



Q&As – Unum’s market decision regarding GLTC

Background

After a careful and comprehensive review, we have decided to end sales of new group long term care contracts as of Feb. 7, 2012.

Impact

- This decision does not impact the high quality of service we provide to current policyholders and claimants. We will continue to administer existing policies, including accepting future enrollees on those policies.
- All current employees on claim will continue to receive their benefits in accordance with the terms of their policy.
- All future employee claim submissions will be honored and processed according to the terms of the policy.

Additional Q&As:

Q. Isn't Unum a leader in this market and growing a strong business?

A. Unum is a leader in the GLTC market. We are serving more than 9,000 employer groups, covering approximately 800,000 insured employees and their families.

While we recognize there is a market need for products to help individuals pay long term care expenses, current economic, pricing and risk factors make it impossible for us to meet our financial and risk management objectives.

Q. Will you accept any changes to existing group plans?

A. We will continue to administer existing group plans, including accepting future enrollees on existing policies. Existing contractual provisions will still apply.

Q. Will I notice any difference in my service relationship with Unum?

A. This change will not impact our current relationship with existing customers.

Q. How long will Unum support existing customers?

A. Unum will provide responsive service to its group customers until they terminate their plans and discontinue paying premiums.

Q. How long will Unum support my employees who are on claim?

A. Unum will support all eligible long term care claimants covered by either individual or group policies who are on claim, or who will submit claims in the future. These claims will be reviewed and administered according to policy provisions.

Q. Will Unum adjust its staffing support for GLTC?

A. The customer service and claims teams will be fully staffed to meet the needs of our existing group customers, and current and future claimants. We have about 5,000 open claims for group and individual long term care, and expect that number to increase as policyholders age.



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Q. Does Unum have any plans to increase rates on existing policies and certificate holders?

A. We continue to assess the experience of our inforce blocks to determine if that is necessary. While we do anticipate some increases on our older contract series, any increase needs to be approved by the state Insurance department before it is effective, so we are not in a position to communicate any details about timing or magnitude. Unum will provide ample lead time for customers to evaluate an increase if one is approved for their contract series.

Q. What do I tell my employees about this change?

A. Your employees should be reassured that Unum is committed to supporting these plans and the employees who are on claim or may be on claim in the future. There are no changes to the coverage or contractual rights of current insureds.

Q. Who should I contact if I have questions about my Unum GLTC plan?

A. If you have additional questions, please call our Customer Support area at 800-227-4165, Monday through Friday from 8 a.m. to 8 p.m. Eastern time.

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