie, of MetLife that our policies come under the category of: VIP(Era 1) Series (issued prior to December 14, 2009): LTC2-IDEAL-FL,LTC2-PREM-FL, LTC2- VAL-FLS with an Average Rate Increase Requested of +59.51%.

It is noteworthy that my wife and I recently received rate increases in 2014. The policy on David rose from $175.29 to $198.09. The policy on Diane rose from $ $118.77 to $136.59. The increase was 13% for David and 15% for Diane.

Please judge us fairly.

Sincerely,

David and Diane Cassel, policy holders

From: Ann Michalcik <tarponannie@yahoo.com>
Sent: Monday, August 01, 2016 2:43 PM
To: MetLifeLTC Hearing
Subject: Long Term Care Public Hearing-Filing 16-09734

I am writing to inquire about the fairness (or justice) of your increasing rates by such an exorbitant amount for senior citizens living in Florida. What are people, who are on a fixed income, to do at the mercy of Executives worried about the bottom line. In 2015, you have raised our rates $294.09. When we made this commitment in 2007 to plan for our future, we did not realize that you were going to "have us over a barrel" for the rest of our lives. Between the spiraling costs of medications and now the continued threat of higher Long Term Insurance rates, what are seniors to do?...Pray for an early demise? Please reconsider the ramifications of such a large increase.
Ann M. Michalcik (Policy #[redacted])

From: Jerry Kaplan <Jerry.Kaplan@RaymondJames.com>
Sent: Monday, August 01, 2016 3:03 PM
To: MetLifeLTC Hearing
Subject: Longterm Care Policy

I am upset that you are again requesting an increase in my policy premium. As I recall you increased the premium several years ago. Thank you.

Thank you for your trust,

Jerry Kaplan,
Vice President, Investments
Retirement Plan Consultant

MEINROD & LEEPER
WEALTH MANAGEMENT
of
RAYMOND JAMES

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From: Larry <larryrn@aol.com>
Sent: Monday, August 01, 2016 6:21 PM
To: MetLifeLTC Hearing
Subject: Long Term Care Rate increases

To Whom It May Concern:

The proposed rate increase % for Long Term Insurance is outrageous.
Most of the citizens purchasing this insurance are on fixed incomes.
When I was employed in the Medical field we were lucky to receive an annual 2.5% increase, as are most of MetLife's employees.
How can the Florida Office of Insurance Regulation justify this amount of increase, ranging from 20% to 114%?
As consumers we look to the Office of Regulation to protect us from price gouging.
It appears the Insurance Office is drastically favoring the insurance companies over the citizens of Florida.

I repeat 20% to 114% increase !

Question:
Who in this world gets permission from our government to make these exorbitant rate increases?
Answer:
The answer is Insurance companies and banks.
Question:
Who is controlling the Florida Insurance Commissioner?
Answer.....????????

We senior citizens (especially in Florida) vote.
A reasonable rate increase is expected on almost everything today. But this price gouging should not go through and we the seniors of Florida will not tolerate this favoritism by the Office of Regulation.

I implore you to not approve these excessive rate increases.

Lawrence Bell
[redacted]
Flagler Beach, Fl 32136

From: Kim Eyring <kim.eyring@mindspring.com>
Sent: Monday, August 01, 2016 7:40 PM
To: MetLifeLTC Hearing
Subject: MetLife LongTerm Care Premium Increase

To Whom It may Concern:

I worked for MetLife in Florida from 2003 to 2009. I sold long term care policies because I, like other agents in the industry, thought this was coverage everyone would need. At the time we sold these policies, we often received questions from potential purchasers about the potential for premium increases. We were instructed by MetLife to answer this question by saying that although MetLife reserved the right to increase premiums, they had historically not raised premiums on existing clients, but would raise premiums for new clients. Well this has turned out to be a big lie and not the fault of the agent, but the fault of the company. Insurance companies in general, and MetLife in particular, have no business selling long term care coverage. As the State of Florida's own statement says, the insurance companies depend on people paying premiums for years and then, cancelling coverage in order for them to remain profitable. It is ridiculous that they never thought people would use the long term care policies they purchased. We were encouraged to sell these policies to people who were younger so their premiums were reasonable, telling them that in all likelihood,their premiums would not increase. As time has gone on, the number of insurance companies in the long term care business has dropped significantly. In fact, MetLife is no longer issuing new individual policies because they can't make money in the business. So, they now increase the premiums on those foolish people who bought the coverage from them. My husband has a policy and a few years ago, MetLife had a premium increase so we cut the reduced the coverage in order to be able to continue to have it. Now we are older, we are retired, and we can no longer afford the increases proposed by MetLife. So, by getting this premium increase, MetLife gets exactly what they want - people cancel their coverage and MetLife gets to pocket all of these years of premiums. I suggest you let them have their increase if they refund all premiums paid by those clients who elect to cancel their policies rather than pay for the increase. The insurance companies knew all along that long term care insurance was unsustainable and yet, went into the business hoping they would continue to get receive from state regulators in terms of ever perpetual premium increases. The sale of long term care policies has been and is a fraud. Even the Federal Government scrapped its long term care plan.

The State of Florida has some of the best protections for Senior Citizens in the country against fraud and abuse. The State needs to stand up for Seniors again by allowing them to get their premiums back from MetLife if they decide to forgo their long term care coverage. MetLife is a big company and refunding the premiums is a small cost to them. They have been making money for years by investing these premiums.

Thank you for considering my suggestion.

Kim Eyring

From: Andrea Huertas <luv2garden3@gmail.com>
Sent: Monday, August 01, 2016 10:16 PM
To: MetLifeLTC Hearing
Subject: Please do not allow this rate increase to happen

My mother Rosalind Ebanks, has been a policy holder for over 14 years. She has paid into her policy over $25000.00 and is now being faced with the possibility of having to cancel her LTC or lose promised benefits. She was advised years ago that this was a responsible way to plan for her senior years. She is now being faced with an increase of almost 60% on her policy. She is retired and gets a social security check of no more than $600 per month. Please tell me how she is going to be able to afford such a high increase.
Metlife claims they miscalculated. I find that hard to believe as they have caps on these policies such as the length of years they will pay out so how did they run out of money? According to the aforementioned stats on the company they have surpluses in the billions of dollars. I believe they are banking on seniors canceling their policies and they Metlife are no longer required to pay for their policies. This leaves many seniors with no care in their final days as promised by Metlife, no money as they have paid thousands of dollars to Metlife, money which they could have saved had they known that the rug would have been pulled out from under them. This actually has the writings of a Bernie Madoff scandal and I have sent letter after letter to news agencies, politicians, and another on it's way to 1600 Pennsylvania Ave.
I ask those who will be making the decisions to think of your parents and how such increases would affect them and your families. Think of how you would like to be treated in your senior years. Time and time again citizens are left to fend for themselves. Insurance companies should not be allowed to get away with such evil, calculating, and dishonest practices such as this.
I truly hope you will support policy holders and deny Metlife from charging such enormous rates increases.
Andrea Huertas

From: Dennis <djsdennys@aol.com>
Sent: Tuesday, August 02, 2016 8:08 AM
To: MetLifeLTC Hearing
Subject: MET LIFE RATE INCREASE
Attachments: MetLife Rate increase filing August 2016.docx

August 01, 2016

Florida Office of Insurance Regulation's (office) review
Reference: MetLife
Notice of Long-Term Care requested rate increase Public Hearing-Filing 16-09734
August 12, 2016 1:00 p

Form Number LTC Series: 1LTC-07-FL **UNBELIEVABLE! AVERAGE RATE INCREASE REQUESTED +77.23%**

Dennis J Smith Policy # [redacted]
Robin C Smith Policy # [redacted]

Policies purchased April 2003
WE received a welcome letter from Robert H Benmosche Chairman/President and Chief Executive Offer which he states, "When you purchased this (these) policies, you joined millions of people who rely on Met Life. You made a choice to place your trust in a company that has been keeping its promises for over 134 years." Apparently, that "trust" comes only with financial tricks.

We received a rate increase effective January 2015. (Robin up 4.5% and Dennis up 14.%). We are on a fixed income. The increases hurt, but we didn't want to give up this policy that we thought so important for us and our family.
Now after spending thousands of dollars in premiums, MetLife obviously doesn't care about "trust and promises". Any large rate increases will unfortunately force us and many others to cancel their LTC policies. How convenient … The increase comes when we approach the age where the policy might be needed. THIS IS EXACTLY WHAT METLIFE WANTS "TO KEEP YEARS OF PREMIUM MONEY".
THIS COMPANY STOPPED WRITING LONG TERM CARE INSURANCE SEVERAL YEARS AGO. THEY WANT OUT!
Forget the "Trust and Promises" that we received in 2003.

WE would appreciate you protect the policy holders. Not the successful cash rich company.
Thank You.

Respectively submitted,

Dennis & Robin Smith
[redacted]
Hendersonville, NC 28792
[redacted] H
[redacted] C

From: Rich Neuroth Lois Feldhamer <dice9999@hotmail.com>
Sent: Tuesday, August 02, 2016 8:31 AM
To: MetLifeLTC Hearing
Subject: Fw: Long Term Care Public Hearing - Filing 16-09734
Attachments: MET LIFE INCREASE LETTER.jpg

Attached is a letter from Met Life Long Term for a proposed Rated increase that I (Richard Neuroth) and my wife (Lois Feldhamer received similiar letter) have received.
When we purchased these policies around 2006~2007 we were told by the representative that sold us the policies that there had never been a rate increase for existing policy holders. Rate increases were incorporated into new client policies.
So far, since we started with MET LIFE 2006-2007 we had a rate increase at the beginning of 2015 (less than 2 years ago) of 14% for my wife and 19% for me!
If this proposed rate increase in letter dated July 22, 2016 of anywhere of 20.09% to 95.44% happens; we will not be able to afford to go forward with these policies and not be able to afford our care in the future and we will become the responsibility of the taxpayers.
This is extremely irresponsibly out of line. We would not (no one would) ever have purchased these policies knowing that there would be such large policy increases.
We will be out approximately $37,800 that we have paid into these policies to date!!!!
Please help us not have rate increases as the policies were presented/SOLD to us back in 2006. PLEASE!
Richard Neuroth
Lois Feldhmer

From: Gail Larson <glarson@fortinsag.com>
Sent: Tuesday, August 02, 2016 8:52 AM
To: MetLifeLTC Hearing
Subject: MetLife LTC Hearing Filing 16-09734

My husband and I own policies which will be affected by this proposed rate increase. In our case, the rate increase proposed is 95.22%. Having paid premiums on two policies for over 10 years, it is unacceptable at this point for MetLife to request an increase which is going to make it impossible for us to continue paying premiums as we approach the age where we might need the coverage provided. MetLife was happy to take our money when we were young and unlikely to need the long term care coverage, but now seems to want to push us out of our plans. I request that Florida deny these increases and protect Florida seniors.

Regards,

Gail

Gail A. Larson
[redacted]
Jacksonville FL 32256

This email has been checked for viruses by Avast antivirus software.
www.avast.com

From: Barbara Landt <blandt@cfl.rr.com>
Sent: Tuesday, August 02, 2016 9:04 AM
To: MetLifeLTC Hearing
Cc: Michael Landt; Bill Elliott; Barbara Landt
Subject: MetLife LTC Public Hearing - Filing 16-09734

Sirs ~

In September of 2014 we received a letter from MetLife advising us of an increase in cost for our policies of 58%, which we accepted as part of the " cost of doing business " and agreed to the adjusted rate.

We are in receipt of your letter dated July 22, 2016 which advises us of MedLifes' intent to petition the state of Florida for additional increases across policies issued in this state. For MetLife to return to the policyholders again for an ADDITIONAL increase of over 59% within LESS THAN 2 YEARS is outrageous !

MetLife is potentially pushing people into choosing between making a "responsible decision to protect ourselves with purchasing this LTC policy" (a direct quote from your letter of Sept 10, 2014) and being able to live on a fixed or firm budget.
Where on earth do you believe the average person in need of this type of insurance is going to find an increase of over 59% in personal income to cover this rate change?

Do you yourselves live in the reality of todays economy? Obviously not.

Our only hope is for more conscience minded individuals to speak up and to prevail in expressing the outrageousness of this increase at the hearing on August 12th in Miami.

Michael & Barbi Landt

From: Ben Collier <justhd.03@gmail.com>
Sent: Tuesday, August 02, 2016 9:16 AM
To: MetLifeLTC Hearing
Subject: MetLife premium rate increase request

My wife and I have paid over $35,000 in premiums for our LTHC policies with MetLife over the last 10 years. Now that we are approaching an age where it is more likely we might possibly need the coverage, MetLife is increasing the premiums to a level that we can not financially sustain. Our premiums were increased just last year by 20% and 16% respectively.

I have been told that MetLife has determined their profit margins on LTHC insurance are no longer high enough, so they no longer even offer this type of insurance. To that point it is obvious to me that they are intentionally pricing the existing policy premiums high enough to eliminate as many policies as possible.

This leaves my wife and I in the same position as a LOT of people. That is, we bought the insurance in good faith that MetLife would not dump us as customers 10 years later.

Is there no end to what insurance companies that make Billions of dollars a year can get away with to make an extra buck? And what are we to do now that we can no longer afford these skyrocketing premiums?

Just think of what that $35,000 invested in any reasonably safe investment would have meant to us now. Please do the right thing and DECLINE their request.

Thank you for your consideration.

Ben Collier
[redacted]
JustHD.03@gmail.com

From: Faye Semino <fssemino@gmail.com>
Sent: Tuesday, August 02, 2016 9:44 AM
To: MetLifeLTC Hearing
Subject: Long Term rate increase

I've had a long term life insurance policy with Met Life for about 15 or 16 years now. You already have increased the rate since I started with this insurance. I'm BEGGING you to NOT increase the rate, at least not very much. I'm on a fixed income and it would really be a hardship on me for you to do a large increase. PLEASE, PLEASE, do not do this to us elderly ones. Thank you for your consideration. Faye Semino, New Smyrna Beach, Florida. P.S. I do need this long term care, but cannot afford a vast increase in this policy. Please don't do this to us. Thank you.

From: Russ Siena <russ.siena@gmail.com>
Sent: Tuesday, August 02, 2016 11:06 AM
To: MetLifeLTC Hearing
Subject: rate increase

To whom it may concern, My name is Russ Siena and both myself and my wife have held the met life ltc fl-ideal policy since may 2004 plan #[redacted]. I am fully aware and was informed at time of purchase that rates could go up over time which is understandable. After 11 years of zero increases we received a 20%rate increase last may 2015 and Met is now proposing another 59.5%rate hike effective may 2017. Besides the second increase request being ridiculously high how do you expect seniors on fixed income to be able to afford these rate increases? I don't see how a company can collect level premiums for 11 years and then all of a sudden wake up and hit us with a 20% and then 59.5% increase.It seems like they w ant people to cancel their policies so they can keep 11 years worth of premiums. The key question is where does met life see these premiums going in the next 10 to 15 years. If met is going to continue to propose and receive outrageous rate hikes every few years I would rather discontinue my policy sooner rather than later. Sincerely Russ Siena

From: jamesgordon@comcast.net
Sent: Monday, August 01, 2016 9:25 AM
To: MetLifeLTC Hearing
Subject: rate increase

Having been advised that we may be impacted by a LTC insurance rate increase, you are hereby advised that if that occurs, we will immediately cancel our policy and either insure with another company or self-insure.

James D. Gordon, Jr.
Karen D. Gordon
[redacted]
Placida, Florida 33946

jamesgordon@comcast.net
patgordon1@comcast.net

From: Jerry Brownstein <jerrybrownstein@hotmail.com>
Sent: Monday, August 01, 2016 9:46 AM
To: MetLifeLTC Hearing

I have been in the life insurance business for 52 years, here in the Tampa Bay area. I have done quite a bit of LTC business for my clients with Met Life and cannot believe they are asking for another rate increase. First Met Life wanted us as agents to sell their product. Then they decided not to sell LTC. Then they now want another rate increase from people that are older who might have to cancel their coverage because they just can't afford to keep it. Met Life can well afford to not even ask for a rate increase as they can afford this much more than many of my clients can.

Jerry Brownstein & Associates
[redacted]
Oldsmar, Fla. 34677
Phone: [redacted]
Fax: [redacted]
email: jerrybrownstein@hotmail.com
Web Site: www.jerrybrownsteininsurance.com

From: Meadows, Dottie
Sent: Monday, August 01, 2016 10:03 AM
To: MetLifeLTC Hearing

David Altmaier, Insurance Commissioner,

I realize that increasing cost requires that premiums have to also increase. However, as I stated originally, Smart people do their "homework" before going out and purchasing anything including Long Term Care Insurance". In doing so, the smart shopper finds the best deal and signs on the dotted line. But what Met Life is proposing to happen is exactly as stated in the third paragraph printed below. They want us who were smart enough to buy the "Bargain" now wants us to "CANCEL" our policies so that they no longer have to adhere to their original commitment. The fair thing to do is to increase the NEW POLICY premiums but allow the "SMART SHOPPER" rates to remain Grand Fathered In. Why should we be punished because they, as you stated ***Made an incorrect assumption ? It's not right for us to have to pay the price for their mistake!***

Nationally, long-term care insurance premiums have been rising dramatically for more than a decade. 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. The Office closely monitors the financial health of the long-term care insurance market and strives to strike a balance between financial stability of the insurers and the cost to consumers.

Two very long term policy holders,

Robert & Gail Reidnauer

From: Robert Fuller <bobfuller@comcast.net>
Sent: Monday, August 01, 2016 10:19 AM
To: Consumer Services
Cc: MetLifeLTC Hearing
Subject: File an Insurance Complaint
Attachments: MetLife Notice of Hearing.pdf

We just received the attached Notice of Hearing from MetLife regarding a proposed rate increase. MetLife increased our rates by 10% in May 2015. The proposed rate increases of about 70% are outrageous!

Metropolitan Life Insurance Company
Plan – Long-Term Care Insurance
Plan Number 0190100
Customer service: 1-800-308-0179
Insured:

Robert H Fuller
Policy #[redacted]
Annual premium $2,798.96

Jacqueline M Fuller
Policy #[redacted]
Annual premium $2,528.06

We have been paying on these policies since 2002.

Sincerely,
Robert H Fuller

From: Ruggless, Linda
Sent: Monday, August 01, 2016 11:26 AM
To: MetLifeLTC Hearing
Subject: FW: [SR#:1-875768149] FW: MetLife Rate Filing Objection, from Jacqueline and S. Michael Francis
Attachments: MetLife Jacqueline and S Michael Francis July 2016 170.pdf

Hi,

Please see the message below received in Consumer Services regarding the consumer's objection to the proposed rate increase. I have spoken with the consumer and advised that I was submitting her comments to you. I have also provided the web link to the Florida Channel so that she may watch the hearing live. She is aware that OIR will not be sending individual responses to consumer comments.

Thank you,
Linda Ruggless
X15813

From: Webb, Leslie
Sent: Friday, July 29, 2016 12:35 PM
To: Ruggless, Linda <Linda.Ruggless@myfloridacfo.com>
Cc: White, Pam <Pam.White@myfloridacfo.com>; Webb, Leslie <Leslie.Webb@myfloridacfo.com>
Subject: FW: MetLife Rate Filing Objection, from Jacqueline and S. Michael Francis
Importance: High

Linda,

Please review the correspondence submitted by the consumer and reach out to her regarding her concerns.

Thanks,

Leslie

From: JackieFrancis [mailto:jfrancis@shminc.org]
Sent: Friday, July 29, 2016 11:15 AM
To: Webb, Leslie <Leslie.Webb@myfloridacfo.com>; White, Pam <Pam.White@myfloridacfo.com>
Subject: MetLife Rate Filing Objection, from Jacqueline and S. Michael Francis
Importance: High

Leslie and Pam,

Please see our attached complaint and objection to MetLife requesting another rate increase of top of what they received in their 2015 rate increase.

There has to be some end to this for consumers.

My husband and I have held these particular Long Term Care Polices for approximately over 20 years. We bought them while we were young at a lower policy rate thinking that was a good long term investment – now we are potentially

unable to retain these long term investments. Each company that had the policies was purchased by other companies and then eventually by MetLife. We have only paid premiums on these policies and have never used any benefits.

We need to be grandfathered in at the current 2015 rates with no future rate increases and no reduction of benefits.

Thanks in advance for your review and consideration of this information and the attachment. If you are not the appropriate individuals to review and respond to this matter, please email me the contact information for the appropriate individuals/agency.

You can reach me at the email jfran91791@aol.com or any of the phone numbers below.

Regards, Jackie Francis
[redacted]
Naples, FL 34114

Jackie Francis, office [redacted] cell [redacted] home [redacted]

From: Deborah Klinger <sailingal537@verizon.net>
Sent: Monday, August 01, 2016 11:11 AM
To: MetLifeLTC Hearing
Subject: Hearings

Will there be other hearings for the public in locations near Tampa?

Thank you

Deborah Klinger

From: Wayne Berman <Wayne@NailSupplies.com>
Sent: Monday, August 01, 2016 11:25 AM
To: MetLifeLTC Hearing
Subject: LONG TERM HEALTH INCREASES

To Whom It May Concern:

As a police holder for many years, We are appalled that MetLife is asking for a rate increase of this magnitude. Policy Holders should not be increased due to their incompetence at properly setting rates on new policies. This sounds like a true example of bait and switch.

As seniors age 70 and 74, we are possibly approaching an age when we will need this insurance. However, MetLife wants an increase that could easily price us out, and I will no longer be able to afford the coverage that they Promised to provide. This kind of increase is immoral. Let them price new policy holders higher from the onset. We took out coverage at an early age, so that we could get a rate that we could afford in the future when we knew are income would be limited. We did not and could not expect these kind of increases.

We strongly urge you to reject their request for increase on existing policies that were taken out in good faith. We paid are premiums for years faithfully and now they should honor their commitment as well.

Thank you for the opportunity to be heard

Wayne and Barbara Berman
[redacted]
Fort Lauderdale, Fl 33316
[redacted]

From: Richard Baise <rjbaise@verizon.net>
Sent: Monday, August 01, 2016 11:23 AM
To: MetLifeLTC Hearing
Subject: Proposed rate increase for current policy holders

My Name is G. Richard Baise, M.D. my policy number for Met Life is [redacted]. I have been enrolled in this policy since April, 2005. My Wife Judith A. Baise policy Number is [redacted]. We both purchased long term policy with Met-Life in April, 2005.

We have been very prompt in paying this policy fee for the past ten years. We feel that a 59.5% increase would be entirely too great and would essentially penalize those of us who have paid into this system and never utilized its benefits whatsoever. Please do not allow this enormous increase to take place

G. Richard Baise, M.D.

From: MJS729@aol.com
Sent: Monday, August 01, 2016 12:07 PM
To: MetLifeLTC Hearing
Subject: (no subject)

SIRS..

I JUST RECEIVED A LETTER INFORMING ME OF THE PROPOSED RATE INCREASES FOR MY LONG TERM CARE POLICY. I AM AN EIGHTY YEAR OLD WOMAN LIVING ON SOCIAL SECURITY. I NO LONGER AM EMPLOYED. THIS INCREASE IS WAY OUT OF LINE.

I BOUGHT THIS POLICY FROM YOUR COMPANY, METLIFE, BECAUSE IN THE DAY IT WAS A GOOD AND RELIABLE ONE. WHAT A DISAPOINTMENT YOU ARE. AT MY AGE, I HOPE THAT THIS INCREASE IS DISALLOWED. HOW UNFAIR CAN A COMPANY BE? WHO CAN AFFORD THIS? HOW MANY OF YOU HAVE PARENTS OR FAMILY MEMBERS THAT CAN AFFORD AN INCREASE LIKE THIS?

MARJORIE SAVINO
mjs729@aol.com

From: Marsha Werst <marwerst@hotmail.com>
Sent: Monday, August 01, 2016 12:15 PM
To: MetLifeLTC Hearing
Cc: Marsha Werst
Subject: Long Term Care hearing

To whom it may concern:

My husband and I have been policy holders ofLTC2IDEAL-FL since 2006. I find it difficult to accept that the older we get and the less money we have that the rates of what is suppose to help us and the healthcare system is potentially going to put us where we cannot afford it. If that happens we become part of the Medicaid system, and who will that benefit???!!!

We have paid to Met Life over $36,000 in ten years!!! on a social security income of less than $40,000.

Many people older than us probably will not even know how to respond to this notice and have paid in even more than we have on less income than us.

I think this is terribly irresponsible!! Raise it if you must on new subscribers but not those already solid in the system.

My career was in healthcare and I encouraged all my home health patients to get LTC insurance.

Please tell me how raising rates will benefit the public????

Sincerely, Marsha Werst

marwerst@hotmail.com
[redacted].
Leesburg, Fl. 34748

Sent from Windows Mail

From: sandymikea@aol.com
Sent: Monday, August 01, 2016 1:51 PM
To: MetLifeLTC Hearing
Subject: Fwd: LTC Public Hearing - Filing 16-09734

-----Original Message-----
From: sandymikea <sandymikea@aol.com>
To: www.MetLifeLTCHearing <www.MetLifeLTCHearing@floir.com>
Sent: Mon, Aug 1, 2016 1:42 pm
Subject: LTC Public Hearing - Filing 16-09734

To: Florida Office of Insurance Regulation.

Subject: Proposed Long-Term Care Rate Increase filed by Metropolitan Life Insurance Company.

If approved, the premiums on the policy I purchased in 2006 would increase by 95.44%.

The following statement is taken from Met Life's LTC Insurance Proposal designed to encourage the purchase of LTC insurance received in April 2006.

" Is Long-Term Care a Part of Your Financial Plan?
You've worked hard to build the kind of life you want. You've planned for the future; saved for your retirement - but, have you considered what effect an unexpected accident or illness could have on your future? Like most Americans, probably not. In fact, failure to plan for long-term care is the number one cause of poverty among older Americans."

We planned, we saved, and I purchased Met Life's long-term care policy. I purchased the amount of insurance needed and at a cost that I could afford. The premiums on my policy were increased by 14% effective in December 2014. Per your letter dated July 22, 2016, Met Life wants to increase the premiums on this policy by another 95.44%.

Question, should the policy holder be held responsible because Met Life terribly under-estimated their potential risk? I don't think so. They are the professionals and should be held accountable. Why should the policy holder suffer so greatly. Met Life's statement above says failure to plan for long-term care is the number one cause of poverty among older Americans. This statement indicates they were aware and concerned about the financial well being of older Americans. It also suggest they clearly understood the cost of long-term care in determining their premiums for such coverage. I feel confident that Met Life will provide significant financial data to support their request for such an enormous rate increase. Where does the risk of doing business enter? Met Life has none, they simply request rate increases to ensure continuing profitability for their stockholders.

While my Met Life agent verbally stated they would never increase the cost of this insurance, I acknowledge Met Life has the right to request an increase. However, such a significant increase would likely cause many policy holders to cancel coverage because they can no longer afford such high premiums. Is it possible that this is the underlying intention of this rate increase request?

Considering the low rate of inflation, I would suggest complete denial of the request is in order. Is it your responsibility to ensure the profitability of this particular product offered by Met Life, or it is your responsibility to protect Florida residents from unwarranted rate increase. If your office determines a rate increase is justified, then such annual increase should be held to no more than 5 percent.

Thank you for your consideration,
Michael Anderson
[redacted]
Gainesville, FL 32607

From: Diane Kohlmeyer <dkohlmeyer@dianekohlmeyer.com>
Sent: Monday, August 01, 2016 12:39 PM
To: MetLifeLTC Hearing
Subject: Long Term Care Public Hearing - Filing 16-09734

RE: Met Life Policy 14362-16521

Good afternoon:

I received a notice in the mail on Friday of a hearing on August 12, 2016 regarding a proposed rate increase.

After looking through my policy this weekend, I was unable to identify which Form Number matches my policy. I called the regular 888 number and was told that my policy is an LTC3 or VIP2 IDEAL PLAN. Neither of those match exactly to the Form numbers listed on the notice. Is LTC.03 a TIAA Series?, or is the VIP LTC2-IDEAL-FL, issued prior to December 14, 2009, the one which most closely matches my plan? (My plan was written March, 2007). The agent I spoke to said she was unable to further identify, or to discuss which increase is being considered for my plan, or any additional information about the rate increases.

Please let me know if my plan is being considered for an increase, and which the **"Average Rate Increased Requested"** belongs to my policy. The memo reads that the insured "may be" impacted.

Thank you and regards,

Diane Kohlmeyer

Diane Kohlmeyer
DIANE KOHLMEYER ASSOCIATES
450 N.E. 5th Street, Suite 5
Fort Lauderdale, FL 33301
T: 954-522-8532
F: 954-522-8536
www.dianekohlmeyer.com

From: Dimarcfam@aol.com
Sent: Monday, August 01, 2016 1:44 PM
To: MetLifeLTC Hearing
Subject: Public Hearing on August 12, 2016

My husband and myself both own Long Term Care Policies with your company since 2004. We have been faithful in renewing and were STUNNED AND ANGUISHED! to discover that a proposal of an increase has been requested by Met Life which will result in a 59.51% TO A 95.44% INCREASE TO OUR POLICIES!!!!!
This is outrageous and borderline **extortion**! We had purchased this policy when we were only 54 and 55 years of age! And now you are pricing this policy so that we can either choose to pay these highly inflated prices for the policy we presently own or go shopping for a policy, now at the ages of 66 and 67!!!!!! This is completely dishonest practice and leads me to believe that a "bait and switch" philosophy has been your plan all along!

This is an outrageous request for a ridiculously high increase request. What other industry can turn around and charge an increase that doubles the costs for their product!! The fact that you must get permission to do this is of little comfort if it becomes apparent that this request will be granted. Truly, at that point, the whole thing becomes one huge ruse!

Should this increase be allowed, I will be contacting my attorney and looking to enter into any class action suit against you that I am sure will be instigated. This is a deceit and a sham directed at the older population in this country and should be called out as such!

Marta and Robert DiMarcantonio

PS The courtesy of an acknowledgement of receipt of this email will be expected.

From: Steve Randall <steve@edigital-compliance.com>
Sent: Monday, August 01, 2016 2:21 PM
To: MetLifeLTC Hearing
Subject: Re: Comments submitted for Hearing to be held August 12

Importance: High

Honorable Ladies and Gentlemen:

I am a policy holder of MetLife's LTC-IDEAL-FL (Policy # [redacted]) and wish to urge your rejection of MetLife's proposed 95.44% rate increase!

In 2004 when I took out this policy the annual cost was $3514.92 which is payable monthly at $292.91
The premium rose as I consented to a benefit increase to the present $333.90 That equates to an annual premium now of $4006.80
The premium increase requested would raise my annual premium to $7830.89

Unlike life insurance policies of a whole life nature, I build zero equity in Long Term Care insurance. No Long Term Care policy has any cash value.
To date I have paid MetLife over $43,000. If I can no longer afford this premium increase as I suspect many senior citizen policy holders will, MetLife will no longer have to cover their contractual obligations under the policy and be enriched by the premiums paid in without any future obligation. This would be a windfall for them and it is unfair and also unjustified.

Another point I hope you consider is that the cost of health care in these policies has a maximum daily benefit regardless of the whether the cost for nursing home care here in Florida has increased or home care has increased or not.
So MetLife has not issued an open-ended policy. The only aspect of a policy that is open-ended is if I should require the benefits of my Long Term Care policy is how long I will live and in some cases they have capped out their ultimate liability. Will they disclose to you the details of whether policies issued in our state have unlimited lifetime expose to them or not. It is a critical data element.

The annual daily costs in Florida as compared to other states by comparison by a report issued by MassMutal a competitor of
MetLife https://www.massmutual.com/mmfg/pdf/nursing_home_cost.pdf In Jacksonville FL is $184. In Miami it is $203. Both although above the the daily maximum of my policy and others are significantly lower than other states' major metropolitan cities. The cost of a private room in a nursing home has risen 5 percent in Jacksonville annually since 2005 approximately when I took out my policy, 4 percent in the Tampa-St. Petersburg region and 3 percent in Miami-Fort Lauderdale and Orlando, respectively, compared to only a 2.3% rise in the core CPI in the same period. But I paid for a 5% automatic compound inflation rate so where is the justification here if they play that card.

See http://www.completelongtermcare.com/states/florida/

Florida is the oldest state in the U.S. with over 4.4 million seniors and over half a million with Alzheimer's or related dementias. By 2030, Florida's population will grow by 5.1 million and 64 percent will be seniors. The needs for long term care will only increase. If MetLife can justify an increase based upon demonstrated increased liability on their part it should never be made applicable to current policy holders. Let the marketplace determine what future Florida policyholders will pay but never penalizing.

Last year, 50,630 nursing home beds went to Medicaid enrollees, or about 70 percent of the state's 72,210 patients in nursing homes. The remaining 30 percent of the nursing home population are private-pay patients. Medicare also pays for nursing home patients, but for shorter stays.
What portion of this are MetLife LTC policy holders? I suspect an infinitesimal percentage which could never justify their application for a 95.44% increase.

Ultimately nursing home costs for private patients are dependent upon the federal government's medicare payment to our state and the state's payment to nursing homes. My understanding is that Florida's automatic annual 1% increase was eliminated by our Legislature in 2011. Until that sorts out as it affects our State's ultimate nursing home costs no decision should be made until a new legislative session and see if the request for an additional $20 million by the nursing home community is made.

I suspect that MetLife will claim that nursing home and home health care has risen faster than inflation However I suspect that they won't tell you that we have included in our policy a rider that covers a 5% automatic compound inflation rate.

Insurance companies like drug companies commission reports to make their case to justify pricing. Federal and State data usually contradict such claims.

On behalf of the senior citizens of Florida I urge you to reject in total MetLife's application to increase our contractual Long Term Care rates. Insurance contracts that have no face value accumulated in it are not the type of policy that an insurance company should even be able to make such an application. They can always stop writing new policies in Florida if they feel we Floridians burden them so much to justify a 95.44% increase in our premiums.

Respectfully,

Steven B. Randall
[redacted]
Delray Beach, Florida 33484
Tel.[redacted]

From: RosilyRo@aol.com
Sent: Saturday, July 30, 2016 2:27 PM
To: MetLifeLTC Hearing
Subject: Met Life Long-Term Care Proposed Rate Increas

My husband and I have been paying extremely high premiums for 10 1/2 years, and it is inconceivable that we might get a rate increase of 95.44%. That would totally destroy us and force us to cash out our policy. If we do that, we are not sure if our reimbursement would be fair.

Could you ask Met Life if, in addition to a cash-out of the policy, they would consider giving these policy holders some sort of incentive to surrender the policy?

Thank you.

Roseanne & Thomas Hill

From: Penny Tannenbaum <ptannenbaum@icloud.com>
Sent: Saturday, July 30, 2016 8:19 PM
To: MetLifeLTC Hearing
Cc: mlevin@financialpartners.net
Subject: Met Life LTC premium increase request

I have to rely on you, as our Insurance Commissioner and Staff to protect the citizens who bought this heavily promoted product, meant to protect our families. We have a severely disabled adult child, and providing for our own long term care is important, since we have had to put aside money for our daughter's life support, as she will never be able to support herself, and state/federal funding only partially covers her care.

My husband, age 71, and I, age 63, have been paying Met Life significant premiums for over a decade. Always on time. Met Life knew in the early 2000's the risks of LTC. John Hancock, the creator of the coverage, had already gotten out of the business for the reasons being cited now. There were lots of articles from actuaries about the risks- and Met Life are very sophisticated folks.

When Met Life decided to stop selling the coverage, they dug their own grave- since part of the orginal underwriting assumes they will get new younger customers, paying more inflated premiums that help to pay existing claims- but when they stop selling the policies, they create a doomsday scenario. It is like if Social Security Administration stopped collecting premiums from anyone under 50.

Do not let Met Life have a windfall, at the expense of Florida residents.

If we had invested the premiums we gave to Met Life over the last 12 years, we would have at least $300,000 - 500,000 in savings for long term care costs, but what Met Life is offering will produce much less, as they will at most give us back our premium with no return, and not in one lump sum (only for care in the future if we need it).

They want to cancel my policy and offer to (1) give me back what I put in- with no return, if I ever need the money in the future, over time--- really - they have had the use of the 100k plus we paid in over the past 12 years and they get to hope we die of sudden heart attack and use none of it, or (2) have me keep paying the same premium but cut my future benefits dramatically (likely to less than half) and may come back again in the future for another cut - what a terrible deal for us and great deal for Met Life; or (3) raise our premiums by double and give us nothing in return, and we have to hope they do not do this agin when we are in our 90's - again a great deal for Met Life and terrible for the Florida customer.

I can not come to the hearing, as I have to work, to provide for my daughter. My husband still works part-time at out of state universities, in order to provide support for my daughter (we do not have jobs that give us pensions).

Penny Tannenbaum
[redacted]
Miami Fl 33133
[redacted]

From: Lanny Evans <bluedolphin@embarqmail.com>
Sent: Saturday, July 30, 2016 1:53 PM
To: MetLifeLTC Hearing
Subject: MetLife LTC Hearing 16-09734 Policyholder Comment

Dear Commissioner:

My wife and I purchased our individual MetLife LTC policies in October 2003 at ages 56 and 54. As we understood it, that was the most affordable age group at which to purchase LTC policies. Effective October 2015, at least for us, MetLife requested a rate increase of 54% for our policy group, and your office granted what amounted to 17% and 19% premium increases for us. A 95.44% rate increase for our policy group is now being requested by MetLife. The CPI in Florida has been no more than 2.3%.

It is our understanding that MetLife made a business decision to withdraw from the LTC market in 2011, no longer writing new policies after that time. We understand that long term care costs, medical care costs, policyholder's longevity, etc. have all likely increased more than it was anticipated that they would in 2003, but we all knew they would increase and those increases were certainly 'built-in' to our initial premium rate. We pay for a 5% automatic inflation protection rider.

We view our MetLife LTC policies as contracts. We signed our contracts at an earlier age to avoid higher premiums at a later age. While we certainly want our insurer to be solvent if and when we need to 'collect' on the policies, a deal is a deal, the nature of the insurance business is to assess risk and assign a premium, so we ask that you consider the risk/rate agreements MetLife made with their long term policy holders as contracts too. Apparently, they did not anticipate as many policyholders dropping their LTC coverage as they have, but it certainly seems a cruel irony that raising rates on long term LTC policyholders will inevitability force more retirees to abandon their LTC policies, forcing a further rate increase, and on and on until all remaining policyholders are forced out with no coverage to show for their years of premium payments.

Now approaching our 70's, MetLife has us 'over an insurance barrel'. We cannot realistically go out and shop for a better LTC premium rate. If things are so dire, perhaps MetLife should offer buyouts for their remaining LTC policyholders. Hopefully, you monitor the MetLife reserves. We do not understand how these things work, but it seems to us that unless an insurance carrier becomes insolvent they should be required to honor their policy commitments across the insurance board and not be allowed to withdraw from one product and then force the policyholders of that product to continually come up with increased premiums until they can no longer afford to subsidize their own insurance policy.

A 1.5% per year premium increase over 12 years is quite one thing, but to now come back with a requested 95.44% increase less than two years later is quite another.

We appreciate you and your staff's interest in this important regulatory matter and look forward to a decision that is fair to the consumers you faithfully serve.

Sincerely,

Lanny Evans

Lanny and Karen C. Evans
(policy #s available upon request)

From: Robert Nixon <robertnixon1818@yahoo.com>
Sent: Saturday, July 30, 2016 7:00 PM
To: MetLifeLTC Hearing
Subject: Notice of long Term Care Pubic Hearing - filing 16-09734

TO; THOMAS G. REILLY

DIRECTOR, PRODUCT MANAGEMENT 7 COMPLIANCE

I CAN'T BELIEVE THE STATE OF FLORIDA WILL ALLOW MET LIFE TO RAISE THE LONG TERM CARE PREMIUMS.

I AM A SENIOR CITIZEN ON A FIXED INCOME,AND CAN BARELY AFFORD THE CURRENT PREMIUM.

I THINK IT IS CORRUPT AND DESPICABLE.

SINCERELY.

ROCHELLE MINGO

JULY 30 2016
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From: Julia Frederick <juliafreder@gmail.com>
Sent: Saturday, July 30, 2016 3:30 PM
To: MetLifeLTC Hearing
Subject: Proposed LTC rate increase

I recently received notice that Met Life has filed for a rate increase on many of its LTC policies. As the owner of a policy in the LTC2-IDEAL-FL group, my rate would increase by 59.51%.
While I realize that expenses increase and rates are bound to rise over time, THIS IS LUDICROUS. Are you seriously expecting to be granted this request?! Are you planning to just keep doing this every few years? This is totally out of step with the 3% COA I received on my pension (NOT 59.51%, but 3%). No matter how you look at it, this is shocking, outrageous, ridiculous. I suggest you adjust your proposed rate change to something closer to reality if you don't want cancelled policies. I will never buy another Met Life product.
Julia Frederick

From: Jane Martin <njcmartin@gmail.com>
Sent: Saturday, July 30, 2016 7:34 PM
To: MetLifeLTC Hearing
Subject: Proposed MetLife LTC Public Hearing Filing 16-09734 2 policy Holders

Dear Sirs:

Many years ago MetLife solicited my wife and I and I chose to purchase LTC insurance for OUR FUTURE from this large company. In the past 5 years they now apparently are trying to cancel and make the same LTC insurance unaffordable to current and past customers.

I STRONGLY encourage the FLOIR to DENY any rate increases for our existing coverage. MetLife can change their pricing on NEW customers that will impact their future sales in Florida but PLEASE do NOT allow them to continue to PRICE their existing customers OUT of LTC. Those of us that are older made the decision responsibly to obtain this coverage and it was offered freely at the time from MetLife based on their 'numbers' at the time. They should NOT have the rights to increase double digits of pricing on EXISTING clients.

One of the reasons my wife and I both purchased this insurance from MetLife was because they were LARGE and had a long term HISTORY of being in the business of insurance. My suggestion to their corporate management would be to plan to stop any future sales of these policies if they wish; however by LAW they should be required to KEEP EXISTING customers with minimal annual increases in price that reflect ONLY ADMINISTRATIVE costs, NOT actuarial costs going forward.

It is my hope that the Florida Office of Insurance Regulation will take these factors in consideration when reviewing the requests of MetLife for LTC increases ranging from 21% to 95%. We purchased this insurance in 2008 for our future. We went thru one round of HUGE increases of 25% one time; we know MetLife does not want to remain in this market by their actions however they should be required to back one part of their business model with the other models instead of dropping existing clients thru unreal pricing. A more reasonable administrative increase would be in line with the CPI which is 1.9% over the last 10 years in the US. There has been NO time the CPI has ranged into the MetLife requests. I would suspect a reasonable ANNUAL increase for ADMIN costs might approach 2% MAXIMUM on their across the line policies. Their ACTUARIAL costs will of course be more but MetLife made those decisions in their pricing policies when they aggressively solicited us and thousands of other policy holders. It should be ILLEGAL for them to drive away customers thru their pricing policies in Florida.

We appreciate your consideration.

William E Martin
Nancy Jane Martin VIP Series #9075 (2 policies)
[redacted]
Orange Park, FL 32073
[redacted]

From: Michael R Mullins <mullinsmr@cox.net>
Sent: Saturday, July 30, 2016 1:39 PM
To: MetLifeLTC Hearing
Subject: Proposed Rate Increase for Form LTC2-VAL-FL

Dear Sirs,
I have received a letter notifying me of a proposed rate increase of 34.00% (Form #LTC2-VAL-FL). This follows a rate increase of 21.5% that occurred December 2014. These substantial rate increases at such close intervals are of serious concern and affordability. As a senior citizen these increases could not come at a worse time.
Please provide justification for the increase and the anticipated time of implementation.

V/R
Michael R Mullins
Pol #[redacted]
[redacted]
Niceville FL 32578
Ph:[redacted]

From: Ron Magahey <rmagahey41@gmail.com>
Sent: Saturday, July 30, 2016 1:14 PM
To: MetLifeLTC Hearing
Subject: Question

Received Notice of Hearing

Will proposed LTC rate increase filed in FL affect those who purchased policy in FL but now live in another State?

rmagahey41@gmail.com

From: MARLENE WAXMAN <marlenewaxman@gmail.com>
Sent: Saturday, July 30, 2016 6:52 PM
To: MetLifeLTC Hearing
Subject: re: Filing 16-09734 Notice of Long Term Care Public Hearing

Dear Thomas Reilly:

I am a policyholder of more than 15 years. I understand that there will be increases from time to time however an increase of anywhere from 20% to 95.44% would make it impossible for me to maintain coverage.

I hope that MetLife will consider the hardship that a major increase will have on its policyholders and the loss of business that may result.
I would hope that loyal longterm policyholders would get special consideration.

I don't know about MetLife specifically, but in my business the cost of retaining an existing customer is a lot less than the cost of acquiring new customers. Thank you for the opportunity to voice my concern.

Sincerely,
Marlene Silver

From: Barbara DiMarco <Dimarcobb@aol.com>
Sent: Sunday, July 31, 2016 3:17 PM
To: MetLifeLTC Hearing
Subject: Long Term Care Public Hearing - Filing 16-09734

To Whom it May Concern:

In regard to the above please be advised that I am totally opposed to any rate increase as it relates to my LTC Policy with MetLife. I have been a policy holder for over 15 years and am now 70 years of age and retired. I live on Social Security and my small City of Tampa Pension and cannot afford any rate increase.

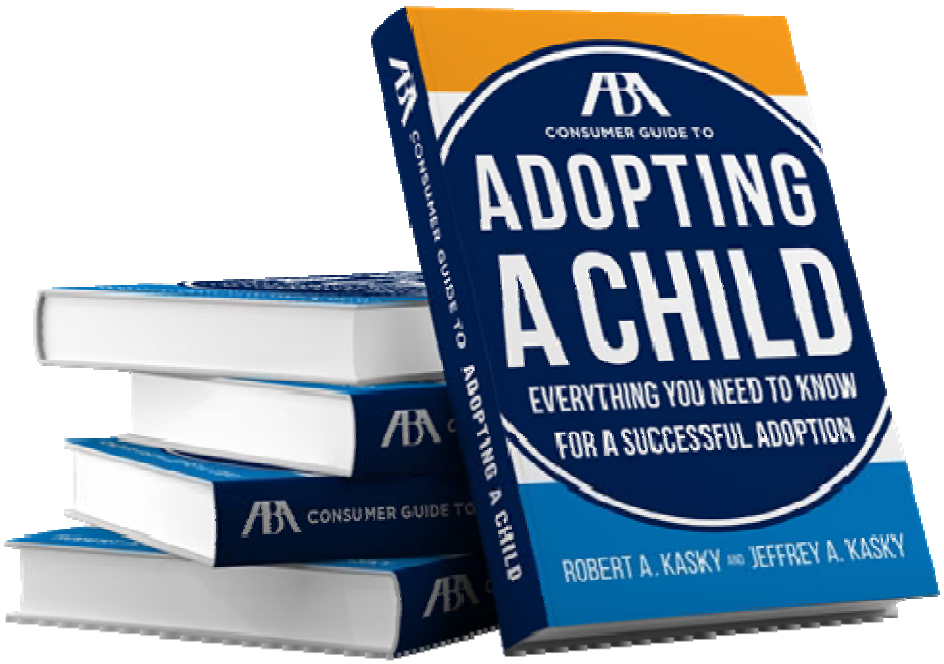
Please let my objection be made known as it relates to this hearing.

Respectfully submitted,
Barbara Bunting DiMarco

From: Robert A. Kasky <robert@oneworldadoption.com>
Sent: Sunday, July 31, 2016 3:24 PM
To: MetLifeLTC Hearing
Subject: FW: JULY 22 NOTICE OF PUBLIC HEARING--fILING 16-09734

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Click below to see our new American Bar Association "Consumer Guide."



From: Robert A. Kasky
Sent: Sunday, July 31, 2016 3:12 PM
To: 'METLIFETCHEARING@FLOIR.COM'
Subject: JULY 22 NOTICE OF PUBLIC HEARING--fILING 16-09734

I am in receipt of your July 22, 2016 letter advising me of MetLife's rate hike request. At the outset, let me say that I am stunned by the audacity of the request and would like my reasons to be considered as part of what I hope will be your blanket denial of their unconscionable request.

When I was sold the policy I own, I was aware that there could be slight rate adjustments mainly attributable to inflation. The rate hikes set forth in your letter are nothing less than stunning and reflect the complete incompetence of MetLife's actuaries who are charged with establishing rates for various coverages, long-term care being one of them. Or, they are indicative of their plan to make these ridiculous requests all along.

Setting rates on these policies is part of actuarial science which analyzes events which trigger an insurer's obligation to make payments for coverages purchased. As part of your responsibility in determining what, IF ANY, rate adjustment is justified, I would hope that you will challenge and examine the reasons behind the request thoroughly to determine whether those of us who are included in this unfortunate group are actually the victims of a scam to draw us into the policies in the first place and then jack up the costs or whether this is just a play by MetLife to take advantage of those of us who may not be able to get other policies if we cannot afford the steep hikes requested.

What could possibly justify an increase more than the inflation rate? If the company made bad bets and used faulty actuarial models at the outset of their marketing program to sell the plans, then they should be responsible for their incompetence and be denied the opportunity to pass along the mistakes to the innocent consumers. Insurance is a gamble in many ways. If you make a bad bet and lose, all investments I am aware of require that you suck it up and deal with the loss. Apparently MetLife doesn't feel that way. They take the position that if they made a bad judgment in calculating the rates they charge, they simply cover their internal incompetence by jacking up rates. They must think they are a utility which provides a necessary and mandatory service to all and rate adjustments are necessary for the maintenance of modernity and uninterrupted service to all. MetLife must think they are able to compensate for their incompetent rate setting in the past with massive and outrageous adjustments.

I would love to know that some of my investments earlier in life would allow me to go back and change the terms. I would love to know that if I purchased a home valued at $200,000 and obtained a mortgage based on that valuation and then the market crashed in housing that I could simply send the bank a letter saying I guess I paid too much for the house and now you need to adjust my mortgage. At least in that case the lower value was caused by global financial collapses and not by an internal actuarial mistake. Or, as above, was the plan always to sucker us into these plans and then hit the rate hike button because they aren't making enough money on the spread? I am one of the many who distrust all insurance companies and this effort by MetLife fortifies my feelings that insurance companies are basically necessary evils. Not to mention that when they are needed they frequently deny coverage—but that's a story for another day.

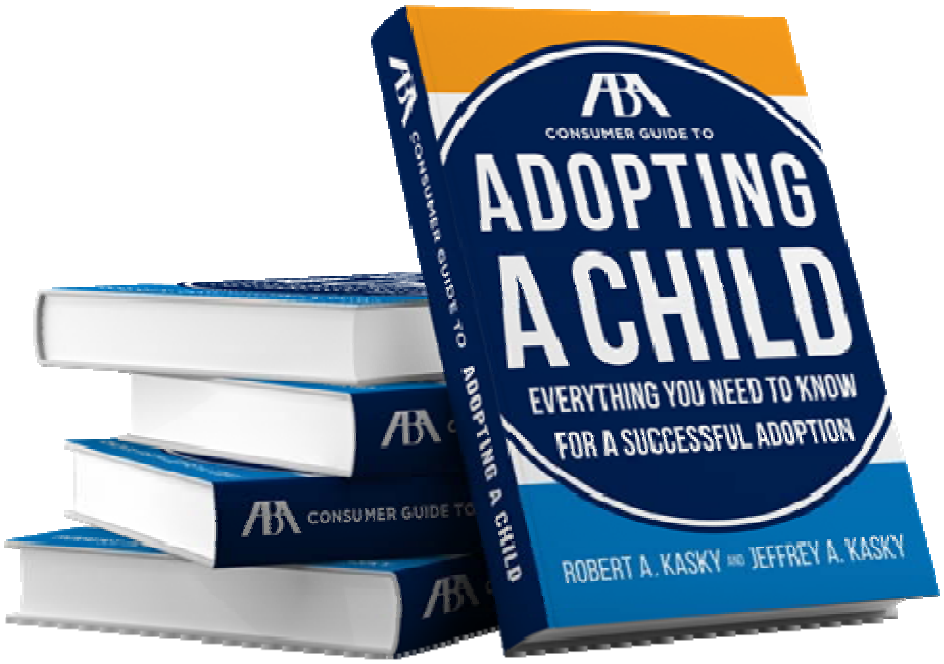
In essence, I am wholeheartedly opposed to anyone granting MetLife any increase over the inflation rate to reward them for their mistakes in properly applying actuarial science to the program in the first place. Even if they did have a "then appropriate" rate, did they not calculate the RISK associated with insurance policies of all sorts. Can they tell me that they are now confronted by a new risk that was not foreseeable. Did they not know that the purchasers would be getting older and would be more likely to need the coverage. They certainly did because that's the basis for their sales pitch.

Please consider me a consumer who is 100% opposed to this outrageous rate request.

Robert A. Kasky
[redacted]

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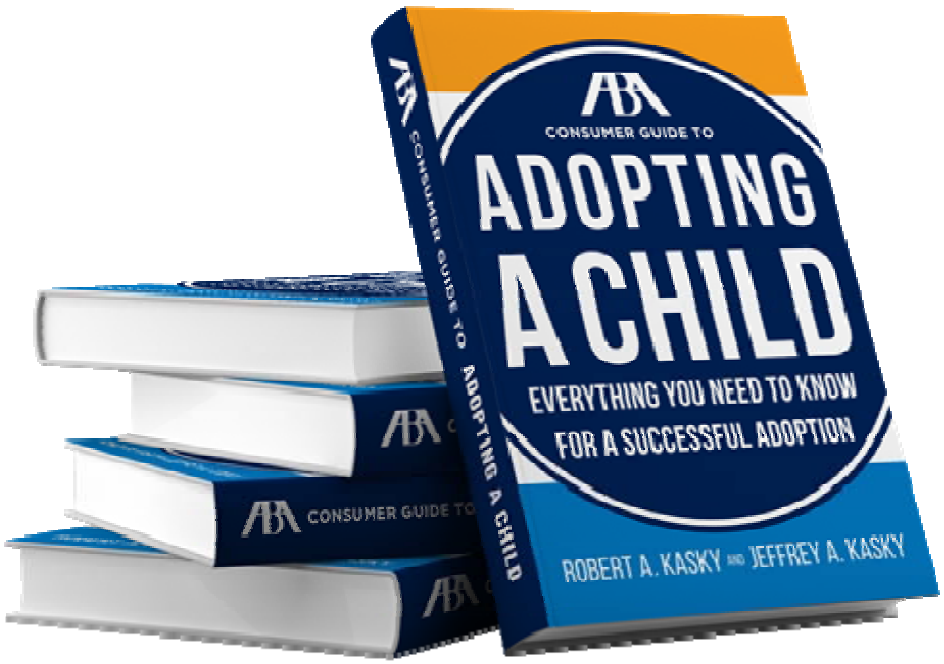
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From: Robert A. Kasky <robert@oneworldadoption.com>
Sent: Sunday, July 31, 2016 3:25 PM
To: MetLifeLTC Hearing
Subject: FW: JULY 22 NOTICE OF PUBLIC HEARING--fILING 16-09734

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Sent: Sunday, July 31, 2016 3:12 PM
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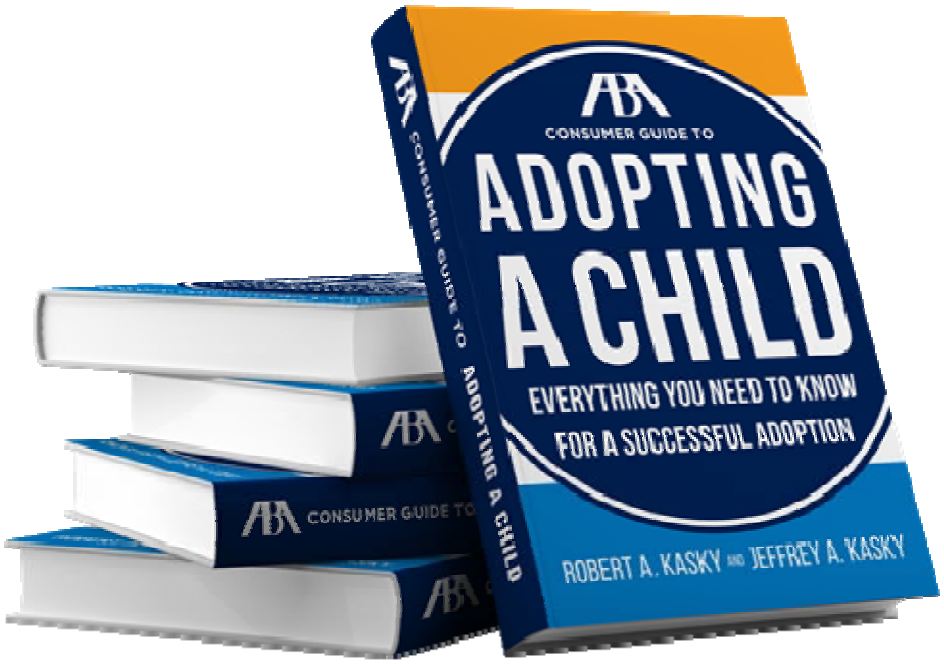
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Please consider me a consumer who is 100% opposed to this outrageous rate request.

Robert A. Kasky
[redacted]

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Click below to see our new American Bar Association "Consumer Guide."



From: Phyllis May <pmaykeys@bellsouth.net>
Sent: Sunday, July 31, 2016 4:19 PM
To: MetLifeLTC Hearing
Subject: Increase

I was shocked and outraged when I received this letter in the mail about a rate increase that is so significant. I have loyally paid this every year even though the $3500+ rate makes me get a knot in my stomach every year. I live on SS and Teachers Retirement and this is a big chunk. When I look at the chart I received in the mail, I have no idea what 'form number' I fall in but unless mine falls into the 20% range, the others are impossible for me to be able to handle.
If that happens and I can no longer afford to continue, will you refund the money I've given you for all these years in good faith? If your actions force me to be without something that I've had great confidence in and have invested in, I don't intend to lose it.
I bought this from you because you were a trusted company and now….you do this to me!
This is a time in my life when I thought I had things taken care of as I am alone.
Please don't let this happen. If I wasn't 4 hours away, I would attend the hearing.
Thank you for your consideration.
If you want to raise prices for those just buying, by all means, do it! Those of us who have invested and trusted in you should be grandfathered in.

Phyllis May

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2006 finalist: USA Book News

Toll Free: [redacted]
(C) [redacted]
(F) [redacted]
http://www.refiredretired.com
http://www.tinykeywestwedding.com

From: Herman Matos <info.about.blip@gmail.com>
Sent: Sunday, July 31, 2016 4:00 PM
To: MetLifeLTC Hearing
Subject: Long-Term Care Public Rate Hearings

To Whom It May Concern,

My wife and I have been paying for a MetLife Long Term Care Insurance (LTC) for quite some time. During that time we have been subjected to considerable MetLife rate increases. I understand that insurance companies must make a profit. But, we all know how the insurance companies also try to rig the odds against the consumers to avoid having to pay out anything. Thus, there is a calculated “bait and switch” with lower teaser rates in the beginning to reel you in, lock you into an LTC contract and meanwhile take your hard earned money.

Of course, the MetLife insurance company is trying to again increase LTC rates for certain MetLife policy pool consumers as they approach the years when the consumer like my wife and I will need the services. Long Term Care Insurance is more than just ordinary retirement planning. LTC removes the worry of having to earmark your entire lifesavings nest egg for the uncertainty of needing care. My wife and I don’t feel MetLife should receive such a massive percentage rate increase. It’s a common practice for insurance companies to claim they are not making enough profits. I trust in your office judgement to protect the citizens of the State of Florida.

Respectfully,

Antoinette & Herman Matos

From: Martha Shaw <mklsfrontnine@aol.com>
Sent: Sunday, July 31, 2016 6:24 PM
To: MetLifeLTC Hearing
Subject: Proposed Premium Increases

The proposed LTC premium increases are exorbitant, shocking and frightening for all series of Met Life LTC! My husband and I have had Met Life LTC since 1998 when TIAA turned their LTC program over to Met Life. My husband died March 3, 2015, never collecting benefits on his Met Life LTC as I am sure is true of many former Met Life LTC policy holders. I am still carrying my Met Life LTC policy. I pay for the inflation increase each year. Before long, I will not be able to afford Met Life's LTC proposed premiums when I am getting into the age bracket where I might need to utilize the LTC benefits, God forbid!

Met Life's goal might well be, through these requested LTC premium increases, to eliminate those LTC policy holders who have paid Met Life for several years and might need to utilize the LTC benefits in the future. If Met Life is trying to eliminate long-time premium paying LTC policyholders through these proposed exorbitant premium increases as 54.72% increase for TIAA series, it is SHAME and reflects badly on Met Life.

Please consider a lower and more realistic premium increase of 5% each year spread out over the next five years which would be much more manageable for older LTC policy holders who are on levelized incomes. Your consideration of these comments will be appreciated.

Martha Shaw
mklsfrontnine@aol.com

From: Louis Rossnan <louisrossnan@icloud.com>
Sent: Friday, July 29, 2016 12:37 PM
To: MetLifeLTC Hearing
Subject: Public Hearing fl 16-09734

Please let me know my increase rate
Is exactly

Susan Rossnan
[redacted]
SusanRossnan@yahoo.com

Louis W. Rossnan
[redacted]

From: Kennedy <kennedypeterj@gmail.com>
Sent: Friday, July 29, 2016 10:13 AM
To: MetLifeLTC Hearing
Subject: Rate increase of 94%

How can the state of Florida allow our Met Life long term insurance double the premium. I remember when we had a hurricane and the tried to increase insurance like that and the state stopped them

How can you take advantage of two people in their 70's on a limited budget. One of us almost ready to start using the insurance.

Lease help us we have no where to turn... We will not be able to get insurances anywhere else

Peter Kennedy

Sent from my iPad

From: audrey kennedy <audreyakennedy@yahoo.com>
Sent: Friday, July 29, 2016 9:48 AM
To: MetLifeLTC Hearing
Subject: Re: proposed 94% increase to our insurance

I don't understand... You can raise my premium almost 100% and there is nothing I can do? IS Going to this meeting/hearing futile? What am I going to do? We are on a limited income and got this insurance so we can get help when we need it. We on the verge of needed it for my Alzheimer's husband.

I called the number and there was nothing she could do....

What am I supposed to do? Can you afford your insurance to almost double?

Thanks,

Audrey Kennedy

On Friday, July 29, 2016 9:21 AM, MetLifeLTC Hearing <MetLifeLTCHearing@floir.com> wrote:

Thank you for taking the time to provide your comments to the Florida Office of Insurance Regulation regarding the Metropolitan Life Insurance Company ("MetLife") 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: Judith R <judithritt@gmail.com>
Sent: Thursday, July 28, 2016 4:30 PM
To: MetLifeLTC Hearing
Subject: Re: PROTEST ----PROPOSED RATE HIKE FLORIDA

My comments had more to do with your terrible customer service and uninformed representatives.

I know this is a form letter you have sent back to me so I don't know why I am wasting my time.

Once again, big business crushes the little person, least able to fight back.

Judith Ritter

On Thu, Jul 28, 2016 at 4:18 PM, MetLifeLTC Hearing <MetLifeLTCHearing@floir.com> wrote:

> Thank you for taking the time to provide your comments to the Florida Office of Insurance Regulation regarding the Metropolitan Life Insurance Company ("MetLife") 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: cynthia houck <cynhouck@bellsouth.net>
Sent: Friday, July 29, 2016 1:11 PM
To: MetLifeLTC Hearing
Subject: Notice of Long Term Care Public Hearing- Filing 16-09734
Attachments: LETTER RE METLIFE PROPOSED RATE INCREASE July 29.docx

I cannot attend hearing. Please see my comments and complaint in the following attachment.
Cynthia L Houck

From: hzona@tampabay.rr.com
Sent: Saturday, July 30, 2016 9:35 AM
To: MetLifeLTC Hearing

This is in regards to the letters we received concerning the proposed excessive rate increase for our Long Term Care. We are Senior Citizens who live on a fixed income and can not afford that big of an increase. We did not get an increase in Social Security this year and don't expect to get much if any next year. This big of an increase is going to cause a big hardship not only on us but many, many others. We have been with Metropolitan for over fifty years and paid on time always. If this goes through many customers just like us will probably have to drop the coverage. I hope you take this into consideration and think how you are going to hurt your many loyal customers.

Henry and Ruth Zona

From: Scott,Harriet E <hscott@ufl.edu>
Sent: Saturday, July 30, 2016 10:26 AM
To: MetLifeLTC Hearing
Subject: Notice of Long Term Care Public Hearing - Filing 16-09734 (policy form number LTC2-IDEAL-FL)

Importance: High

Dear Regulators:

This email is in response to the rate increase requested by MetLife. I wish to go on record as saying I feel the increase is unreasonable and unfair. I have paid in thousands of dollars to this company since 2009 and they have been increasing their premiums on a regular basis. This past year I had to decrease my coverage in order to maintain the premiums. If this company continues to increase their premiums I will be forced to drop the policies. I have already paid in over $16,000.
since 2009 and all of those funds will be lost. If they intend to continue to raise rates at the rate they have since 2009 I might as well drop the policies now. I expected rates every four or five years and at a reasonable rate of perhaps a 5-10% increase, but not at the rates they have been and are now requesting. The policies which I have for my husband and myself are the LTC2-IDEAL-FL. A 59.51% increase is unbelievable and definitely puts the policies out of the range of being not only acceptable and reasonable, but makes them nonsense to even continue.

No one, unless incredibly wealthy, is going to be able to afford this kind of coverage. They apparently have taken our thousands and now make it impossible to continue so they walk away with tremendous amounts of money from Floridians. It seems to me at least there should be some kind of compensation for policies that have paid this kind of money and used no benefits and are now being forced out of coverage due to their extreme pricing.

Thank you for the notification of this hearing and providing a way for us to respond.

Harriet Scott and Raymond Scott
[redacted]
Newberry, Fl. 32669

[redacted]

From: Bill Martin <oparkbill@gmail.com>
Sent: Saturday, July 30, 2016 7:32 PM
To: MetLifeLTC Hearing
Subject: Comment: MetLife proposed Increases to LTC insurance in Florida 2 Policy Holders (TWO) COMMENTS

Dear Sirs:

Many years ago MetLife solicited my wife and I and I chose to purchase LTC insurance for OUR FUTURE from this large company. In the past 5 years they now apparently are trying to cancel and make the same LTC insurance unaffordable to current and past customers.

I STRONGLY encourage the FLOIR to DENY any rate increases for our existing coverage. MetLife can change their pricing on NEW customers that will impact their future sales in Florida but PLEASE do NOT allow them to continue to PRICE their existing customers OUT of LTC. Those of us that are older made the decision responsibly to obtain this coverage and it was offered freely at the time from MetLife based on their 'numbers' at the time. They should NOT have the rights to increase double digits of pricing on EXISTING clients.

One of the reasons my wife and I both purchased this insurance from MetLife was because they were LARGE and had a long term HISTORY of being in the business of insurance. My suggestion to their corporate management would be to plan to stop any future sales of these policies if they wish; however by LAW they should be required to KEEP EXISTING customers with minimal annual increases in price that reflect ONLY ADMINISTRATIVE costs, NOT actuarial costs going forward.

It is my hope that the Florida Office of Insurance Regulation will take these factors in consideration when reviewing the requests of MetLife for LTC increases ranging from 21% to 95%. We purchased this insurance in 2008 for our future. We went thru one round of HUGE increases of 25% one time; we know MetLife does not want to remain in this market by their actions however they should be required to back one part of their business model with the other models instead of dropping existing clients thru unreal pricing. A more reasonable administrative increase would be in line with the CPI which is 1.9% over the last 10 years in the US. There has been NO time the CPI has ranged into the MetLife requests. I would suspect a reasonable ANNUAL increase for ADMIN costs might approach 2% MAXIMUM on their across the line policies. Their ACTUARIAL costs will of course be more but MetLife made those decisions in their pricing policies when they aggressively solicited us and thousands of other policy holders. It should be ILLEGAL for them to drive away customers thru their pricing policies in Florida.

We appreciate your consideration.

William E Martin
Nancy Jane Martin VIP Series #9075 (2 policies)
[redacted]
Orange Park, FL 32073
[redacted]

From: Tom Graham <backhand20@cfl.rr.com>
Sent: Saturday, July 30, 2016 3:50 PM
To: MetLifeLTC Hearing
Subject: Fw: MetLife Long Term Care Public Hearing-August 12, 2016 - 16-09734

Correction on previous e-mail

I purchased Long Term Care Met Life LTC-Value-FL policies for myself and my wife in April 2003. Up to this point, we have paid over $45,000 in premiums for both these policies and have yet to file a claim. I am writing to express my disapproval to the exorbitant premium increases on these policies being requested by Met Life to the Florida Office of Insurance Regulation's.
Based on approval of the Florida Office of Insurance Regulation in 2014 my long Term policy premium went up in 2015 by 17% , and my wife's Long Term policy went up at the same time by 14%. Based on these large increases in 2015, I find the 95.44% increase being requested this year for implementation in 2017, to be totally unacceptable and an attempt to drive policyholders too either accept reductions in benefits or even being forced to cancel their policies because Met Life is making them unaffordable
I was sold these policies by a Met Life representative in good faith, and we have paid, in good faith, the previously mentioned over $45,000 in premiums.
I know that Met Life does not offer or sale this product any longer, I also know that the reason is that the profit projection of this product, that they were aggressively selling, was flawed. Their projection failed to account for people living longer and the cost of long care term care claims was much higher then they anticipated.
Having said this, I believe they have turned to their remaining policy holders to subsidize their losses with ludicrous premium increase requests.
In my opinion the the Florida Office of Insurance Regulation should disapprove this request at this time, and that future increase requests should be infrequent and very nominal increases.
It is also my opinion, that this attempt by Met Life is especially egregious considering the investment that elderly people have made over many years to maintain these policies, only to be threatened with the possibility of having to give up this valuable insurance coverage. Hopefully I might be contacted regarding this opinion on Met Life's premium increase request.

John T Graham
Altamonte Springs, Fl
[redacted]

From: Tom Graham <backhand20@cfl.rr.com>
Sent: Saturday, July 30, 2016 3:42 PM
To: MetLifeLTC Hearing
Subject: Fw: MetLifeLong Term Public Hearing-August 12, 2016

I purchased Long Term Met Life LTC-Value-FL policies for myself and my wife in April 2003. Up to this point, we have paid over $45,000 in premiums for both these policies and have yet to file a claim. I am writing to express my disapproval to the exorbitant premium increases on these policies being requested by Met Life to the Florida Office of Insurance Regulation's.

Based on approval of the Florida Office of Insurance Regulation in 2014 my long Term policy premium went up in 2015 by 17% , and my wife's Long Term policy went up at the same time by 14%. Based on these large increases in 2015, I find the 95.44% increase being requested this year for implementation in 2017, to be totally unacceptable and an attempt to drive policyholders too either accept reductions in benefits or even being forced to cancel their policies because Met Life is making them unaffordable

I was sold these policies by a Met Life representative in good faith, and we have paid, in good faith, the previously mentioned over $45,000 in premiums.

I know that Met Life does not offer or sale this product any longer, I also know that the reason is that the profit projection of this product, that they were aggressively selling, was flawed. Their projection failed to account for people living longer and the cost of long care term care claims was much higher then they anticipated.

Having said this, I believe they have turned to their remaining policy holders to subsidize their losses with ludicrous premium increase requests.

In my opinion the the Florida Office of Insurance Regulation should disapprove this request at this time, and that future increase requests should be infrequent and very nominal increases.

It is also my opinion, that this attempt by Met Life is especially egregious considering the investment that elderly people have made over many years to maintain these policies, only to be threatened with the possibility of having to give up this valuable insurance coverage. Hopefully I might be contacted regarding this opinion on Met Life's premium increase request.

John T Graham
Altamonte Springs, Fl
[redacted]

From: jesanto@aol.com
Sent: Saturday, July 30, 2016 2:54 PM
To: MetLifeLTC Hearing
Subject: Fwd: Long Term Care Premium Increase

I am forwarding this because I made an error in the address the first time I attempted to send it.

-----Original Message-----
From: jesanto <jesanto@aol.com>
To: MetLifeLTCHHearing <MetLifeLTCHHearing@floir.com>
Sent: Sat, Jul 30, 2016 12:46 pm
Subject: Long Term Care Premium Increase

Dear Sir or Madam:

This letter is to express my concern about the magnitude of the rate increase MetLife is requesting for long-term care insurance policies. My wife and I took out policies in 2006 and were subjected to a rate increase just a few years ago. MetLife's current proposal would raise this rate 54.72 percent, and I believe some policy holders would see increases as high as 95 percent. At the same time MetLife is reporting profits of 3.7 billion and reserves of 14.48 billion.

Obviously policyholders should want an insurance carrier with strong assets, and one that makes a profit so that it can stay in business. I would not want to see MetLife's financial strength weakened. However, rate increases to the extent the company is proposing would probably force many policy holders, including those who have been insured for a number of years, to cancel their policies.

The net result of policy cancellations will be for more elderly forced to apply for Medicaid in the event they must go into a nursing home for long-term care. Given that Florida's Medicaid budget is already under heavy pressure, this present a very grim picture for both Florida's senior citizens and for the State's financial health.

I know carriers are not growing wealthy on long-term care policies. However, long-term care insurance is not cheap. Those of us who have taken out such policies did so in part so that we could be responsible and not be a burden on the limited resources of State or Federal government. We did so not expecting there would never be a rate increase. However, we did expect some responsibility on the other end, that future rate increases would be reasonable and not of such a magnitude that they would make coverage for many either a very serious financial strain or completely not affordable.

I hope you will take these matters into consideration. Thank you for giving this your attention.
Sincerely,

John Santosuosso
Lakeland, Florida

From: Nancy Tilles <ntilles@comcast.net>
Sent: Saturday, July 30, 2016 6:39 PM
To: MetLifeLTC Hearing
Subject: Long Term Care Public Hearing Filing 16-09734

To Whom it May concern:

I am sure all of us holding policies are very displeased with these proposed rate hikes. In planning for future budgets we relied upon fixed amounts and they have already increased a great deal.

We received notice of hikes. Yet, I have no way of even knowing which group my policy falls into. How do I even find out which "Form Number" my policy has? My policy has a plan number and not a Form Number. My plan number is [redacted]. Can someone contact me regarding which group I am in?

Sincerely,
Nancy Tilles

From: Barbara Henry <barget1@yahoo.com>
Sent: Saturday, July 30, 2016 4:46 PM
To: MetLifeLTC Hearing
Subject: LTC INCREASE FILING 16-09734

I RECEIVED A LETTER, AGAIN, INFORMING ME OF ANOTHER RATE INCREASE REGARDING MY LTC2.
I FIND IT APPALLING THAT YOUR COMPANY ONCE AGAIN IS SEEKING ANOTHER INCREASE SINCE LAST YEAR! THAT INCREASE WAS ASTRONOMICAL AS IT WAS! I WAS FORCED TO DECREASE MY BENEFITS IN ORDER TO RETAIN MY LTC POLICY.
I AM A SENIOR CITIZEN ON A FIXED INCOME, NO SPOUSE OR CHILDREN TO TAKE CARE OF ME IN THE EVENT SOMETHING HAPPENS TO ME THAT I CANT TAKE CARE OF MYSELF..
I AM NOW BEING FORCED TO EITHER GIVE UP MY POLICY OR REDUCE BENEFITS AGAIN(EVEN IF THAT'S A POSSIBILITY) IF YOU ARE SUCCESSFUL IN GETTING THIS INCREASE OF SUCH A LARGE AMOUNT!
UNFORTUNATELY, I CAN NOT GO TO ANOTHER COMPANY TO REPLACE THIS COVERAGE....
I HAVE HAD THIS POLICY AND PAID INTO IT FOR APPX. 15 YEARS!
I BEG OF YOU TO NOT PROCEED WITH THIS ABSORBENTLY HIGH INCREASE SO THAT PEOPLE LIKE ME CAN ATLEAST HAVE SOME COVERAGE AND PIECE OF MIND IN THE EVENT SOMETHING COULD HAPPEN TO MY ADL'S..
PEOPLE LIKE ME ARE BARELY MAKING IT TO GET BY WITH NORMAL LIVING EXPENSES AND TRYING NOT TO BE A BURDEN ON PEOPLE AND SOCIETY AT THE SAME TIME..
AGAIN, I ASK YOU TO RECONSIDER THIS INCREASE..

THANK YOU
BARBARA HENRY
POL[redacted]

From: cynthia cantele <cbcantele@hotmail.com>
Sent: Saturday, July 30, 2016 4:11 PM
To: MetLifeLTC Hearing
Subject: LTC Public Hearing - Filing 16-09734

Dear Sir: re: Richard J. Cantele, Sr. Policy # 04855-2545 July 30, 2016
Cynthia B. Cantele Policy # 04855-2584

We bought our LTC policies in September 2002 while residing in Florida. We moved out of Florida in 2005, Why are we included in this potential increase?

We just had an increase of $244.00 effective with our September 2015 payment! We are seniors, living on a fixed income, which saw 1.5% increase in our
Social Security income in 2014, a 1.7% increase in 2015, and NO increase in our income in 2016! BUT, our "cost of Living" expenses have increased
dramatically in the past 3 years! In September, 1015 between my spouse and myself we paid premiums totaling $4,724.00. Since we purchased these policies in 2002 we have paid premiums in excess of $68,000.00, and haven't put in a claim.

Since we have not lived in Florida in the last 11 years, are we still included in this proposed increase in our premiums.

Thank you for your consideration,

Regards,

Richard and Cynthia Cantele
[redacted]
Gettysburg, PA 17325
email: cbcantele@hotmail.com

From: Patricia Schneck <pattys15@icloud.com>
Sent: Wednesday, July 27, 2016 1:54 PM
To: MetLifeLTC Hearing
Subject: increase request for long term health insurance

We received a letter regarding aforementioned subject.
After contacting NC Insurance dept we may not be affected this time, probably next month, however, costs could be cut in the salaries of those CEO's that are refusing to understand the plight of so many people that have nothing and are stretching the dollar more than ever before.
Like the government departments, all kinds of business should trim back and forward the benefits to the consumer.
Patricia Schneck
NC

From: Gibbons, Shekeba
Sent: Wednesday, July 27, 2016 9:41 AM
To: MetLifeLTC Hearing
Subject: Metlife LongTerm Care Hearing

The following statement was sent to our Division of Consumer Services office after she discussed her concerns regarding MetLife's requested rate increase she asked that I forward her statement.

RE: Ms. Irit Schachner
Irit.Sch18@gmail.com
[redacted]

Ms. Irit Schachner wrote:

I am writing subsequent to a phone conversation that I had today with Shekeba Gibbons of your department in regards to a proposed exorbitant increase in my long-term care insurance through MetLife. I received a letter today from MetLife notifying me of an upcoming public hearing scheduled for August 12, 2016.

I have had a LTC plan (VIP1 Series LTC-Value-FL) into which I have been paying monthly premiums since April 30, 2004. In 2014, MetLife increased my premium by 25%, and is now proposing an exorbitant increase of 95.44% after only 2 years. This comes at a time when I am approaching medicare age and am retired from the University of Miami School of Medicine after having been on faculty for 20 years.

How does MetLife justify this draconian increase, as I am certain that their balance sheet has allowed for what I am certain are generous raises for their executives? I hope that you are looking after the consumer diligently.

I would be happy to discuss this further. Please feel free to contact me at [redacted].

Thanks,

Shekeba Gibbons, Insurance Specialist III, CPSR
Bureau of Consumer Assistance
Division of Consumer Services
Florida Dept. of Financial Services
Phone (850) 413-2815
mailto:shekeba.gibbons@myfloridacfo.com



From: Ralph A. Milliken <ralphamilliken@yahoo.com>
Sent: Wednesday, July 27, 2016 11:45 AM
To: MetLifeLTC Hearing
Subject: Proposed MetLife Rate Increase

Dear Sirs:

I am a MetLife LTC insured, originally having purchased my policy through TIAA in the 1990's.

I assume that most of the insureds in my class are retired as I am, some long retired and living on very fixed incomes. Any rate increase for these policies is very difficult to budget for under my circumstances. The proposed rate increase will be impossible for me to pay.

My circumstances are especially dire since I am legally blind, but still living at home. I am not currently and never have, taken any benefits from the LTC policy. If a large rate increase is approved, I will be faced with a very difficult decision, either letting my policy lapse and forgoing any future benefits, or abandoning my home life and immediately entering an eligible facility in order to capture the benefits I have been paying for and reserving for twenty years.

I request that the MetLife application for a premium increase be denied due to the horrible impact it will have on the TIAA series of insureds. Because of the large reserves held by MetLife, this denied rate increase can be absorbed by the Company easily. In addition, the TIAA class, in general, is of advanced age and shrinking due to death. Whatever harm MetLife may claim might befall the Company will be limited by the shrinkage of the insured group.

I will be happy to answer any questions you might have of me.
Regards,
Ralph A. Milliken

From: Maxine Milliken <maxmilliken@comcast.net>
Sent: Wednesday, July 27, 2016 2:12 PM
To: MetLifeLTC Hearing
Subject: Proposed MetLife Rate Increase

Dear Sirs/Madams:

I am MetLife LTC insured. I am against the proposed rate increase. My husband and I are retired and on fixed incomes. After paying into the company for many years, the new rate increase would now make this impossible to continue. It feels like a shakedown at the time when we would need the policy the most. Like a "take the money and run" scam that would leave us vulnerable.

My husband is legally blind and I am his caretaker. If this increase goes through we will be abandoned to make terrible decisions for our future after trusting MetLife to be fair.

I request that this application for an increase be denied. MetLife has more than enough money in reserves to cover their costs. They are just being greedy at our expense.

Thank you for your consideration.

Yours truly,
Maxine S. Milliken

Maxine

From: leslie gottlieb <leztwin@gmail.com>
Sent: Wednesday, July 27, 2016 3:04 PM
To: MetLifeLTC Hearing
Subject: raising the rates for LONG TERM HEALTH CARE

DEAR SIRS:

My husband and I have been paying premiums for the last 15 years for Long Term Care Insurance.
We are now 70 and 75 years old and live on a pension and social security. What you are thinking of doing, raising our plan premium 77% is totally outrageous. It is unprecedented and disgusting.
We have always been involved with METLIFE and own 3 insurance policies besides the LONG TERM CARE POLICIES. Now we are thinking that if this does occur, my husband would have to drop his policy so that we can afford to keep mine. As it stands, if he dies first, I will not have the same amount of money coming in but if I died first, he could still own a policy. IS THIS WHAT YOUR COMPANY WANTS TO BE KNOWN FOR???? I HOPE NOT. This is just as bad as deciding whether or not we eat or pay for pharmaceuticals.
It just boggles the mind that you would do something so despicable.

I hope you take everything into consideration.

VERY ANGRY CONSUMER,
LESLIE GOTTLIEB

From: mel gottlieb <mjg81140@gmail.com>
Sent: Wednesday, July 27, 2016 3:16 PM
To: MetLifeLTC Hearing
Subject: re: MetLife proposed LTC increase filing 16-09734

Importance: High

Dear sirs:

I am a policy holder for long term care for the past 15 years and want to express my opposition to the proposed 77% increase—this is excessive and unwarranted and would cause myself and others significant hardship. We have properly paid our premiums and do not want to be forced out—as I think is their real design.

Met Life may be requesting this increase due to the claimed increase in nursing home and other health care facilities rates. THAT IS NOT A VALID REASON- the policies regardless of the charges by the long term care facility or home health agency are capped at the daily rate the policy holder agreed to. So Met Life regardless of what increases there may be by health care facilities will not suffer-WHY THEN SHOULD WE HAVE TO SUFFER- WE ARE ON A LIMITED INCOME AND INCREASES OF THIS NATURE ARE RIDICULOUS.

WE DON'T GET EVEN A DECENT COST OF LIVING INCREASE—HOW CAN WE BE ASKED TO PAY THEIR EXCESSIVE REQUESTS.

PLEASE DO NOT ALLOW THIS COMPANY TO TAKE ADVANTAGE OF US. SHOULD THEY BE SUCESSFUL IN THEIR EFFORT TO FORCING PEOPLE WHO CANNIOT AFFORD THESE INCREASES TO DROP POLICIES THE ULTIMATE LOSS WOULD BE ON RETIREES AND /OR THE STATE WHO WOULD VIA SOCIAL PROGRAMS THEN NEED TO FILL THE CREATED GAPS.

The Floridians who took out these policies were trying to plan for their future—don't let this be taken away from them.

Merrill Gottlieb
[redacted]
West palm beach FL
33417
[redacted]

From: Becky McKnight <beckymck@frontier.com>
Sent: Thursday, July 28, 2016 9:01 AM
To: MetLifeLTC Hearing
Subject: Long Term Care Public Hearing - Filing 16-09734

My husband, Stephen A. McKnight, and I both have long-term care policies that will be affected by this proposed rate increase of 54.72%. We have paid premiums on these policies for 20 years, never missing a month. Our policies were originally issued by TIAA-CREFF and had a stable premium that could not be increased. That was a primary selling point. TIAA-CREF, however, sold the policies to MetLife, and the policies lost the flat, stable rate provision.

We took out the policies when we were in our 50's. Now that we are in our 70's and closer to an age where long-term care might be needed, MetLife wants to raise the premiums almost 55%, making them unaffordable for seniors with limited, fixed incomes. This is a deliberate attempt to victimize subscribers, who have faithfully paid premiums for decades, at the very time they might need the coverage they have bought.

I urge the Florida Office of Insurance Regulations to deny this increase and to require that MetLife stabilize current premium levels for at least ten years.

Thank you for allowing me to comment.

Sincerely,

Rebecca S. McKnight

Policy [redacted]

From: JoAnn Clayton <jclay430@gmail.com>
Sent: Thursday, July 28, 2016 9:28 PM
To: MetLifeLTC Hearing
Subject: Comments Re: MetLife Requested Increases to Long Term Care Policyholders

As a long term care policy holder for 7 years, a human resources and employee benefits professional for 20 years, the daughter of aging parents in their 80's and 90's and an over 50 gen-Xer concerned about my retirement, from my perspective the amount of increases MetLife is seeking is simply unreasonable, unjust, and outrageous!

Why should those of us who have made the decision to purchase Long Term Care protection, and who have already paid thousands of dollars in premium, suddenly find ourselves in a position where the coverage becomes unaffordable? I don't hear MetLife enhancing any of the coverage provisions for the 20-95% premium increases requested. Are they raising the daily benefit rate to $200 a day? Maybe then I could see the need for an adjustment.

I am putting two kids through college and trying to save for retirement; my long term care insurance was - and still is- a vital part of my protection plan for my kids in the event that I can no longer care for myself.

I implore the Florida Office of Insurance Regulation to act in the best interest of the citizens and policyholders of Florida and place a cap of 15% on policies issued after December 14, 2009 and a 25% cap on policies issued prior to 2009. In addition, for any policyholder that cannot afford to continue their coverage and cancel their policy, I suggest we require MetLife to issue refunds of 50% of their last years' premium paid. After all, why should the policyholders be penalized for bad underwriting decisions that are fueled by greed? There is no justification for these outrageous increases - period.

Please feel free to contact me to discuss this further.

Thank you,
JoAnn Cherrington (Thomas-Clayton)
Policyholder - [redacted]

From: Lorraine Seminerio <lseminerio@aol.com>
Sent: Friday, July 29, 2016 1:09 PM
To: MetLifeLTC Hearing
Subject: Fwd: Long term care public hearing

Sent from my iPhone

Begin forwarded message:

> **From:** Lorraine Seminerio <lseminerio@aol.com>
> **Date:** July 29, 2016 at 12:37:00 PM EDT
> **To:** MetLifeLTCHearing@flour.com
> **Subject: Long term care public hearing**
>
> My husband and I entered into a contractual agreement with Met Life for long term health care coverage years ago. We have faithfully paid premiums for this coverage. Just last year Met Life sought to change the terms of the agreement by seeking and securing a rate increase. Now they are asking for yet another rate increase! It is not only unfair but unethical to ask people like ourselves, retired and on a fixed income, to pay yet another rate increase.
> We cannot afford this and will be forced to drop the coverage leaving us with no long term health care and thousands of dollars in Met Life's coffers. I am sure it is Met Life's intent to force policy holders to do just that!
> This is despicable and shame on whoever would allow this to take place!
> Just another example of big business being allowed to take advantage of the little guy. Disgusting!
> Lorraine Seminerio
>
> Sent from my iPhone

From: Mike Scarpelli & Paula Caldwell <mjspmc14@gmail.com>
Sent: Thursday, July 28, 2016 7:32 PM
To: MetLifeLTC Hearing
Subject: Long Term Care Rate Increase

To whom it may concern:
I am astonished and dismayed that MetLife has proposed a possible 55% increase for my insurance premium. For all of the years that I have struggled to pay for this policy, I have agreed to and accepted the annual increase that should keep my benefits in line with the increased cost of living. How is it that now they have decided to take such an extreme and exorbitant measure that will assuredly force me to drop my coverage?
I plead to the powers of the insurance regulation office to consider the impact on senior citizens. Paying for coverage will deplete all of my resources and not paying for coverage could jeopardize my family's future. The possibility of individuals living longer, some clients dropping coverage, and actually having to pay out on policies should not be a surprise to an insurance company! I am sure the army of actuaries have had them on notice of these facts. I pride myself on living within my means. MetLife may have to look within their own organization to solve their financial issues.
Thank you for your time.
Paula M Caldwell

From: bubbe <sarbar1801@att.net>
Sent: Thursday, July 28, 2016 12:37 PM
To: MetLifeLTC Hearing
Subject: Long Term Care Rate Increase

I strongly protest your proposed increase. Like many seniors who are on fixed incomes and with no cost of living increase from Social Security, this proposal in definitely a hardship.

Please be good enough to make my dissatisfaction know. Thank you.

Sarah Barshefsky
[redacted]
Sunrise, FL 33322

Sent from Mail for Windows 10

From: Mike Scarpelli & Paula Caldwell <mjspmc14@gmail.com>
Sent: Thursday, July 28, 2016 7:32 PM
To: MetLifeLTC Hearing
Subject: Long Term Care Rate Increase

I do not hesitate to add my comments for your deliberations. After working many years as a college administrator, I was able to find enough surplus funds in 1998 to purchase a Long Term Care policy from "TIAA". The annual cost was $639.73. Today, I am a (77) year senior citizen living in s small condo in Florida. The current rate for my MetLife policy is $3,892.01. Each year I have received a mandatory cost of living rate increase of "5%" as stated in a form letter by Met Life. From the very first year, I deliberately called the main office to ask why, after simple math was used, it showed that the increase always ranged between 7 and 11%. Let's be realistic!! A rate increase of 54.72% would destroy any positive quality of life, albeit meager, that I and numerous others have achieved,
People buy insurance to protect themselves (and family) against catastrophic illnesses. Any outrageous increase would force many to cancel. We go full circle since the GOVERNMENT would be the last resort.
Your job may be hard, BUT, you must stop this fiasco.
Michael J Scarpelli

From: Roy Chasse <rechasse@cfl.rr.com>
Sent: Thursday, July 28, 2016 3:24 PM
To: MetLifeLTC Hearing
Subject: Metlife

DEAR PANEL:

As for the rate increase wanted by METLIFE I urge you to turn them down.. They raised the rates only a few years back. There profits are just fine. Why should the policy holders pay for such a large increase. If you do see fit to allow them to raise rates I would ask for a smaller increase.

Thank You
ROY CHASSE

From: audrey kennedy <audreyakennedy@yahoo.com>
Sent: Friday, July 29, 2016 9:21 AM
To: MetLifeLTC Hearing
Subject: proposed 94% increase to our insurance

account numbers [redacted] [redacted]

What is going on? How can you raise our policy by 94%! I thought I had a cap you can raise my premium? How would you feels is you were in your late 70's and have insurance and are told that your premium has doubled?

Who can I talk to? I called customer service and she could not help.
I did not sleep at all last night and I need some explanation.

Thanks,

Audrey Kennedy and Peter J Kennedy

From: Judith R <judithritt@gmail.com>
Sent: Thursday, July 28, 2016 4:18 PM
To: MetLifeLTC Hearing
Subject: PROTEST ----PROPOSED RATE HIKE FLORIDA

DEAR SIR;

I am appalled at the horrible customer service I just received by calling the ONLY phone number I have for MetLife, 888-565-3761

I am a Long Term Care Policy holder, since 2003. I reside in Miami, Florida, where I first signed up for the policy and have lived here continuously.
My agent passed away and I was never given any referrals to any other companies or agents in South Florida.

When I made the call just now--

1. I was on hold a long time, due to a recording which stated that because of the recent mailing, wait times will be extensive and perhaps I should call back later, slowest days Wed-Fri. Today is Thursday. I don't mind waiting when lines are busy.

2. The person answering the phone finally was uninformed. I mentioned the letter and that I needed to know which FORM NUMBER my policy falls under.
She left the phone for a long time, came back and told me that they do not have that information!! I find nothing in my policy documents that list any of the FORM NUMBERS listed on the one page letter, such as VP1 SERIES, LTC-IDEAL-FL, etc. I cannot believe that the MAIN number and only number for METLIFE does not have this information She also said she had not received a call about this , even though the recording says that due to recent mailings, wait time is extensive.

3. She told me to send an email, using the

4. I then asked her if she could please help me find an agent in Miami , someone local, to answer questions, interpret my policy, and all the things that regular insurance companies provide for their customers. She left the phone a long time again and came back and told me she was not able to give me that information at this time. She asked for my phone number and said someone would call me in10-15 days!!!

I am stunned, shocked, furious about such horrible customer service from a billion dollar company.

I am also furious about these proposed rate hikes, as we all know as lowly policyholders that going to the hearing is only a gesture and the decision is already made.as to these massive rate hikes.

I plan to take my complaints further. Not that your company cares.

I feel certain that I am not the only person who is outraged, both by the so called "proposed" rate hikes and by horrible customer service.

Judith Colby Ritter

Pinecrest, FL

POLICY [redacted]

From: Klein,Paul A <paklein@ufl.edu>
Sent: Monday, July 25, 2016 6:02 PM
To: MetLifeLTC Hearing
Subject: Please do not approve Metlife's LTC rate increase to protect Florida's senior citizens

Dear Sirs:

The proposed Metlife rate increase of 54.72% for our long term health policies will be an catastrophic financial burden for us and thousands of other seniors who have these policies for a long time. We (ages 74 and 75) have been paying our premiums to Metlife every month and on time for the past 15 years! The current monthly premium for our 2 policies is $305.71. **We have paid over $50,000 to Metlife for the peace of mind this coverage brings us.**

The proposed rate increase of 54.72% would raise our premium to $472.99 each month, an increase of $167.28 per month or $2007.41 per year.

Social Security is scheduled to provide NO INCREASE IN BENEFITS FOR 2017 (yet another year)! Given this fact, the proposed rate increase will be unaffordable for us and most of Florida's senior citizens. **Most will be forced to cancel their policies, which is probably what Metlife would like!** As a result, those who would have benefited from the coverage may find themselves bankrupted by serious long-term illness and unable to receive needed medical care in Florida!

This is a disastrous proposal for Florida's seniors that will be irreversibly harmful to the Florida seniors and their families.

We enrolled in this Metlife LTC insurance program to prevent personal and family bankruptcies from becoming a reality in the event of future serious health issues.

You must not approve this outrageous request for the protection of Florida's seniors.

Thank you.

Paul and Leslie Klein

Paul A. Klein
[redacted]
Gainesville, FL 32605
Phone [redacted]

From: Helen Powell <campinas@bellsouth.net>
Sent: Monday, July 25, 2016 5:52 PM
To: MetLifeLTC Hearing
Subject: Requested Increase in Rates

I own a LTC policy -Account # [redacted] - and am very upset that a rate increase has been requested.

My current premium of $ 7305.48 is 5.5 times as much as when the policy was taken out in 2000.

The daily benefit has increased 2.2times ($260 versus $120).

That means that the premium has increased 2.5 times as much as the benefit (which, by the way, begins only after 90 days).
The fact that the premium has increased 2.5 times as much as the benefit would suggest terrible mismanagement, which is not something I should be saddled with at age 84. Every business has risk and MetLife should do the same.

Sincerely,

Helen F. Powell

From: McKnight, Stephen <mcknights@frontier.com>
Sent: Tuesday, July 26, 2016 11:03 AM
To: MetLifeLTC Hearing
Subject: Rate Increase Concerns

My wife, Rebecca S. McKnight, and I both have long-term care policies that will be affected by this proposed rate increase of 54.72%. We have paid premiums on these policies for 20 years. Our policies were originally issued by TIAA-CREFF and had a stable premium that could not be increased. That was a primary selling point. TIAA-CREF, however, sold the policies to MetLife and the policies lost the flat, stable rate provision.

We took out the policies when we were in our 50's. Now that we are in our 70's and closer to an age where long-term care might be needed, MetLife wants to raise the premiums almost 55%, making them unaffordable for seniors with limited, fixed incomes. This is a deliberate attempt to victimize subscribers, who have faithfully paid premiums for decades at the very time they might need the coverage they have bought.

I urge the Florida Office of Insurance Regulations to deny this increase and to require that MetLife stabilize current premium levels for at least ten years.

Thank you for allowing me to comment.

Sincerely,

Stephen A. McKnight

Policy [redacted]

From: John Bono <johnbono42@att.net>
Sent: Tuesday, July 26, 2016 12:30 PM
To: MetLifeLTC Hearing
Cc: InsuranceCommissioner
Subject: Re: MetLife Long Term Care - Austen Bono - Policy #009 380 363 LTC - Long Term Care Insurance Plan 95401
Attachments: CCF07262016.pdf

Please find attachments to my email below that were omitted.

A. John Bono, CPA, PA., LLC.
224 East Commercial Blvd., Suite 302
Lauderdale By The Sea, FL 33308
[redacted] Cell
Office
([redacted] Fax
johnbono42@att.net

From: John Bono <johnbono42@att.net>
To: "MetLifeLTCHearing@floir.com" <MetLifeLTCHearing@floir.com>
Cc: "insurancecommissioner@floir.com" <insurancecommissioner@floir.com>
Sent: Tuesday, July 26, 2016 12:24 PM
Subject: MetLife Long Term Care - Austen Bono - Policy [redacted] LTC - Long Term Care Insurance Plan 95401

Gentlemen - I have received a notice from MetLife containing information that my Long Term Care rates may increase. I purchased this plan in 2000 and I have faithfully paid for 16 years even as you increased the premiums over that time. I am depending on this policy for care should I become ill in the future and I paid the premiums accordingly. I am now 73 years old so I can't go out and find another job. I chose, based on their promises for a bright future, to put my money into MetLife Insurance Policies and Long Term Care so I do not have a significant savings program.

I believe I have 1LTC-97-FL Series which indicates an increase of 77+%. Currently it takes 2 of my Social Security checks to pay the annual premium. What do you think my life will be like if you increase the premiums by **77+%**. According to the statistics from the State of Florida Insurance Commission, MetLife has a $14.48 billion surplus. I have a number of MetLife Life Insurance policies for my wife and I, which by the way were sold to us as life insurance policies that would last a lifetime. About 5 years ago, we were told that, in fact, that is not the case, and if the economy does not do well, the term of of life insurance may be cut short by many years - again even though we have faithfully paid for years on these policies (small print never indicated to us).

Apparently there are 929 souls who have your 1LTC-97-FL Series policies in South Florida. This is a brutal and unfair attack against those of us who depended on Metlife for comfort in our aging years. I will certainly attend the Conference in Miami and hope that many others will as well. Why can't you, with your resources, work with the Florida Insurance Commission to curb the high costs of Florida Health Care and waste within the system. If I have to drop my Long Term Care Coverage because I can't squeeze any more from my limited income to pay these premiums, then I will become dependent on the State, and Federal Medicare program for future health care. Does this make sense

to anyone? My goal was to be able to pay for a protective policy so I would not become a burden on my children and/or on society.

Please verify that my information is correct and if this measure passes, MetLife will increase my premiums by 77+%. I am hopeful that the Florida Insurance Commission will hold Metlife to their word. Please see the attached letter, from then President and CEO of Metlife - Robert Benmosche - issued on August of 2000.

I would appreciate a response to ascertain that I have the correct Series number and that my premiums will be affected accordingly should the Florida Insurance Commission allow for this disastrous increase. I will be present for the Hearing. Thank you.

A. John Bono, CPA,
[redacted]
Lauderdale By The Sea, FL 33308
[redacted] Cell
Office
Fax
johnbono42@att.net

From: rita benz <benzatty@yahoo.com>
Sent: Tuesday, July 26, 2016 2:44 PM
To: MetLifeLTC Hearing
Subject: rate increase

RITA BENZ _____ _____

[redacted]
Crestview, Florida 32536

July 26, 2016

Florida Office of Insurance Regulation
200 E. Gaines Street
Tallahassee, Fl 32301

Re: Public rate increase hearing in Miami August 12, 2016 @ 1:00 pm EST
Long Term Insurance Public Hearing Filing- 16-09734

Attn: Thomas G. Reilly, Director, Product Management & Compliance

Dear Sir:

I am writing to express my opinion on the proposed rate increase on my Long-term care insurance policy with MetLife. (Form 1LTC-97-FL)

I have had my policy since May 2001 and paid the premiums faithfully. It was purchased because as my husband and I grew older we knew that the chance of needing long term care would increase. We felt that MetLife would be a good solid company to grant that care at a reasonable rate. To this point that has been the case although upon retirement we found it much more difficult to pay the premium but we still did so.

Now the Company has asked the State of Florida to grant an increase of 77.23% on our policy. That means after 15 years of loyalty that want to kick us to the curb because there is a sure thing they will have to pay for our care. At 70 and 74 we cannot afford a rate increase on our fixed income.

It seems a shame that Florida more than likely will grant the increase which would put us on Medicaid status and the State will have to pay for our care at taxpayer's expense. This is unfair to us, the taxpayers, as well as, the burden it places the on the State facilities.

We will continue to pay the premium if no rate increase is granted as we still have our original need.

Thank you for your anticipated assistance,

Rita Benz, MetLife policyholder
[redacted]
Crestview, Fl 32536.

From: John E. Cannon <xiacannon2@yahoo.com>
Sent: Tuesday, July 26, 2016 2:47 PM
To: MetLifeLTC Hearing
Subject: Proposed LTC Increase By MetLife

To whom ever is responsible for determining premium increases in the state of Florida,

Realizing Lobbyists are being paid good money to influence the Insurance Department of the State of Florida to increase premiums on Metlife LTC policy holders.

I Totally object to this proposed premium increase of Met Life LTC Policies. Especially, one that I have paid on for close to 15 years, also, now that I am 70 years old and soon to be 71 and the wife is 73.

My wife and I life off a fixed income and would find any premium increase a hardship.

Any support in REFUSING Metlife's premium increase on LTC policies in the State of Florida would be GREATLY APPRECIATED.

Thanks In Advance,
John

John E. Cannon Sr. P.O. Box 699 Environmental Safety Health & Security Consultant Crestview, Fl.32536 World Safety Organization/Certified Safety Manager "Punish me for my contempt of authority, Fate has made me an authority myself." ---------- Albert Einstein ----------

From: Ruggless, Linda
Sent: Tuesday, July 26, 2016 4:29 PM
To: MetLifeLTC Hearing
Cc: ServicePoint
Subject: [SR#:1-875387128] Feels Metlife requested increase should not be approved

Hi,

Senator Simpson's office forwarded us the information below from an insured with a Metlife LTC policy. I contacted her and she requested a forward her comments to become part of your review.

If you have any questions, please let me know.

Thanks,
Linda Ruggless
Insurance Specialist III
Division of Consumer Services
Florida Department of Financial Services
Ph: 850-413-5813

-----Original Message-----
From: Parker, Judy [mailto:PARKER.JUDY@flsenate.gov]
Sent: Tuesday, July 26, 2016 2:31 PM
To: Cromartie, Patty <Patty.Cromartie@myfloridacfo.com>
Cc: Perrin, Rachel <PERRINROGERS.RACHEL@flsenate.gov>; Harrison, Patty <HARRISON.PATTY@flsenate.gov>; Simpson, Wilton <SIMPSON.WILTON@flsenate.gov>
Subject: FW: insurance/long term care

Please see that the right folks get this. I have had several phone calls about long term care policies since it was in the papers and on the news. Does not seem fair to our constituents. Ms. Koenig's phone is [redacted]. Thank you, Judy

-----Original Message-----
From: ekoenig3@tampabay.rr.com [mailto:ekoenig3@tampabay.rr.com]
Sent: Tuesday, July 26, 2016 12:14 PM
To: Parker, Judy <PARKER.JUDY@flsenate.gov>
Subject: insurance

I'M OUTRAGED!!! In 2000 I purchased a long term care policy from TIAA-CREF. It was sold as a NEVER to be changed premium policy. It was apparently sold to MetLife. Last year I received a letter outlining options. There would be a SLIGHT increase in the premium. I could opt out. As the increase was minimal and I understood inflation I chose to stay. I have not yet been liable for the increase and I've received anotice they are seeking ANOTHER INCREASE. The outrageous part is that they are seeking a 54% increase for mine (as I interpret it) and others are going to increased up to 94%....OUTRAGEOUS!!! My understanding of a contract is that BOTH parties must agree to any changes. NO CHANGE IS NO CHANGE. I'm assuming I have no cash value to my policy and I have been paying for 16 years. I'm 82 years old and if they have invested wisely they should have enough of my money to cover whatever I might need. At this point it would be prohibitive for me to afford this increase just as I

approach the time when I might need it and would have to terminate instead. Please make them JUSTIFY such an unreasonable increas to a policy which was promised to NEVER CHANGE.

From: Merritt, Gloria
Sent: Tuesday, July 26, 2016 4:48 PM
To: MetLifeLTC Hearing
Subject: FW: Please do not approve Metlife's draconian LTC rate increase and protect Florida's vulnerable senior citizens

From: Klein,Paul A [mailto:paklein@ufl.edu]
Sent: Tuesday, July 26, 2016 2:58 PM
To: MetLifeLTC Hearing <MetLifeLTCHearing@floir.com>
Cc: Rate Hearings <RateHearings@myfloridacfo.com>
Subject: Please do not approve Metlife's draconian LTC rate increase and protect Florida's vulnerable senior citizens

Additionally: **You propose to drastically increase your LTC premiums precisely at a time when many seniors are entering an age (>75)when LTC coverage might actually be needed by some and at a time when they are most vulnerable economically with no social security increase last year and this!!**

Draconian behavior! Shame!

Why not shift some of your profits on other life policies and corporate ventures to cover some LTC costs? This would show that Metlife cares about people's lives.

Begin forwarded message:

From: Paul Klein <paklein@ufl.edu
Subject: Please do not approve Metlife's LTC rate increase to protect Florida's senior citizens
Date: July 25, 2016 at 5:40:37 PM EDT
To: <MetLifeLTCHearing@floir.com>

Dear Sirs:

The proposed Metlife rate increase of 54.72% for our long term health policies will be an catastrophic financial burden for us and thousands of other seniors who have these policies for a long time. We (ages 74 and 75) have been paying our premiums to Metlife every month and on time for the past 15 years! The current monthly premium for our 2 policies is $305.71. **We have paid over $50,000 to Metlife for the peace of mind this coverage brings us.**

The proposed rate increase of 54.72% would raise our premium to $472.99 each month, an increase of $167.28 per month or $2007.41 per year.

Social Security is scheduled to provide NO INCREASE IN BENEFITS FOR 2017 (yet another year)! Given this fact, the proposed rate increase will be unaffordable for us and most of Florida's senior citizens. **Most will be forced to**

cancel their policies, which is probably what Metlife would like! As a result, those who would have benefited from the coverage may find themselves bankrupted by serious long-term illness and unable to receive needed medical care in Florida!

This is a disastrous proposal for Florida's seniors that will be irreversibly harmful to the Florida seniors and their families.

We enrolled in this Metlife LTC insurance program to prevent personal and family bankruptcies from becoming a reality in the event of future serious health issues.

You must not approve this outrageous request for the protection of Florida's seniors.

Thank you.

Paul and Leslie Klein

Paul A. Klein
[redacted]
Gainesville, FL 32605
Phone [redacted]

Paul A. Klein
[redacted]
Gainesville, FL 32605
Phone [redacted]

From: Klein,Paul A <paklein@ufl.edu>
Sent: Tuesday, July 26, 2016 2:58 PM
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Cc: Rate Hearings
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You must not approve this outrageous request for the protection of Florida's seniors.

Thank you.

Paul and Leslie Klein

Paul A. Klein
[redacted]
Gainesville, FL 32605
Phone [redacted]

Paul A. Klein
[redacted]
Gainesville, FL 32605
Phone [redacted]

From: jbcb1027@aim.com
Sent: Tuesday, July 26, 2016 3:26 PM
To: MetLifeLTC Hearing
Subject: Public Hearing - Filing 16-09734 comments

07/26/2016

Florida Office of Insurance Regulation
Kovens Conference Center, Room 114
Florida International University, Biscayne Campus
3000 NE 151st Street
Miami, FL 33162

Gentlemen:

Concerning the proposed rate increases: 1) When would they go into effect? 2) What are the substantial reasons for these higher than usual increases, other than profit gains for the insurance companies and their vested interest holders? 3) When do you see the next rate increase after this one occurring? 4) Will there be any other changes to my policy?

Comment: I have held my TIAA Series: LTC.04 policy since 2002 and have seen rate increases go up several times, particularly substantially since Met Life has taken over its administration. My premiums have risen annually from approximately $494 in 2002 to nearly $1300 now (2016). That reflects a total 263% increase in increments since 2002. By my calculation the proposed rate increase for the TIAA Series will amount to approximately a total 400% increase from my 2002 start rate.

I understand cost of living, inflation, CPI increases and that the cost of health care is rising, even though the quality of long-term health care has not kept pace. However, **as a retiree on fixed income sources that are dwindling, are exhaustible and with no foreseeable source of new/additional income due to my age and health status, any proposed rate increase other than nominal yearly increases to keep pace with inflation will place considerable hardship on my budget and standard of living to the extent that I may be obliged to cancel my LTC coverage outright** or scale down the LTC coverage, if the latter is even possible.

I ask you for myself, as a long time insured with TIAA and now Met Life, and for all others who have signed up for LTC coverage through TIAA and other insurance companies that the current proposed rate increases requested by Met Life be kept considerably lower and more reasonable out of concern for the elderly segment of the population that may be adversely affected by exorbitant rate increases.

Please see to it that my concerns and opinion are noted and recognized at the public hearing during the public comment period on 08/12/2016.

Thank you.

Respectfully submitted,

John C. Bonnett
[redacted]
Parrish, FL 34219-4529
Policy [redacted]

From: Pedro Guilarte <pedrog52@hotmail.com>
Sent: Wednesday, July 27, 2016 10:21 AM
To: MetLifeLTC Hearing
Subject: Comment re: Long Term Care - Filing 16-09734

July 27, 2016

Florida Office of Insurance Regulations

Re: Notice of Long Term Care Public Hearing - Filing 16-09734

Thank you for reading our comments. My wife and I are affected policyholders of the "TIAA Series: LTC" insurance program. We are unable to attend the hearing to be held on this matter on August 12 in Miami. We respectfully submit our comments below.

We do not have enough information to suggest to you that the proposed premium increase of 54.72% percent should be approved in whole, or in part, or totally denied. I trust your wise judgment to determine that. On a legal basis, we presume that MetLife on behalf of TIAA can request whatever they want. It is up to you to decide if this is legally, financially, and ethically appropriate on the basis that these products were marketed and sold approximately 15 years ago when we agreed to be bound by the premise that if we kept our end of the bargain (pay the premiums); that this coverage as stated on the marketing material and the policy would be there for us. We signed up with the idea that we did not ever want to be a burden to our children or the government (Medicaid). We were told that the rates would be held constant for our lifetimes, with higher premiums only if we opted for higher benefits. Yes, they did state that they could change the rates if they did it for the entire group.

At the time when we signed up for the insurance we were assured that TIAA was one of the most financially sound insurance companies in the world. Our current research indicates that we did not make a mistake, and that this premise continues to be true. We also find that this "group" consists of only 906 policyholders; not exactly a large group for any insurance company. It appears that TIAA may have made an undesirable underwriting decision and are now requesting of you to make the policyholders pay for their miscalculations. Whether claims are higher than they expected, or returns on investment are lower than expected; this is their miscalculation, and consequences should not be passed on to the policyholder. The whole idea of any insurance is that the insurance company accepts the taking of certain risks in exchange for a defined consideration.

Certainly, we do not want to imperil the financial stability of the insurance company that provides these benefits we pay for and expect to receive if we ever need to make a claim. With only 906 policyholders in Florida, and with TIAA holding hundreds of billions of dollars in reserve; I seriously doubt that any reduced profit or even a loss in this Long Term Care business is going to cause even a rounding error on TIAA's income statement.

The message you will send to insurance companies is that if they make a promise in marketing and selling a policy that is accepted by a policyholder; that it will be held liable to pay the benefits they promised at the rates that were agreed to.

I encourage you to look for ways to minimize the impact on policyholders of this incredible premium increase request. TIAA should never be allowed to show a profit (or the equivalent in insurance accounting) as long as they maintain any rates above those that they originally promised when they freely marketed and sold these policies. If conditions warrant, such as increased rates of return in the future, the rates should immediately drop back to original levels.

In summary, I urge you to consider the fact that this Long Term Care business is only a tiny portion of TIAA's highly profitable business; but the policies they sold are a critical part of their policyholders financial foundation. If they made underwriting mistakes, and these do not imperil their ability to honor their policies; any requested premium adjustments should be very limited or denied. They already increased premiums over 20% two years ago. Let business reap the profits of their good decisions, and also suffer the consequences of poor decisions. Stop making businesses whole at the expense of the public when they make poor business judgments.

Thank you,

Sincerely,

Pedro Guilarte
Zulima Guilarte
(As TIAA Long Term Care policyholders, administered by MetLife).

From: ronnie reden <rgreden@att.net>
Sent: Wednesday, July 27, 2016 9:18 AM
To: MetLifeLTC Hearing
Subject: do not increase premium

i am senior citizen if you increase these premiums it is a hardship.please reconsider. ronnie g.reder

From: Michele Friedlander <mfriedlander95@gmail.com>
Sent: Wednesday, July 20, 2016 10:43 AM
To: MetLifeLTC Hearing
Subject: LTC rate increase

Re the pending rate increases, following a recent rate increase approx one year ago of 20%

The policyholders should not be penalized because you did not sell a product with sustainable rates, and because you chose as a company to discontinue New sales, which would have helped to offset future costs of LTC benefits.

You could purchase a plan today at current ages at a lower rate than what we are paying now, but without the paid up at Age 65 feature. I cannot imagine that you can justify the exorbitant rate increases based on unexpected claims.

It also will tarnish the reputations not only of Metlife as a carrier that stands by its policyholders, but the agents that put their faith in Metlife as a reasonable, financially sound company to do business with.

We hope that you will consider a more reasonable request for increases that will not put undue burden on your policyholders.

Thank you

Michele Friedlander RHU, REBC
Cell [redacted]

From: Cynthia Arsenault <cynthiafaitha@gmail.com>
Sent: Thursday, July 21, 2016 11:51 AM
To: MetLifeLTC Hearing
Subject: Fwd: Delivery Status Notification (Failure)

Sirs or Madams:

I heard about these hearings from my 91 year-old mother, who is a long-time resident of Monroe County. She has paid on her Metlife LTC policy without missing any payments for many, many years. This year she is finally in a position to be justified collecting a small compensation on her home health care up to her policy limit.
It must be clear to you that it would be inappropriate for Met Life to hike her rate at this point. It may then be above her ability to pay for it and then — what? She loses her benefit she has paid on for years and years, thinking it would be there for her old age!?
Our elders are among our most vulnerable population. They entrusted this company with hard earned income with the guarantee that they would provide for them in their old age, as promised . And now they would be canceled? That can't be MetLife's position. Grandfather the policyholders, and then do as you wish, but this rate hike cannot pertain to them. That would be unconscionable, tantamount to stealing from her.
I would appreciate a read receipt from this committee, so that I know she has a voice.

With hope you do the right thing,

Cynthia Arsenault for policyholder Maryon Gould

From: John Ernst <ernstj1@verizon.net>
Sent: Saturday, July 23, 2016 1:46 PM
To: MetLifeLTC Hearing
Subject: Proposed rate increase for MetLife LTC

My wife and I are retirees living on fixed income. I am writing to advise that we are opposed to the Company's proposed rate of increase.

Please review the past history of MetLife's previous increases: 2002-2009: 42%; 2009-2013: 58%; 2014-2015: 14%; for a cumulative total of 114%. MetLife is proposing an increase of 62% to 77%, a significant increase well above the rate of inflation.

We would, if the magnitude of the proposed increases were granted, be required to re-prioritize necessities to retain the present policy.
We had the foresight to think of our health future, and decided NOT to be a burden on family or the state.

Please do your part on holding the line on unconscionable increases!

Thank You.

John and Eileen Ernst
[redacted]
ernstj1@verizon.net

From: James Jedierowski <jedier2@bellsouth.net>
Sent: Monday, July 25, 2016 1:26 PM
To: MetLifeLTC Hearing
Subject: Long Term Care Public Hearing Filing 16-09734

To Whom It May Concern:

I have been a long term care policy holder since 2001 and I just received notification of the proposed rate increases filed by Metropolitan Life. What in the world does Met Life think people are of made of - money!! The rate hikes proposed are "unreal". Does the average person receive annual raises of 77%, does Social Security & pensioners receive 95% annual increases! How does MetLife think the average person can afford such ridiculous rate hikes when salaries, social security and pensions are not uniform to what they are asking?

MetLife only wants to make money by the bucket full but when they have to pay out claims & it cuts into their bottom line, they hit the consumers that support their company! That's loyalty and gratitude from another money grubbing company. Gee thanks MetLife you're a "real pal".

It seems to me the residents of Florida are always getting a raw deal from insurance companies. How about standing up for the "little people" and do the right thing by not caving into MetLife's demands! Wouldn't that be a great change of pace!

I remain,

Wanda Jedierowski
[redacted]
Spring Hill, FL 34606

From: Merritt, Gloria
Sent: Tuesday, July 26, 2016 10:56 AM
To: MetLifeLTC Hearing
Subject: FW: Please do not approve outrageous proposed Metlife LTC rate increase

From: Klein,Paul A [mailto:paklein@ufl.edu]
Sent: Monday, July 25, 2016 6:02 PM
To: Rate Hearings <RateHearings@myfloridacfo.com>
Subject: Please do not approve outrageous proposed Metlife LTC rate increase

Dear Sirs:

The proposed Metlife rate increase of 54.72% for our long term health policies will be an catastrophic financial burden for us and thousands of other seniors who have these policies for a long time. We (ages 74 and 75) have been paying our premiums to Metlife every month and on time for the past 15 years! The current monthly premium for our 2 policies is $305.71. **We have paid over $50,000 to Metlife for the peace of mind this coverage brings us.**

The proposed rate increase of 54.72% would raise our premium to $472.99 each month, an increase of $167.28 per month or $2007.41 per year.

Social Security is scheduled to provide NO INCREASE IN BENEFITS FOR 2017 (yet another year)! Given this fact, the proposed rate increase will be unaffordable for us and most of Florida's senior citizens. **Most will be forced to cancel their policies, which is probably what Metlife would like!** As a result, those who would have benefited from the coverage may find themselves bankrupted by serious long-term illness and unable to receive needed medical care in Florida!

This is a disastrous proposal for Florida's seniors that will be irreversibly harmful to the Florida seniors and their families.

We enrolled in this Metlife LTC insurance program to prevent personal and family bankruptcies from becoming a reality in the event of future serious health issues.

You must not approve this outrageous request for the protection of Florida's seniors.

Thank you.

Paul and Leslie Klein

Paul A. Klein
[redacted]
Gainesville, FL 32605
Phone [redacted]

From: James Jedierowski <jjedierowski@tampabay.rr.com>
Sent: Monday, July 25, 2016 5:12 PM
To: MetLifeLTC Hearing
Subject: Fwd: Long Term Care Public Hearing Filing 16-09734

Begin forwarded message:

From: James Jedierowski <jedier2@bellsouth.net>
Subject: Long Term Care Public Hearing Filing 16-09734
Date: July 25, 2016 at 1:25:58 PM EDT
To: metlifeltchearing@floir.com

To Whom It May Concern:

I have been a long term care policy holder since 2001 and I just received notification of the proposed rate increases filed by Metropolitan Life. What in the world does Met Life think people are of made of - money!! The rate hikes proposed are "unreal". Does the average person receive annual raises of 77%, does Social Security & pensioners receive 95% annual increases! How does MetLife think the average person can afford such ridiculous rate hikes when salaries, social security and pensions are not uniform to what they are asking?

MetLife only wants to make money by the bucket full but when they have to pay out claims & it cuts into their bottom line, they hit the consumers that support their company! That's loyalty and gratitude from another money grubbing company. Gee thanks MetLife you're a "real pal".

It seems to me the residents of Florida are always getting a raw deal from insurance companies. How about standing up for the "little people" and do the right thing by not caving into MetLife's demands! Wouldn't that be a great change of pace!

I remain,

Wanda Jedierowski
[redacted]
Spring Hill, FL 34606

From: BURT WEINERMAN <bweinerman@hotmail.com>
Sent: Monday, July 25, 2016 8:33 PM
To: MetLifeLTC Hearing
Subject: LTC 97 series

Dear Sirs,
We have been policy holders since May 1, 2001. I can understand a request for an increase in monthly payments, but I do not understand a 77.23% request. Our policy hasn't changed and we will receive only $50. per day should we have the need for services. We have not made a claim yet, and hope we never will.
Please, if you can, explain the reason for increase request.
Thank you,
Burton & Judith Weinerman
[redacted]
Henderson, NV 89044
[redacted]

From: Lowell Cramer <cramer999@hotmail.com>
Sent: Tuesday, July 26, 2016 9:45 AM
To: MetLifeLTC Hearing
Subject: MetLife LTC Hearing

I purchased my my LTC policy from TIAA-CREF in 2000 at the time of my 53rd birthday. I believe that it is wrong for an insurance company to complain that it is now losing money on a policy in effect for 16 years when the policy was sold on the basis that the insurance company would receive huge profits in the early years that would pay for the losses it is likely to sustain in the later years.

I looked at the web site stated in my notice, but I found no backup for the rate increase. Therefore, to a large extent I am flying blind.

My LTC policy guaranteed that rates would not increase unless they increased for all LTC policies held by TIAA-CREF. I assumed that the test would be at what rate TIAA-CREF would chagre to new policy holders. This would be a good test of the fairness of the increase. However, TIAA-CREF got out of the LTC business a few years after I obtained my policy and transferred administration to MetLife. MetLife got out of the LTC business a few years ago. Therefore, there is no way to assess whether new policy holders at age 53 would pay more or less than policy holders in the year 2000.

I would reluctantly agree that the insurance company may be entitled to a rate increase to the extent that the original actuarial assumptions made when the policy was granted were erroneous and then adjust the price based on the revised actuarial assumptions. I have read in the newspapers that insurance companies are complaining because the interest rates in recent years are so low that they are losing money on their policies. It appears to me that the interest rate assumption used by the insurance company appeared to be 2%, the common interest assumption for life policies. That is derived from the price of the cost of living rider, which appeared to use a low interest rate. I would be surprised if the insurance companies did not earn at least 2% on long term investments. I did not take the cost of living rider because it would have made the policy too costly to be within IRS guidelines for tax deduction. I was hoping to get the rider at a later date when the cost, along with the the cost of the original policy would meet IRS guidelines; I was unable to do this because the polies are no longer sold. The cost of long term care should not be a factor, since the policies generally did not cover the total cost of care even at the conception of the contract; therefore, the only question is whether an expense qualifies under to policy or not. Any expenditure that qualified under the plan would almost certainly be under the policy limits. This leaves the only consideration to be whether the assumption of the use of long term care was materially understated in the original assumptions.

In the last paragraph I stated that I would “reluctantly” agree that if the original assumptions need revising that a rate increase may be justified. I believe that the assumptions are a risk the insurance company takes when it issues an insurance policy. If the insurance company earned 5% on its investments and not 2%, I question whether they would request a decrease in the rate. What if their assumption regarding the use of long term care were overstated, would they be asking for a rate decrease? Provision for a rate decrease is not part of the policy. Actuaries are trained to make conservative assumptions in order to reflect this risk.

If the use of long term care was as overstated as the rate proposal appears to reflect, then you should investigate whether the insurance company deliberately understated the policies’ cost in order to obtain policy holders who were tied to their polices. Please bear in mind that I am not in a position to change

insurance companies. My rates were determined when I was 53 at age 69, the rates would be higher and my cost of of keeping the policy in place would be lost. You may consider requiring the LTC companies to change to a cash value insurance plan if they wish to change rates.

You may wish to allow MetLife to change the rates for "new" coverage under the existing plans. That would cover the 5% inflation adjustment annual election, an election I make every year. This would at least allow me to consider whether the additional coverage is worth the cost.

I would like to remind you that *Consumer Reports* changed its mind and advised against getting LTC policies for the very reason of this rate increase. They concluded that the rates and the value of benefits so uncertain that they could not recommend the plans any longer. If the states would be more vigilant in defending the original contracts, then maybe LTC insurance may be deemed a reasonable option.

Finally, MetLife last year increased the cost of my LTC policy based on a rate adjustment in Florida. I did not receive any formal notice of the rate increase, otherwise I would have written this letter last year. I did receive a general statement from MetLife that they would be seeking rate increases in several states including Florida. I received no formal notice of the rate increase last year. I did go to the Department of Insurance's web site, but found nothing about a rate increase request. I am asking that you retroactively revoke the last rate hike because the insurance company failed to notify its policy holders of their right to object to the rate increase.

Thank you in advance for your consideration of these issues. After reading this I am sure that you will agree it would be unconscionable to impose a rate hike on seniors that are tied to the policies they bought years ago assuming their insurance company would act in good faith.

Lowell Cramer
cramer999@hotmail.com

From: Donald Powell <powatpv@bellsouth.net>
Sent: Monday, July 25, 2016 5:38 PM
To: MetLifeLTC Hearing
Subject: MetLife Rate Increase - Account # [redacted]

I am outraged that MetLife has asked for an (egregious) increase in rates for Long-term Care.

With regard to the specific policy covered by Account #[redacted], the facts are:

-The current annual premium is 5.57 times as much as the initial policy taken out in year 2000 ($7496.56 versus $ 1345.40)

-The daily benefit is only 2.23. times as much ($267 vessrsu $120). It also should be noted that the daily benefit is paid only after an elimination period of 90 days.

In other words, the premium has increased 2.50 times as much as the daily benefit. Obviously this ratio will increase significantly based on the request for a rate increase.

As a policy owner, I should not be forced to pay for what appears to be either profit gouging or incredible incompetence in actuarial assumptions.

Based on the above ratios, no increase in rates is warranted.

Very truly yours,

Donald C. Powell

Metropolitan Life Insurance Company
P.O. Box 990028, Hartford, CT 06199-0028

MetLife®

July 22, 2016

Austen Bono **********AUTO**ALL FOR AADC 331 6 1097
[redacted]
Lauderdale By the Sea, FL 33308-2352

Re: Notice of Long Term Care Public Hearing- Filing 16-09734

Dear Austen Bono:

Please be advised that you have been identified as an insured that may be impacted by a proposed Long-Term Care rate increase filed by Metropolitan Life Insurance Company ("MetLife") in the state of Florida. The rate increases requested are as follows:

Form Number	Average Rate Increase Requested
LTC97 Series: 1LTC-97-FL	+77.23%
VIP1 Series: LTC-IDEAL-FL, LTC-PREMIER-FL, LTC-VALUE-FL	+95.44%
VIP(Era 1) Series (Issued prior to December 14, 2009): LTC2-IDEALFL,LTC2-PREM-FL, LTC2-VAL-FL	+59.51%
VIP(Era 2) Series (Issued after December 14, 2009): LTC2-IDEAL-FL,LTC2-PREM-FL, LTC2-VAL-FL	+34.00%
Group Series: GPNP99-LTC	+20.09%*
TIAA Series: LTC.02, LTC.03, LTC.04	+54.72%

*Although your group coverage may have been issued in a state outside Florida, you may still be impacted by the proposed rate increase. The percentage increase may vary if you were issued coverage in a state outside of Florida.

As part of the Florida Office of Insurance Regulation's (Office) review, a public hearing is being held to allow policyholders and/or certificateholders an opportunity to express their opinions, provide a statement, or ask questions regarding the proposed rate increases. For those policyholders unable to attend the hearing in person, questions and comments may be directed to the Office at MetLifeLTCHearing@floir.com. The public comment period expires on 8/23/2016 at 5:00 pm. EST.

The hearing will be held on August 12, 2016 beginning at 1:00 p.m. EST at the following location:

Kovens Conference Center, Room 114
Florida International University, Biscayne Bay Campus
3000 NE 151st Street
Miami, FL 33162
Kovens.fiu.edu

Policyholder attendance at the hearing is not required. The public hearing may be live streamed online or broadcast on television by the Florida Channel. These details will be shared via a webpage established for this public hearing and posted on the Office's homepage at http://www.floir.com.

Additional resources regarding this matter can be found at Office's "Long-Term Care Insurance" webpage at: http://www.floir.com/Sections/LandH/LTC/default.aspx.

Sincerely,

Thomas G. Reilly

Thomas G. Reilly
Director, Product Management & Compliance

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