

In the Matter Of:

*LONG-TERM CARE RATE HEARING*

---

*HEARING*

*November 06, 2017*

---

1 MARYLAND Insurance Administration  
2 200 ST. PAUL PLACE, SUITE 2700  
3 BALTIMORE, MARYLAND 21202

4  
5  
6

7 LONG-TERM CARE RATE HEARING

8  
9

10 \_\_\_\_\_/

11

12 TRANSCRIPT OF LONG-TERM CARE RATE HEARING

13 Before COMMISSIONER AL REDMER

14 Baltimore, Maryland

15 Monday, November 6, 2017

16 1:02 p.m.

17  
18

19 Job No.: WDC-142077

20 Pages: 1 - 80

21 Reported by: Susan Farrell Smith

22

Page 2

1 Hearing held in the hearing room of:  
 2  
 3  
 4  
 5 Maryland Insurance Administration  
 6 200 St. Paul Place  
 7 24th Floor  
 8 Baltimore, Maryland 21202  
 9 410.468.2000  
 10  
 11  
 12  
 13  
 14  
 15  
 16 Pursuant to Public Notice, before Susan  
 17 Farrell Smith, Notary Public for the State of  
 18 Maryland.  
 19  
 20  
 21  
 22

Page 4

1 APPEARANCES: (Continuing)  
 2 TODD SWITZER:  
 3 todd.switzer@maryland.gov  
 4 Chief Actuary  
 5  
 6 JOE SVIATKO:  
 7 Communications  
 8  
 9  
 10  
 11  
 12  
 13  
 14  
 15  
 16  
 17  
 18  
 19  
 20  
 21  
 22

Page 3

1 APPEARANCES:  
 2 AL REDMER  
 3 al.redmer@maryland.gov  
 4 Insurance Commissioner  
 5  
 6 BOB MORROW:  
 7 bob.morrow@maryland.gov  
 8 Associate Commissioner, Life & Health  
 9  
 10 CATHERINE GRASON:  
 11 catherine.grason@maryland.gov  
 12 Chief of Staff  
 13 Director of Regulatory Affairs NAIC  
 14  
 15 ADAM ZIMMERMAN:  
 16 adam.zimmerman@maryland.gov  
 17 Actuarial Analyst II  
 18  
 19 JEFF JI:  
 20 jeff.ji@maryland.gov  
 21 Senior Actuary  
 22

Page 5

1 PROCEEDINGS  
 2 COMMISSIONER REDMER: Good afternoon. I  
 3 am Al Redmer, and I would like to welcome everybody  
 4 today for both coming and being on the phone. This  
 5 is our fourth public hearing on specific carrier  
 6 rate increases for the long-term care insurance in  
 7 2017.  
 8 For those of you that are close enough to  
 9 see, I'll apologize for my unshaven look. Some of  
 10 us are participating in No Shave November, which is  
 11 to bring awareness to prostate cancer.  
 12 So, all you men of a certain age if you  
 13 have not had your checkup, go have your checkup.  
 14 You will be glad you did, kind of.  
 15 And with that, today's hearing will focus  
 16 on several rate increase requests now before the  
 17 Maryland Insurance Administration in the individual  
 18 long-term care market.  
 19 These include requests from John Hancock  
 20 proposing increases of 7.5 percent. Genworth Life  
 21 Insurance Company proposing increases of 23 to 168  
 22 percent depending upon the policy form. And then

Page 6

1 American General Insurance Company proposing  
 2 increases of 15, and finally Brighthouse Life  
 3 Insurance Company proposing increases of 15 percent.  
 4 These requests in aggregate affect about  
 5 28,000 Maryland policyholders. And the goal of  
 6 today's hearing is for the insurance company  
 7 officials to explain their reasons for the rate  
 8 increases.  
 9 We're also going to listen to comments  
 10 from consumers and other interested parties. We're  
 11 here to listen, ask questions from the carriers and  
 12 consumers regarding the specific rate increase  
 13 request.  
 14 Before we get started, I want to  
 15 introduce the folks from the Insurance  
 16 Administration that are up front with me today.  
 17 From the far left is Todd Switzer our  
 18 chief actuary. Next is Jeff Ji, a senior actuary.  
 19 To my left is Bob Morrow, the Associate Commissioner  
 20 of Life and Health.  
 21 To my right is Cathy Grason our chief of  
 22 staff. To her right is Adam Zimmerman an actuarial

Page 7

1 analyst.  
 2 And I'm going to go over just a couple of  
 3 procedures for today's hearing. First, outside we  
 4 have a handout with all of our contact information.  
 5 So, feel free to pick one up for any follow-up  
 6 questions or comments.  
 7 Secondly, we hope that you submitted your  
 8 comments in advance. If not, we will keep the  
 9 record open until Monday the 13th for any additional  
 10 written testimony. And we will naturally be posting  
 11 all of the written comments on our website.  
 12 The transcript and written testimony will  
 13 be available on the Insurance Administration's  
 14 long-term care page as well as the quasi legislation  
 15 hearings page.  
 16 The long-term care page can be found at  
 17 the MIA website by clicking on the long-term care  
 18 tab located under the quick links section on the far  
 19 left side of the home page.  
 20 As a reminder, we do have a Court  
 21 Reporter with us today to document the hearing. If  
 22 you are going to speak, please state your name and

Page 8

1 any appropriate affiliation clearly for the record.  
 2 If you're dialing in today, thank you for  
 3 joining us. We ask you to keep your phones muted  
 4 unless you're going to speak.  
 5 Okay. With that, we're going to ask the  
 6 carriers to come up in alphabetical order, and then  
 7 we will be hearing from any consumers or interested  
 8 parties.  
 9 And with that we would like to invite  
 10 American General Life Insurance Company to come up  
 11 and get us started.  
 12 MR. MORTON: My name is Matt Morton. I'm  
 13 a senior consulting actuary in the long-term care  
 14 group. We advise American General on all their  
 15 long-term care actuarial needs.  
 16 I'm here to speak on behalf of our rate  
 17 increase filing in -- as of September. So, before  
 18 we get started on the specific filing, I just wanted  
 19 to give a little bit of background about myself and  
 20 our team and what we do for American General.  
 21 I'm a fellow in the Society of Actuaries,  
 22 member of the academy in good standing. I've been

Page 9

1 in long-term care for over a decade doing primarily  
 2 consulting work, but before that I did work with  
 3 Cigna in disability.  
 4 Our team which has over 20 actuaries  
 5 focused solely on long-term care provide services  
 6 for a number of clients, and today we're  
 7 specifically talking about American General.  
 8 The signing actuary was Caroline Bittner  
 9 also a fellow in the Society of Actuaries. She was  
 10 unable to attend the meeting. So, to the extent  
 11 there are any specific questions for her, we will be  
 12 happy to get them to her and get them back and  
 13 submitted to the website.  
 14 The filing that we're here to talk about  
 15 is under -- for the consumers, they would see either  
 16 64028 or C12271. There are also two rider forms  
 17 which would be listed as 64031 or 64032 both of  
 18 which -- all four of which are included in the  
 19 public filing; so, you can see them there.  
 20 As the Commissioner mentioned this is a  
 21 15 percent rate increase on the long-term care  
 22 policies. There are 166 Maryland policyholders that

Page 10

1 would be affected by this, and that was as of  
 2 December 31st, 2016. So, there is likely a few less  
 3 than that at this point.  
 4 The 15 percent would be applied to the  
 5 entire premium both base and rider. And the purpose  
 6 of the rate increase for American General is to  
 7 mitigate future losses on the block as a whole.  
 8 So, this is a nationwide filing that's  
 9 happening for American General. These are all  
 10 individual long-term care policies that provide  
 11 benefits for nursing homes, assisted living  
 12 facilities and home care.  
 13 They are reimbursement. So, to the  
 14 extent that a policy holder uses less than their  
 15 maximum daily benefit, they are reimbursed up to  
 16 that amount.  
 17 The drivers of this rate increase are  
 18 similar to those that we've seen nationwide. The  
 19 key actuarial assumptions that are included in the  
 20 pricing that was done for the policies sold between  
 21 1990 and 2001, for these policies, included  
 22 assumptions for morbidity, persistency and interest.

Page 11

1 Specifically talking about each of those  
 2 three, morbidity will account for the probability of  
 3 claims occurring, the length of those claims and the  
 4 amount that would be reimbursed. Persistency will  
 5 account for the probability that an individual dies  
 6 or policyholder dies or lapse -- voluntarily lapses  
 7 their policy.  
 8 And then this is a guaranteed renewable  
 9 product; so, the intent was that the policy would  
 10 pay a level premium throughout their life. And that  
 11 premium would earn interest, and there would be  
 12 reserves built. So, obviously there is an  
 13 investment component to that.  
 14 So, when we look at the analysis to  
 15 justify this rate increase, we see that the -- both  
 16 the persistency and morbidity assumptions are worse  
 17 than originally intended. The justifiable -- so,  
 18 these policies were all written prior to the rate  
 19 stabilization act. And as a result, the regulations  
 20 would suggest that we -- American General could  
 21 increase the premiums up to 61 percent or up to a  
 22 lifetime loss ratio of 61 percent which was the

Page 12

1 original filing.  
 2 However, that's not a feasible rate  
 3 increase level and the American General has decided  
 4 to offer a much lower rate increase capped at the  
 5 Maryland legislation of 15 percent.  
 6 The maximum justifiable would be in  
 7 excess of 400 percent. In addition to the 15  
 8 percent increase, American General in addition to it  
 9 being reduced from the maximum justifiable, American  
 10 General would like to offer policyholders options to  
 11 help mitigate the rate increase.  
 12 Understanding that the average age of the  
 13 Maryland policyholder is 78, and likely on fixed  
 14 income, they are offering in the standardized letter  
 15 reductions to benefit periods, reductions to daily  
 16 benefits, and increased elimination periods in  
 17 conjunction with all policyholders qualifying for  
 18 the contingent nonforfeiture benefit.  
 19 These options will -- in addition to any  
 20 policyholder calling up the company and asking for a  
 21 customized option, these options will allow  
 22 policyholders the best mix of premium rate level and

Page 13

1 benefits to be covered.  
 2 A couple additional statistics that I  
 3 would like to provide just for context, this is a  
 4 mixture of tax qualified and nontax qualified  
 5 policies. The tax qualification represents about  
 6 60 percent of the Maryland policyholders.  
 7 As I mentioned, the average age is 78.  
 8 Approximately a little bit less than 30 percent of  
 9 the Maryland policyholders have lifetime benefits  
 10 with the majority having limited benefit periods.  
 11 And the last statistic that I would like  
 12 to mention is the life time loss ratio prior to this  
 13 rate increase is 96 percent. That represents if you  
 14 take all of the premiums collected historically, all  
 15 the premiums collected in the future, and all the  
 16 claims that have historically been paid and all of  
 17 those paid out in the future, 96 cents of every  
 18 dollar would be paid out in benefits.  
 19 With this rate increase, it would only  
 20 reduce that number from 96 percent to 95 percent.  
 21 So with that, I would like to ask if there are any  
 22 questions regarding the American General long-term

Page 14

1 care rate increase filing.  
 2 COMMISSIONER REDMER: Yeah. Matt, what  
 3 years were these products sold?  
 4 MR. MORTON: In Maryland these policies  
 5 represent 1988 -- 1998 to 2001. Sorry.  
 6 COMMISSIONER REDMER: 2001. And --  
 7 MR. MORTON: They are no longer sold.  
 8 These products specifically were ceased selling in  
 9 2001 nationwide.  
 10 COMMISSIONER REDMER: You're not selling  
 11 at all in Maryland; correct?  
 12 MR. MORTON: Correct.  
 13 COMMISSIONER REDMER: Tell me about the  
 14 interest rates. What was it in '98 or '99 that  
 15 led you to believe that interest rates were going to  
 16 be much higher?  
 17 MR. MORTON: So the current assumptions  
 18 represent kind of a curve over time representing  
 19 anywhere from 4.9 to, I believe, 6.5 percent in the  
 20 filing.  
 21 Back in 1998, I don't have a sense of  
 22 what the actuary was thinking that priced the

Page 15

1 product. We can certainly go back and dig through  
 2 the records to find out the justification that they  
 3 used.  
 4 COMMISSIONER REDMER: And what -- what's  
 5 your actual loss ratio on this block?  
 6 MR. MORTON: The actual? To --  
 7 COMMISSIONER REDMER: Yes.  
 8 MR. MORTON: To-date I believe it's 68  
 9 percent to-date.  
 10 COMMISSIONER REDMER: Thank you. Todd.  
 11 MR. SWITZER: Thank you. You mentioned a  
 12 mix of rate increase and benefit adjustments, would  
 13 benefit adjustments be enough to completely offset  
 14 the rate increase?  
 15 MR. MORTON: Yes, the intent would be  
 16 that an individual could call in and reduce their  
 17 daily benefit by the same amount that the premium is  
 18 being increased. So, it would be a very neutral  
 19 benefit from a premium perspective.  
 20 MR. SWITZER: And you mentioned the loss  
 21 ratio nationwide of 68 percent actual with the  
 22 increase, 243 projected for a total lifetime of 95.

Page 16

1 Might you have a sense of what those numbers are for  
 2 Maryland?  
 3 MR. MORTON: I don't off the top of my  
 4 head given the small number of policies.  
 5 MR. SWITZER: Out of about 7,000  
 6 nationwide.  
 7 MR. MORTON: I wouldn't -- I wouldn't  
 8 even have a guess whether it would be higher or  
 9 lower than the nationwide. But we can certainly get  
 10 that for you.  
 11 MR. SWITZER: I think that's one of  
 12 things we would need. Thank you.  
 13 MR. MORTON: Okay.  
 14 MR. JI: So, you mentioned that there is  
 15 only one percent impact to the lifetime loss ratio  
 16 at 15 percent increase. You also you mention that  
 17 the 61 percent is feasible to obtain. So, what is  
 18 your official plan for -- do you have a loss ratio  
 19 you want to target or --  
 20 MR. MORTON: There is not a target  
 21 lifetime loss ratio. My understanding the company  
 22 is going to continue to monitor experience to see

Page 17

1 how it develops, given the small size of this. And  
 2 their ultimate goal is just to mitigate future  
 3 losses is to really not have any gains or losses on  
 4 the block going forward in aggregate.  
 5 MR. JI: So, currently you don't have any  
 6 -- how much total you are pursuing a month?  
 7 MR. MORTON: That's not my understanding.  
 8 MR. MORROW: Let's go back to the  
 9 interest for a second. You mentioned morbidity,  
 10 persistency and then interest. What -- how big a  
 11 factor is the low interest environment in the, I  
 12 guess the losses?  
 13 MR. MORTON: In this filing, it's not a  
 14 very big impact. Morbidity and persistency far  
 15 outweigh that issue.  
 16 MR. MORROW: Can you tag a percent to it  
 17 or ball park?  
 18 MR. MORTON: I can come back with a more  
 19 firm number, but I would assume that it would be  
 20 less than 10 percent of the total kind of issue at  
 21 hand here. It's primarily driven by morbidity and  
 22 persistency, the overwhelming majority of it.

Page 18

1 MR. MORROW: Okay.  
 2 MR. JI: So, what is your near future  
 3 plan like next year, the year after next? Are you  
 4 going to follow up that rate increase?  
 5 MR. MORTON: For Maryland specifically?  
 6 MR. JI: Yeah, for Maryland.  
 7 MR. MORTON: Or nationwide?  
 8 MR. JI: For Maryland.  
 9 MR. MORTON: My understanding is this is  
 10 the only one that we're intending to file in  
 11 Maryland. But I think the company is looking to  
 12 reserve the rights to come back for additional rate  
 13 increases in the future.  
 14 COMMISSIONER REDMER: Adam? Okay.  
 15 Thank you. I appreciate it.  
 16 Let's move to Brighthouse.  
 17 MR. FRAIN: Good afternoon. My name is  
 18 Jason Frain. I'm a vice president of Brighthouse  
 19 Financial responsible for our runoff businesses  
 20 which include our block of long-term care.  
 21 Also with me today is Mike Bergerson, a  
 22 principal consulting actuary with Milliman. He

Page 19

1 handles the actuarial analysis and filings for this  
 2 block of business.  
 3 Thank you, Commissioner Redmer and the  
 4 staff of the Insurance Administration for the  
 5 opportunity to discuss our pending filings here  
 6 today.  
 7 And I'd also like to thank consumers that  
 8 are participating for their interest in this  
 9 business and in the hearing.  
 10 My goal today is provide clarity on the  
 11 long-term care business of Brighthouse Financial,  
 12 provide rationale for the pending rate increase, and  
 13 discuss ways that we're helping our policyholders to  
 14 balance the premium cost and their benefits.  
 15 For background purposes I thought it  
 16 would be helpful to start with some history on  
 17 long-term care policies at Brighthouse.  
 18 The policies subject to our pending  
 19 filings were originally written by Travelers  
 20 Insurance Company, and written from 1990 to 2001.  
 21 Met Life acquired these policies in the Travelers  
 22 Insurance Company legal entity as part of its

Page 20

1 acquisition of the larger Travelers insurance  
 2 business back in 2005.  
 3 The legal entity has gone through a  
 4 handful of name changes since that time, including  
 5 Met Life Insurance Company USA, which was the most  
 6 recent name until March of this year when the entity  
 7 became Brighthouse Life Insurance Company.  
 8 Brighthouse Life Insurance Company is now  
 9 one of the operating companies of Brighthouse  
 10 Financial which separated as an independent company  
 11 from Met Life as of August 4th of this year.  
 12 As submitted in our filings on  
 13 September 18th, 2017, Brighthouse is requesting a 15  
 14 percent rate increase across its long-term care  
 15 products.  
 16 As of 12/31/2006, these products covered  
 17 2,766 insureds in Maryland and over 64,000  
 18 policyholders nationwide.  
 19 The decision to file for these increases  
 20 was made only after careful evaluation of our  
 21 experience that has shown a continued deviation from  
 22 the original assumptions. The contributing factor

Page 21

1 for which we review experience are mortality,  
 2 morbidity, voluntary lapse rate and interest rates.  
 3 As everyone is aware, we are continuing  
 4 to live longer than was anticipated when these  
 5 policies were sold 15, 20 or 25 years ago. That has  
 6 the effect of additional policies for which we need  
 7 to pay future claims.  
 8 We also have experienced higher total  
 9 claim costs, increased frequency of claims, higher  
 10 average costs of claims as well as a longer average  
 11 duration of claims.  
 12 Additionally our policyholders are  
 13 recognizing the value of this business so they are  
 14 surrendering them at much lower rates than was  
 15 anticipated.  
 16 As with lower mortalities, it means there  
 17 is an increased number of policies for which we have  
 18 to pay future claims.  
 19 Finally interest rates have continued to  
 20 hold at or near historically low levels. Lower than  
 21 the investment return that the reserves earn.  
 22 Each of these factors contributes to the

Page 22

1 need for higher premium rates that we are -- we have  
 2 filed for. The effects of these factors deviating  
 3 from the assumptions, we've seen in our loss ratios.  
 4 Loss ratios were expected to be low in the early  
 5 years for these policies and allowed the insured  
 6 time to build up a reserve to pay future claims.  
 7 The loss ratios have grown more  
 8 significantly than expected over time as the  
 9 policies have aged.  
 10 After the pending rate increase, lifetime  
 11 loss ratios are still expected to range from 108 to  
 12 151 percent in policies in the State of Maryland.  
 13 Nationwide loss ratios are expected to be  
 14 105 percent to 138 percent on a lifetime basis after  
 15 the rate increase.  
 16 Given the continued expectation of  
 17 lifetime loss ratios above 100 percent, it is likely  
 18 that future rate increases will be required in  
 19 Maryland as well as nationwide.  
 20 We understand that these rate increase  
 21 are a challenge for our policyholders as many of  
 22 them are retired and on fixed incomes. We also

Page 23

1 appreciate that they have remained faithful  
 2 customers.  
 3 To provide flexibility to our customers  
 4 we offer options to give them a choice in managing  
 5 to a premium level that works for their individual  
 6 needs.  
 7 First, the policyholder can decide to pay  
 8 the higher premium and maintain the level of  
 9 benefits that they currently have under their  
 10 policy.  
 11 Second, a policyholder can make benefit  
 12 changes which could adjust their premium accordingly  
 13 to give them a level of premium that could either be  
 14 similar to or lower than the current premium level  
 15 they are paying today.  
 16 Finally the policyholder can select a  
 17 nonforfeiture options, something we call an optional  
 18 limited benefit, that will provide a paid-up level  
 19 of benefits equal to the total amount of premiums  
 20 paid less any premiums waived and less any claims  
 21 paid. The advantage of this option is not having  
 22 any future premium payments.

Page 24

1 Even with these additional options to  
 2 manage premiums to a similar or lower level, our  
 3 experience in Maryland has shown with other rate  
 4 increases that 93 to 96 percent of policyholders  
 5 decide to pay the higher premium anyway, recognizing  
 6 the value of the protection their policy provides.  
 7 Once again, I would like to thank  
 8 Commissioner Redmer and the insurance administration  
 9 staff for the opportunity to speak today, and I  
 10 would be happy to take any questions at this time.  
 11 COMMISSIONER REDMER: Actual loss ratio?  
 12 MR. FRAIN: In -- well, after the  
 13 pending -- after the rate increase, it would be 108  
 14 to 150.  
 15 COMMISSIONER REDMER: I'm talking about  
 16 current, like last year.  
 17 MR. BERGERSON: The historical nationwide  
 18 loss ratios range from 51 percent to 105 percent  
 19 nationwide. And in Maryland, from 47 percent to 120  
 20 percent. Maryland numbers wouldn't necessarily be  
 21 fully credible though.  
 22 COMMISSIONER REDMER: And how many

Page 25

1 policies are we talking about?  
 2 MR. FRAIN: There is about 2,800 as of  
 3 the end of 2016.  
 4 COMMISSIONER REDMER: So, the swing from  
 5 47 to 120 percent loss ratio is that based on forms?  
 6 Different products?  
 7 MR. BERGERSON: Yeah, different products.  
 8 COMMISSIONER REDMER: Okay. Thank you.  
 9 MR. SWITZER: So, I notice in the filing  
 10 that nationwide target loss ratio was 133 percent or  
 11 so. With a lifetime loss ratio with a needed  
 12 increase of about 53 percent. I just want to  
 13 clarify that I have that correct.  
 14 The anticipation is that it's for every  
 15 dollar of premium, 133 in claims given the state of  
 16 the block?  
 17 MR. BERGERSON: Yeah, so that's on the  
 18 oldest products in the filings.  
 19 MR. SWITZER: Okay.  
 20 MR. BERGERSON: And really last year when  
 21 we discussed the filings with the Administration,  
 22 one of the things we heard was the Administration



<p style="text-align: right;">Page 26</p> <p>1 kind of wanted to know what's the future plans for 2 this block and what might be the need for increases 3 in the future. 4 And the company acknowledges that they 5 won't be able to get down to their pricing target. 6 So, a part of what they wanted to do with this 7 filing was to be a little more upfront with the 8 Administration and consumers ultimately as well 9 about what they would request right now absent the 10 15 percent cap. 11 So, we disclosed that in the filings. It 12 ranges from 34 percent up to around 55 percent is 13 what they would ask for absent the 15 percent cap. 14 As part of that, the company also decided 15 they would hold the loss ratio, and make that the 16 new loss ratio target if they were able to get that 17 amount and that results in loss ratios of a little 18 over 100 percent up to the 132.9 that you 19 referenced. 20 MR. SWITZER: I notice in the original 21 pricing that -- again I just want to verify my 22 understanding. The mortality table used was the</p>	<p style="text-align: right;">Page 28</p> <p>1 MR. MORROW: The lifetime, but not the 2 actual last year? 3 MR. BERGERSON: Correct, yeah, the 47 4 percent was the historical year to-date. 5 MR. MORROW: Okay. 6 MS. GRASON: So, you mentioned these are 7 just closed blocks of long-term care. Is any of the 8 Brighthouse Financial companies still offering new 9 business in long-term care? 10 MR. FRAIN: No. All we have is closed 11 blocks of long-term care. 12 MS. GRASON: And thank you for the 13 history on how this block came to live in 14 Brighthouse Life Insurance Company. 15 I guess my only other question would be 16 is there a broader -- is there a broad portfolio 17 within Brighthouse Life, or is it just the long-term 18 care stuff? 19 MR. FRAIN: Yes, there is -- 20 MS. GRASON: The runoff? 21 MR. FRAIN: Within the runoff or within 22 Brighthouse in total?</p>
<p style="text-align: right;">Page 27</p> <p>1 1983 individual annuity mortality, but you adjusted 2 that to 2016 experience. Is that correct? 3 MR. BERGERSON: Yes. 4 MR. SWITZER: So that these filings 5 reflect an update to 2016? 6 MR. BERGERSON: So, the current mortality 7 assumptions reflect the 1983 IAM table with the 8 selection factors based on the experience that has 9 been observed on the block. But it doesn't have a 10 separate mortality improvement assumption influence 11 from 1983 to now. It has the selection based on the 12 experience. 13 MR. SWITZER: Thank you. 14 MR. MORROW: Just so I understand this 15 correctly, you've got a form that's got a 47 percent 16 loss ratio, but you're asking for a 15 percent 17 increase? 18 MR. BERGERSON: That's the historical 19 loss ratio in Maryland. The projected lifetime loss 20 ratio for that form in Maryland after the increase 21 is 108 percent. So, it's still long -- well, in 22 excess of 60 percent.</p>	<p style="text-align: right;">Page 29</p> <p>1 MS. GRASON: Not within the mothership, 2 but within Brighthouse Life Insurance Company 3 itself. Because you said the parent is Brighthouse 4 Financial; right? 5 MR. FRAIN: The parent is Brighthouse 6 Financial. Brighthouse Life Insurance Company is 7 really the main operating company within 8 Brighthouse. 9 MS. GRASON: Okay. 10 MR. FRAIN: So, there is a wide array of 11 products within that. 12 MS. GRASON: Okay, great. Thank you. 13 COMMISSIONER REDMER: Adam? Okay. I 14 think we're good. Thank you. 15 MR. FRAIN: Thanks. 16 COMMISSIONER REDMER: Let's go to 17 Genworth. 18 MS. ASBURY: Good afternoon. My name is 19 Pam Asbury, and I'm a vice president in Genworth 20 long-term care in force management. 21 Mr. Redmer, thank you, and the Maryland 22 Insurance Administration team for holding today's</p>

Page 30

1 hearing and providing Genworth and our customers a  
 2 forum to discuss what's happening with our long-term  
 3 care insurance policies.  
 4 COMMISSIONER REDMER: Can you speak up?  
 5 MS. ASBURY: Sure.  
 6 COMMISSIONER REDMER: Thank you.  
 7 MS. ASBURY: We're here today to speak  
 8 specifically to our current long-term care premium  
 9 rate increase filings which are pending with the  
 10 Maryland Insurance Administration.  
 11 I would like to thank any consumers for  
 12 your interest and participation today as well.  
 13 Genworth has been selling long-term care  
 14 insurance in the State of Maryland since 1978. And  
 15 currently provides coverage for more than 31,000  
 16 Maryland residents and approximately 1.2 million  
 17 policyholders nationwide.  
 18 We understand how difficult premium  
 19 increases our for customers; so, we welcome this  
 20 opportunity to provide information that explains why  
 21 the rate increases are necessary.  
 22 We also want to discuss the various

Page 31

1 options we provide for our policyholders including  
 2 our new stable premium option to assist them in  
 3 continuing to make informed choices addressing their  
 4 specific needs.  
 5 I'm joined today by Jamala Murray Arland,  
 6 the actuary leader for Genworth's long-term care in  
 7 force management. She will provide some basic  
 8 information about our current premium rate filings.  
 9 MS. ARLAND: Thank you, Commissioner  
 10 Redmer, for this opportunity. Hello to the  
 11 department of the Maryland Insurance Administration  
 12 staff, to consumers present and on the phone.  
 13 My name is Jamala Murray Arland, and I am  
 14 vice president in Genworth's long-term care in force  
 15 business. I'm also an actuary in good standing with  
 16 the Society of Actuaries and the American Academy of  
 17 Actuaries.  
 18 Although significantly higher rate  
 19 increases and actuarially justified have been filed,  
 20 at the request of the Department Genworth is  
 21 currently seeing rates increases of an amended  
 22 amount of 15 percent, the maximum annual rate

Page 32

1 increase permitted in the State of Maryland for our  
 2 50,000 series, our Classic Select series and a part  
 3 of our Privileged Choice series issued before 2012  
 4 including the following policy form numbers.  
 5 I'm going to read some policy form  
 6 numbers just for policyholders on the phone or  
 7 present if you want to check your forms.  
 8 The policy numbers that will be affected  
 9 by these rate increases are: 50,000; 50,001;  
 10 50,003; 50,018; 50,020; 50,021; 50,0022; 7000 AP;  
 11 7020BB; 7020V; 7030R; 7032R; 7035; 7042MD; 7044MD;  
 12 7042MD rev; 7044MD rev.  
 13 I also wanted to note that for the 7035  
 14 policy series, we are requesting that the department  
 15 consider implementing our multi year rate option  
 16 plan with an annual phased increase in Maryland that  
 17 would adhere to Maryland's 15 percent per year cap.  
 18 The rate increases will impact  
 19 approximately 25,000 policies. These policy forms  
 20 have received at least two and up to five prior rate  
 21 increases of similar magnitude.  
 22 When we priced these long-term care

Page 33

1 insurance forms, we utilized professional actuarial  
 2 judgement to develop assumptions that look as long  
 3 as 60 years in the future.  
 4 The need for the rate increases today are  
 5 primary driven by claims that are projected to be  
 6 higher than expected based on our current experience  
 7 and assumptions compounded by policy persistency  
 8 rates that have been higher than expected.  
 9 As experience emerges over time, we  
 10 continue to refine our insurance data analysis to  
 11 inform our assumption setting.  
 12 The first assumptions that we see emerge,  
 13 that we see as experience emerge after a policy is  
 14 priced is persistency which is how many  
 15 policyholders will keep their policy in force.  
 16 Persistency includes considerations for  
 17 mortality, how long policyholders will live, and  
 18 considerations for lapse, how many policies will  
 19 decide to terminate their coverage before they  
 20 exhaust their benefits.  
 21 Persistency experience begins to emerge  
 22 in the first policy year but voluntary lapses

Page 34

1 generally reach an ultimate level by the 10th policy  
 2 duration.  
 3 As the block ages, the second assumption  
 4 where we see experience emerge is morbidity. You  
 5 can think of this as how policies age and the  
 6 condition of their health as they age.  
 7 There are two conditions or components of  
 8 morbidity. The first is the frequency or incidence.  
 9 And this is the likelihood of a policyholder having  
 10 an eligible long-term care event and going on a  
 11 claim. The second is severity. And this is how  
 12 much the eligible claim costs and how long it will  
 13 last.  
 14 Claim incident experience begins to  
 15 emerge as the policy starts to submit claims which  
 16 generally takes 10 to 20 policy years after issue.  
 17 Severity experience begins to emerge as  
 18 policyholders terminate from claim which makes  
 19 experience on claim termination the longest  
 20 actuarial assumption experience to start to develop.  
 21 Genworth employs our best efforts to  
 22 complete -- to compete -- to complete a thorough,

Page 35

1 professional assessment at the time of original  
 2 pricing and as we evaluate our blocks on an ongoing  
 3 basis.  
 4 We actively monitor claims experience.  
 5 Comparable to what you have heard from other  
 6 long-term care carriers, we continue to see an  
 7 increase in claims incidence and especially in  
 8 claims severity.  
 9 We also understand that the longer we  
 10 wait, the greater the required rate increase will  
 11 be. And in fact the amount of the increase  
 12 approximately doubles every five years if no action  
 13 is taken.  
 14 To this end we have developed a multi  
 15 year plan including an option to mitigate the rate  
 16 increases that will allow us to continue to serve  
 17 our policyholders well into the future.  
 18 While we're currently seeking premium  
 19 rate increases of 15 percent on these blocks of  
 20 insurance which is the maximum annual permitted in  
 21 Maryland, our current projected claims experience  
 22 actually justifies a greater increase. As a result,

Page 36

1 we expect that we will request additional rate  
 2 increase on these forms in the future.  
 3 MS. ASBURY: Thanks, Jamala. Like most  
 4 long-term care insurance companies, Genworth has  
 5 policies in force that are challenged. On our three  
 6 generations of older products and one series of our  
 7 newer products, Genworth has lost several million  
 8 dollars collectively.  
 9 On the three older products we expect  
 10 losses to continue for the next several years and  
 11 have agreed with regulators that we will never  
 12 recover the losses on these policies.  
 13 The premium rate request that we are  
 14 currently seeking will not be used to offset losses  
 15 already incurred on these blocks of business.  
 16 We understand that large premium  
 17 increases are a tremendous burden for our  
 18 policyholders because we talk to our customers every  
 19 day.  
 20 In fact more than 250,000 policyholders  
 21 have called us to discuss their rate increases over  
 22 the last two years.

Page 37

1 We currently offer policyholders subject  
 2 to rate increase a variety of options. We have  
 3 enhanced our rate increase communications to include  
 4 examples of various options and answers to  
 5 frequently asked questions.  
 6 Our customer service representatives are  
 7 ready and willing to help each policyholder  
 8 understand these options so he or she can determine  
 9 the best course of action for each individual  
 10 situation.  
 11 We also have a website that permits  
 12 policyholders to learn more about their choices and  
 13 a real time, web-based tool that financial advisers  
 14 can utilize to access information to help them  
 15 explain the options to their clients.  
 16 Our policyholders can choose among  
 17 various options. They can pay the full amount of  
 18 the rate increase and maintain the current level of  
 19 protection. Make custom benefit adjustments instead  
 20 of paying higher premiums to find the right balance  
 21 of affordability and protection for their individual  
 22 situations.

Page 38

1 For one of our blocks of business where  
 2 we know we will need to pursue significant future  
 3 rate increases, the 7035 policy form, we have  
 4 developed a new stable premium option for approval  
 5 by the Maryland Insurance Administration.  
 6 This option is designed to have a reduced  
 7 but still meaningful set of benefits, and provides  
 8 the stability of a premium rate guarantee until at  
 9 least 2028.  
 10 For policyholders who can no longer  
 11 afford or no longer want to pay any future premiums,  
 12 we voluntarily offer a nonforfeiture option that  
 13 equals a paid-up policy.  
 14 With this option if the policyholder  
 15 becomes claim eligible, Genworth will reimburse  
 16 eligible expenses up to the amount of premium paid  
 17 by the policyholder minus any claims that we've  
 18 previously paid on the policy.  
 19 From our overall nationwide experience on  
 20 the rate increases we have implemented since 2012,  
 21 even with the variety of options provided, we have  
 22 consistently seen over 80 percent of our

Page 39

1 policyholders choose to pay the higher premium which  
 2 suggests they understand the value of the coverage.  
 3 We actively manage our business to try to  
 4 insure that we will be here for our policyholders  
 5 when they need us most, to make sure we are  
 6 available to provide the answers they need, and to  
 7 pay eligible claims should those needs arise.  
 8 We remain committed to working with the  
 9 Maryland Insurance Administration to implement  
 10 actuarially justified rate increases in a reasonable  
 11 and responsible manner keeping in mind consumer  
 12 interest and concerns.  
 13 Commissioner, we appreciate the  
 14 opportunity to participate in today's hearing and  
 15 would be happy to answer any questions  
 16 administration.  
 17 COMMISSIONER REDMER: Thank you.  
 18 MR. SWITZER: Thank you. Given that the  
 19 six filings you have with us represent as much as  
 20 25,000 members out 31,000, so about 80 percent,  
 21 options are particularly important to nix the rate  
 22 increase.

Page 40

1 And it seems like you have a robust list  
 2 of options in your filing, and I appreciate you  
 3 mentioning the website. You mentioned that  
 4 notification letters are individualized. Reduction  
 5 options, daily benefit, inflation elimination period  
 6 and the riders.  
 7 I was wondering if with those options if  
 8 you have a sense of how many take that. And is that  
 9 your 80 percent number? Do above 80 percent just  
 10 take the full increase and 20 percent will go for  
 11 one of these mix of increase and benefit reduction?  
 12 MS. ASBURY: Right. We've seen over 80  
 13 percent take the --  
 14 MR. SWITZER: The full increase?  
 15 MS. ASBURY: -- full increase. We've  
 16 seen about 13 -- 13 percent take a reduced benefit  
 17 option, and 5 to 6 percent -- I'm trying to do the  
 18 math in my head, take the nonforfeiture option.  
 19 Now, we have -- we haven't introduced  
 20 that stable premium, the new option that we've --  
 21 you know, we have. We haven't introduced that out  
 22 yet so we're not seeing any results on that yet

Page 41

1 because it's very new.  
 2 MR. SWITZER: I noticed for the country  
 3 the actual loss ratio is 66, projected future 314,  
 4 for a total lifetime loss ratio of 128. I was  
 5 wondering if you have a sense for the Maryland  
 6 corresponding numbers.  
 7 MS. ARLAND: You're talking about the  
 8 PCS2 series historically?  
 9 MR. SWITZER: The most populated one.  
 10 MS. ARLAND: The Maryland experience is  
 11 about in the same range.  
 12 MR. SWITZER: Okay.  
 13 MS. ARLAND: I believe in the filing  
 14 package we did provide or either we are providing  
 15 today, in effect the response we were providing, the  
 16 Maryland specific view which it's about the same  
 17 ballpark.  
 18 MR. SWITZER: Thank you. Okay.  
 19 MR. JI: I would like to touch base on  
 20 the nonforfeiture. You mentioned that would be  
 21 original premium minus the benefit paid. Is that --  
 22 the manner would be interest adjusted or not, so

Page 42

1 talking the nonforfeiture?  
 2 MS. ARLAND: The nonforfeiture option is  
 3 not interest adjusted. It's just a return of your  
 4 premiums less claims paid to-date.  
 5 MR. JI: Okay. Thank you.  
 6 MR. MORROW: Is this original Genworth  
 7 business, or was it acquired, or is it a mix?  
 8 MS. ARLAND: It's a mix. The oldest  
 9 series were some acquired blocks. But the -- some  
 10 of the series that were written since the '90s were  
 11 written on Genworth paper or GE paper.  
 12 MS. GRASON: Are you all still actively  
 13 marketing products here to customers in Maryland?  
 14 MS. ARLAND: We are still actively  
 15 marketing policies and products in Maryland and  
 16 several other states.  
 17 COMMISSIONER REDMER: Okay. All right.  
 18 Thank you. I appreciate it. That takes care of  
 19 the --  
 20 MS. GRASON: One more. Hancock.  
 21 COMMISSIONER REDMER: Oh, Hancock, I'm  
 22 sorry.

Page 43

1 MR. PLUMB: Thanks for not forgetting  
 2 about us.  
 3 COMMISSIONER REDMER: Yeah, yeah, right.  
 4 Got you all excited there for a minute; didn't I?  
 5 MR. PLUMB: Thanks for having this  
 6 hearing. My name is Dave Plumb. I'm a vice  
 7 president and actuary from John Hancock responsible  
 8 for the long-term care in force management.  
 9 We first started issuing long-term care  
 10 in 1987. I just want to say that long-term care  
 11 costs of services can cost hundreds of thousands of  
 12 dollars and could easily deplete someone's life  
 13 savings. And then they have to turn to Medicaid to  
 14 cover their costs after they don't have the money  
 15 any more.  
 16 I do think that long-term care insurance  
 17 makes a ton of sense in pooling the risks among  
 18 people. It's so much more affordable than trying to  
 19 save for hundreds of thousands of dollars of  
 20 potential long-term care costs when you pay a couple  
 21 thousand dollars each year in long-term care  
 22 premium.

Page 44

1 We do have an outstanding filing with the  
 2 Maryland department for a policy form that we very  
 3 recently issued in 2011 and 2013, where we requested  
 4 a 19.4 percent premium increase. And that would  
 5 impact 150 Maryland insureds.  
 6 And this is a -- this policy was first  
 7 filed with the interstate compact in 2010. This is  
 8 the first interstate compact product that's  
 9 undergoing rate increase in the industry.  
 10 And we filed the rate increase with the  
 11 compact in January of this year. And being the  
 12 first time they have seen a rate increase request,  
 13 they did a very, very extensive and thorough review  
 14 of the filing.  
 15 And then they issued a positive advisory  
 16 opinion in June of this year, where they found that  
 17 we demonstrated compliance with the rate filing  
 18 standards and we justified the 19.4 percent rate  
 19 increase.  
 20 Since the increase is more than 15  
 21 percent, the compact rules state that they issue an  
 22 advisory opinion whether positive or negative, and

Page 45

1 then pass it over to the states to do further  
 2 review.  
 3 So, each member of the interstate compact  
 4 has to also approve the rate increase. So, the  
 5 Maryland department is now reviewing that filing.  
 6 And in the meantime we have been asked to reduce the  
 7 request to 7 and a half percent. And it was stated  
 8 in that request that additional increase would be  
 9 sought in the future as the experience continues to  
 10 emerge since I mentioned it's a very, very young  
 11 policy form.  
 12 And we've agreed to do that to reduce our  
 13 request to 7 and a half percent with the  
 14 understanding that we will come back on an annual  
 15 basis. And due to the delay in implementation, the  
 16 ultimate rate increase would be somewhat higher than  
 17 19.4 percent depending on how long it takes to get  
 18 there.  
 19 And of course we recognize that there is  
 20 very little actual data on this particular policy  
 21 form alone. Actually you can say there is zero data  
 22 on this particular form alone.

Page 46

1 The life to-date loss ratio is 2 percent.  
 2 In the most recent years was 4 percent, but we do  
 3 have over 20 years of experience from our older  
 4 similar policy forms. And we're following actuarial  
 5 standards of practice by using that data in order to  
 6 act early in this policy form's lifetime to avoid  
 7 larger increases later.  
 8 As Jamala mentioned, you know, every five  
 9 years, the rate increase can double. So, I did want  
 10 to explain in general why we need this premium  
 11 adjustment on this as well as our other businesses.  
 12 The long-term care insurance is a really,  
 13 really long duration product. People buy in their  
 14 50s and most people don't claim until their 80s.  
 15 And long-term care uses and expenses are really  
 16 difficult to predict for many decades.  
 17 And writers of this product need to be  
 18 able to adjust premiums to reflect emerging  
 19 experience. If not, I think it's highly unlikely  
 20 that any carrier would have ever sold this type of  
 21 insurance which would have resulted in many millions  
 22 more people spending all their assets on long-term

Page 47

1 care costs in the absence of long-term care  
 2 insurance. And they would be relying on the  
 3 Medicaid programs.  
 4 And in terms of the rate increases  
 5 themselves, I think most of the earlier premium  
 6 increases in the industry were driven by voluntary  
 7 lapse rates being lower than expected. I think  
 8 that's generally behind us now.  
 9 And most of the current premium increases  
 10 are driven by claims experience and somewhat  
 11 mortality experience. I think it's still a  
 12 relatively young industry, and many companies have  
 13 just recently started getting claim information at  
 14 the older ages and later durations which is where  
 15 most of the claims are going to happen.  
 16 So, you don't have later durations until  
 17 you've been in business, you know, for 20 years to  
 18 see what your claims are really going to look like  
 19 down the road.  
 20 And in John Hancock, we're seeing more  
 21 people than expected living to those older ages  
 22 where long-term care events are more likely to

Page 48

1 happen to begin with.  
 2 And even once they get there, we're  
 3 seeing a higher rate of claims than expected at  
 4 those older ages and those claims lasting longer  
 5 than we had expected at the older ages.  
 6 Basically it's more people living to  
 7 later ages and staying on claim longer.  
 8 And of course we recognize, like everyone  
 9 else, that premium increases can be difficult for  
 10 our policyholders. So, we've taken some major steps  
 11 to help ease the burden of our insureds.  
 12 So, we apply the more restrictive rates,  
 13 NIC rates to building rules to our prorate stability  
 14 block. And we insure that the resulting premiums on  
 15 our in force aren't more than comparable new  
 16 business premiums adjusted for benefit differences.  
 17 And in fact they are often way, way less than new  
 18 business rates.  
 19 And we provide the typical benefit  
 20 reduction alternatives to mitigate the rate  
 21 increase, like reducing the daily benefit or benefit  
 22 period, increasing the elimination period.

Page 49

1 Most importantly in 2010 we pioneered a  
 2 pretty unique and innovative alternative to  
 3 completely offset the rate increase for those who  
 4 have fixed automatic inflation protection by  
 5 lowering their future rate increases on a  
 6 prospective basis. So, we labeled that the future  
 7 in place reduction landing spot or landing spot for  
 8 short.  
 9 Under this option, the past inflation  
 10 accruals are retained by the policyholder; so, it's  
 11 only the future accruals that are reduced going  
 12 forward to offset the rate increase.  
 13 So, for the policy form we're discussing  
 14 today, had the originally requested rate increase of  
 15 19.4 been granted, customers with 5 percent would  
 16 have been able to fully offset the rate increase of  
 17 19 and change by reducing their future inflation  
 18 accrual from 5 percent to 3.4 percent.  
 19 And we developed this option to help our  
 20 customers retain their valuable coverage. We really  
 21 don't want our policyholders to lapse and get little  
 22 or no benefit on their policies.

Page 50

1 And our experience has shown that this  
 2 has helped them retain their coverage greatly. But  
 3 for administrative reasons, we can't make this  
 4 option available if the entire increase isn't  
 5 approved. So, since the department is asking us to  
 6 reduce the request to 7 and a half percent, that  
 7 landing spot won't be available on this product in  
 8 Maryland.

9 And thank you again for allowing us to  
 10 talk about this important subject. I am happy to  
 11 answer any questions you might have.

12 COMMISSIONER REDMER: Are you still  
 13 writing new business?

14 MR. PLUMB: We are not. We ceased  
 15 earlier this year.

16 COMMISSIONER REDMER: Anybody?

17 MR. PLUMB: Oh, I'm sorry we are  
 18 writing -- we're not writing stand-alone long-term  
 19 care but still sell riders on life insurance to  
 20 accelerate that benefit.

21 MR. SWITZER: There was one exhibit that  
 22 was brought to my attention, it listed for this form

Page 51

1 premiums for all the states?

2 MR. PLUMB: Yes.

3 MR. SWITZER: And it showed that as the  
 4 rates stand currently that Maryland is the 36th  
 5 least expensive -- 35 states have lower premiums and  
 6 Maryland is higher than the national average by  
 7 about 9 percent. I'm just wondering if there is  
 8 something about Maryland that kind of has an  
 9 increased cost component that comes to mind.

10 MR. PLUMB: Yeah, I don't know if that's  
 11 true for all of our other products that we have, but  
 12 I guess I would think that maybe the cost of care  
 13 might be a little bit higher in this area. So,  
 14 people buy more benefits, either longer benefit  
 15 periods or more daily benefit.

16 The other thing that could cause that  
 17 would be an older, elderly, more elderly population  
 18 purchasing it. But we usually don't see that vary a  
 19 whole lot from state-to-state. Usually it's the  
 20 cost of care that will drive that.

21 MR. SWITZER: Sure. I saw in one of the  
 22 exhibits in the filing, that 63 percent of the 19.4

Page 52

1 was attributed to morbidity. And on another page,  
 2 Page 17, the actual to expected for morbidity on the  
 3 components was 98 to 99 percent.

4 What comes to mind, just joining those  
 5 two, the morbidity was the main driver but the  
 6 A-to-E was pretty close to a hundred.

7 MR. PLUMB: Was this the A-to-E before or  
 8 after the change to assumptions?

9 MR. SWITZER: I read it as after. But I  
 10 will double-check.

11 MR. PLUMB: It may have been -- even if  
 12 it was before, I can say that since most of the  
 13 claims are in the future and if you see a problem in  
 14 the future, you're A-to-Es could be 98, 99 percent,  
 15 you know, not above a hundred.

16 But you can tell in the future it's going  
 17 to be worse because now you've started seeing data  
 18 at the older ages, but it's a really small portion  
 19 of today's experience. But it's going to be a  
 20 really big portion of the experience 20 or 30 years  
 21 from now. Does that make sense?

22 MR. SWITZER: It does. I was reading it

Page 53

1 as an overall but maybe we can --

2 MR. PLUMB: Yeah, we would never -- I  
 3 don't think we've ever calculated overall A-to-E for  
 4 morbidity over the lifetime of all of the business.

5 MR. SWITZER: Okay.

6 MR. PLUMB: It's usually just a look  
 7 back.

8 MR. SWITZER: Lastly, with the 19.4  
 9 increase, there was a shock lapse, as you know, of  
 10 1.4. Would you expect with the 7.5 that that would  
 11 come down and be a number that would decrease?

12 MR. PLUMB: Yeah, that probably would be.  
 13 It's usually just a function of the rate increase,  
 14 and I know you had asked that so we would adjust  
 15 just for that.

16 MR. SWITZER: Okay.

17 MR. PLUMB: Slightly lower shock points.

18 COMMISSIONER REDMER: Anybody else? No.  
 19 Okay. Great. Thank you.

20 MR. PLUMB: Thank you.

21 COMMISSIONER REDMER: And, so, we are --  
 22 that's it. Right? That's it for all the carriers.

<p style="text-align: right;">Page 54</p> <p>1 Let's go to the phone. And, Mr. Benjamin, are you 2 with us? Mr. Benjamin going once, twice. 3 MR. BENJAMIN: Can you hear me? 4 COMMISSIONER REDMER: I can now. Yes, 5 sir. 6 MR. BENJAMIN: Okay. I don't know if I 7 have anything worthwhile to say because I'm in over 8 my head with these experts here. 9 COMMISSIONER REDMER: Me too. 10 MR. BENJAMIN: Oh. Well, then, okay. I 11 will begin. My wife and I bought long-term care 12 from GE in 2001. And shortly after that, GE sold 13 their interest to Genworth. The policy series, this 14 particular one closed in 2004. 15 And it was fine for the first seven 16 years, and then in 2008 we got our first rate 17 increase. And ever since then, we've had rate 18 increases. 19 Now, the reasons given were already 20 stated by the experts that have been on, that people 21 were living longer, and the lapse rate was 22 inadequate.</p>	<p style="text-align: right;">Page 56</p> <p>1 known for years that people were living longer. 2 That's the only point I'm trying to make. 3 Anyway after 2008 when we got our first 4 increase, Genworth aggressively went after new 5 policies. And they become dominant certainly in 6 Maryland as far as I can see. 7 We move onto 2011 or 2012, and they got a 8 new CEO, and he claimed after one year to make the 9 company profitable. 10 He received a 12 million dollar bonus, 11 until the next year the company came back and said, 12 oh, we made a mistake the previous year when we 13 requested these premium increases which haven't 14 stopped since. 15 I know that in all this time I've been 16 paying these premiums, my agent gets 5 percent. The 17 executive salaries are not reduced. So, there is 18 some wiggle room there. 19 They claim that they can predict the 20 future as to some extent they are going to pay out 21 more based on the number of policies then. 22 But I have a question. In my particular</p>
<p style="text-align: right;">Page 55</p> <p>1 Now, this one thing that confuses me 2 about the lapse rate. The last gentleman said he 3 doesn't want the policyholders to lapse their 4 policies. 5 But this was one of the reasons given for 6 a rate increase. As if we pay our rates, and the 7 insurance company hopes that 5 percent of us just 8 drop every year. That confused me, but that was one 9 of the reasons given. 10 And of course the insurance actuaries 11 underestimated liabilities. They say the people are 12 living longer as if they didn't know this 20, 30 13 years ago. I knew this. Did you know that, 14 Commissioner? 15 COMMISSIONER REDMER: No, I didn't. 16 But -- 17 MR. BENJAMIN: Okay. All right. 18 COMMISSIONER REDMER: I can't tell you 19 what mortality is going to be next year, let alone 20 20 years down the road. 21 MR. BENJAMIN: No, I understand that, but 22 I'm saying in a general sense, I think most us have</p>	<p style="text-align: right;">Page 57</p> <p>1 policy which was No. 7030, seven-zero-three-oh. I 2 would like to know how many policyholders were 3 active when the policy got closed which was back in 4 2004 and how many are active today? 5 Because as your experts explained if you 6 have X number of participants, they can project what 7 the liability is going to be. But they are still 8 putting in a claim -- they say -- what do they say? 9 25,000 were affected by the requested increase, I 10 believe that's what I wrote down. Is that correct? 11 And there are 31,000 policyholders in Maryland. 12 COMMISSIONER REDMER: Yes. 13 MR. BENJAMIN: Yeah. Okay. If there 14 were just one thousand, wouldn't they put in the 15 same request? Because they have the same 16 proportionate of liability however many 17 policyholders are left. And this doesn't take in 18 account how many premiums have been received by the 19 insurance company over the years. 20 So, really, I'm sorry I'm not more 21 articulate because that's about all I've got to say, 22 Commissioner.</p>



Page 58

1 COMMISSIONER REDMER: We appreciate that  
 2 feedback. Todd, do you want to tackle the question  
 3 about consideration for prior premiums Mr. Benjamin  
 4 just alluded to and how that comes into the rate  
 5 increase and then the topic of the lapse rate?  
 6 MR. SWITZER: For prior premiums, could  
 7 you distill that one more time? Your question in  
 8 that regard, please.  
 9 MR. BENJAMIN: Yes, Commissioner, I just  
 10 muted the phone. Yeah, what I'm saying is  
 11 hypothetically, say, in my policy we had 20,000  
 12 policyholders when the policy closed, and we have  
 13 again hypothetically 2,000 now. The proportions of  
 14 expected claims are not going to change, but that  
 15 doesn't take into consideration all the premiums  
 16 that have been collected to-date.  
 17 They are always going to show a  
 18 liability. If there was just like one policyholder  
 19 left, they would show a liability as to the future  
 20 claims. I'm sorry if I'm not making it clear.  
 21 MR. SWITZER: No, one of the key exhibits  
 22 in the filings is a seriatim policyholder by

Page 59

1 policyholder projection out over 50 years into the  
 2 future. That -- and as a little bit of a tangent to  
 3 your question, but as has been mentioned, LTC is  
 4 unique in that early loss ratios are expected to be  
 5 very low; loss ratios in the future very high, 400,  
 6 500 percent.  
 7 So that cumulative accounting and the  
 8 projection forward accounts for all those factors  
 9 including the premium to get the actual so far, the  
 10 future, kind of hone in on the very different what's  
 11 actually happened and if we're in line with that low  
 12 early loss ratios and high later years loss ratio to  
 13 get to a lifetime loss ratio that is compliant with  
 14 the law and that's reasonable and fair.  
 15 So, the factors you mentioned are figured  
 16 in and are part of the projection going forward and  
 17 are influenced by all the key assumptions mentioned  
 18 - mortality, morbidity, voluntary lapse.  
 19 So, it's all rolled together in the model  
 20 and it goes far into the future.  
 21 MR. BENJAMIN: Okay. Now, just one more  
 22 question because I do believe I think everybody

Page 60

1 offers an alternative to rate increases. Though it  
 2 was pointed out 80 percent of the people do go for  
 3 the higher amount.  
 4 If you accept a lower term, because I  
 5 have lifetime, does that mean that there won't be  
 6 rate increases in the future once you accept the  
 7 lower rate? Is there a way that we can stabilize  
 8 these premiums once and for all.  
 9 COMMISSIONER REDMER: My recollection was  
 10 that Genworth offered that there is an option that  
 11 will be available to eliminate future premium  
 12 increases. Did I hear that correctly?  
 13 MS. ARLAND: On one policy. 7035.  
 14 COMMISSIONER REDMER: On 7035.  
 15 MS. ARLAND: Yes.  
 16 MR. BENJAMIN: Oh, just that one policy,  
 17 sir?  
 18 COMMISSIONER REDMER: Yes. So, any  
 19 others would have a temporary reprieve, and any  
 20 possible increases in the future could potentially  
 21 be mitigated with a different landing option at that  
 22 time.

Page 61

1 MR. BENJAMIN: Okay.  
 2 MR. SWITZER: I think to your lapse  
 3 question, the goal is just to get it right.  
 4 Obviously if you assume that it's two percent and  
 5 you want as many people to get as many benefits, you  
 6 just want to be accurate in that call so that you've  
 7 accounted for it in the premiums for stability.  
 8 I know as you mentioned it can go both  
 9 ways. If you undershoot or overshoot, it hurts the  
 10 premium, but it's really just being as accurate as  
 11 we can.  
 12 COMMISSIONER REDMER: And there naturally  
 13 are hundreds if not thousands of very talented  
 14 advisers that can help you and other consumers  
 15 through that process.  
 16 MR. BENJAMIN: Okay. Thank you sir.  
 17 COMMISSIONER REDMER: Thank you.  
 18 Mr. McLaughlin. Thanks for coming out.  
 19 MR. McLAUGHLIN: Thank you. Give me a  
 20 second.  
 21 I actually did not send in my comments,  
 22 but I have written two letters. Why there are two

<p style="text-align: right;">Page 62</p> <p>1 is I just received the 10-Q reporting. I'm a 2 Genworth policyholder, and Genworth just released 3 their 10-Q filings for the third quarter. 4       So, I was waiting to write my second 5 letter or cover certain questions until that 10-Q 6 came out. 7       I do have some copies. I don't know if 8 you want to -- I am going to read this, and I can 9 give you a copy. 10       COMMISSIONER REDMER: Sure, that's great. 11       MR. McLAUGHLIN: Because I have got a lot 12 of numbers, and I don't want to get the numbers 13 wrong. 14       So, first, thank you and the Maryland 15 Insurance Commission staff for the attention you 16 have brought to long-term care issues in this state. 17 I have said in comments dated January 15th, 18 October 15th and November 9, 2016, I will not 19 restate those issues regarding Genworth Financial's 20 request for rate increases. However, I believe they 21 remain valid. 22       Today the paradigm in which Genworth is</p>	<p style="text-align: right;">Page 64</p> <p>1 China Oceanwide, you should require Genworth to fund 2 all the projected shortfalls within the long-term 3 care business, and moreover that there will be no 4 further increases requested for policyholders. 5       There is a lot of cash flowing in this 6 deal. Plenty to permanently shore up the business. 7 All of the parties involved are profiting from the 8 transaction, 1.8 billion for shareholders. 521 9 million for Genworth insiders. 70 million for 10 Genworth executives. And zero relief for premium 11 increases for policyholders. In fact they are 12 asking for more. 13       The policyholders are counting on the 14 Maryland Insurance Administration to take the new 15 factors into account. That was my first letter. 16       The second covers different subjects. It 17 refers to my first letter, and makes the point that 18 I think based on this current offer China Oceanside 19 (sic) it really sets a new -- a new point of view or 20 it should set a new point of view for the Insurance 21 Administration. 22       But I think there are also -- while</p>
<p style="text-align: right;">Page 63</p> <p>1 requesting a rate increase is very different from 2 any previous point in their history. The Maryland 3 Insurance Administration should not grant further 4 premium increases to Genworth. Why? Genworth 5 Financial is seeking approval for a buyout from 6 China Oceanwide, a Chinese company. 7       China Oceanwide has offered to pay 2.7 8 billion dollars for Genworth or \$5.43 per share. 9 This will result in an increase in shareholder value 10 of 1.8 billion dollars. 1.8 billion. 11       Insiders hold 28 percent of the stock. 12 So insiders will have a windfall worth 521 million 13 dollars. 14       The agreement also includes golden 15 parachutes of 70 million in addition to the above 16 stock increase for a list of Genworth executives. 17       Given the magnitude and significance of 18 the deal, I respectfully suggest that the Maryland 19 Insurance Administration take appropriate action on 20 behalf of the 31,000 Maryland Genworth 21 policyholders. 22       Before granting approval of the deal with</p>	<p style="text-align: right;">Page 65</p> <p>1 Genworth/Oceanwide proposal is I believe a 2 significant enough basis for your office to reject 3 future and current increases, there are other 4 questions that I see as worthy of further 5 investigation by your staff. 6       No. 1, the November 3rd, 2017 10-Q states 7 on Page 36 the following: Quote, our liability for 8 policy and contract claims is reviewed quarterly, 9 and we conduct a detailed review of our claim 10 reserve assumptions for long-term care insurance 11 business annually, typically during the third 12 quarter of each year. 13       During the third quarter of 2017, we 14 reviewed our assumptions and methodologies relating 15 to claim reserves on our long-term care insurance 16 business, but did not make any significant changes 17 to the assumptions or the methodologies other 18 than -- other than routine updates to investor 19 returns and benefit utilization rates as we 20 typically do each quarter. 21       These updates in the third quarter of 22 2017 did not have a significant impact on claim</p>

Page 66

1 reserves, end quote.  
 2 Given this public statement to  
 3 shareholders and the SEC, one has to question the  
 4 need for further increases if after review, they  
 5 found the reserves adequate.  
 6 No. 2, one of the primary stated  
 7 influences of long-term care business are the yields  
 8 on investments. I did not find any mention of  
 9 investment yields in Genworth actuarial memorandum,  
 10 the one they give to you dated August 2017.  
 11 Given the growth in the equity markets  
 12 over the past eight years Genworth must be reaping  
 13 the benefit and be in an improved financial  
 14 position. Of course, this would not help their  
 15 argument for higher premiums.  
 16 No. 3, on Page 94 of the November 3rd,  
 17 '17 10-Q under ongoing priorities, they state,  
 18 quote, stabilizing our long-term care business  
 19 continues to be our long-term goal. We will  
 20 continue through our multi year long-term care  
 21 insurance rate action increasing premiums and/or  
 22 benefit modifications on our legacy long-term care

Page 67

1 insurance policies, are critical to our ability to  
 2 increase capital levels needed to support the  
 3 business.  
 4 So, their only stated action to improve  
 5 long-term care business is to keep asking for rate  
 6 increases. There is no mention of trying to reduce  
 7 operating costs as most businesses would do, and  
 8 there is no mention of managing their investments to  
 9 improve yields. Why? It is just easier to get  
 10 increases granted.  
 11 No. 4, in Genworth's proxy statement --  
 12 I'm getting dry. Is there any --  
 13 COMMISSIONER REDMER: Here is a water.  
 14 MR. McLAUGHLIN: No. 4, in Genworth's  
 15 proxy statement dated November 3rd, 2017, they  
 16 outline their, quote, key financial objectives, end  
 17 quote.  
 18 Their target to increase, quote, gross  
 19 incremental premiums approved for long-term care in  
 20 force rate actions, end quote, for 2016 was 160  
 21 million dollars. That was the corporate target for  
 22 getting increases. They exceeded their target by 44

Page 68

1 million dollars, for a total of 204 million dollars.  
 2 So, they were actually granted larger  
 3 premium increases for the year than they expected.  
 4 The reported 2016 compensation report which was the  
 5 amended 10-K/A dated April 3rd, 2017, for the five  
 6 highest paid executives was based in part on their  
 7 achieving the key financial objectives, including  
 8 the target above.  
 9 So, while Genworth continues to ask for  
 10 higher premiums, the top five executives paid  
 11 themselves 25.75 million dollars for their total  
 12 2016 compensation in part because they successfully  
 13 raised premiums.  
 14 To continue this cycle of financially  
 15 rewarding individuals for raising premiums should be  
 16 troubling to the Maryland Insurance Administration.  
 17 Commissioner Redmer, thank you for  
 18 protecting the interests of policyholders.  
 19 COMMISSIONER REDMER: Mr. McLaughlin,  
 20 thank you. I appreciate you making the trip. Any  
 21 questions?  
 22 MR. McLAUGHLIN: I have one other

Page 69

1 comment.  
 2 COMMISSIONER REDMER: Sure.  
 3 MR. McLAUGHLIN: I hear mention of the  
 4 return on investments only being referred to as  
 5 interest rates. But it's my understanding that  
 6 insurance companies invest in more than just pure  
 7 government-issued interest.  
 8 And given the performance of the stock  
 9 market, I got to believe that over the last -- at  
 10 least since 2008, that their returns on investments  
 11 have to be significantly higher than they were in  
 12 the first ten years of at least my policy.  
 13 So, I never hear any mention of that.  
 14 And I don't know whether they are required to give  
 15 you that information.  
 16 COMMISSIONER REDMER: So, we do a very  
 17 thorough financial analysis, and I'm going to hold  
 18 your question because we have got everybody in the  
 19 room except for our financial analyst. So, we will  
 20 get you the detail on the percentage of equities  
 21 that are in their portfolios.  
 22 MR. McLAUGHLIN: And then I have one

Page 70

1 other comment. On the nonforfeiture agreement, I  
 2 think almost every one of the companies today said  
 3 they offer, I find that extremely unfair. Because  
 4 basically if you've been paying into, let's say, a  
 5 policy for ten years, what they are offering you is  
 6 that when you need -- when you need the benefits of  
 7 that policy, let's say in 15 or 20 years, they are  
 8 going to basically give you back the money that you  
 9 paid.  
 10 So, if somebody -- if I said to you loan  
 11 me \$50,000 and in 20 years, I will give you \$50,000  
 12 back, I don't think you'd take that deal. And I  
 13 don't think it's fair.  
 14 I don't know how you can consider it fair  
 15 given that there is no -- no interest whatsoever and  
 16 they have the value of the money for 20 years.  
 17 COMMISSIONER REDMER: Thank you. I  
 18 appreciate that.  
 19 MR. SWITZER: One question, please.  
 20 MR. McLAUGHLIN: Yes.  
 21 MR. SWITZER: I will go look but when you  
 22 mentioned the proxy statement, 2016, 160 million

Page 71

1 corporate target, and actual was 204 --  
 2 MR. McLAUGHLIN: Yes.  
 3 MR. SWITZER: -- that was enterprise-wide  
 4 for Genworth?  
 5 MR. McLAUGHLIN: Long-term care.  
 6 MR. SWITZER: Just long-term care.  
 7 MR. McLAUGHLIN: Just long-term care.  
 8 MR. SWITZER: Thank you.  
 9 COMMISSIONER REDMER: Thank you,  
 10 Mr. McLaughlin. And that is all of the folks that  
 11 we have signed up. Is there anybody else that would  
 12 care to weigh in before we go?  
 13 MS. FITZGERALD: Hi, I'm one of the  
 14 call-ins.  
 15 COMMISSIONER REDMER: Yes, go ahead.  
 16 MS. FITZGERALD: Hi, my name is Susan  
 17 Fitzgerald. I have two Brighthouse policies that  
 18 were originally Travelers. I was a financial  
 19 advisor for almost 30 years. I sold myself the  
 20 policies.  
 21 My premiums and my husband's premiums,  
 22 we're expecting to get a notice of a increase any

Page 72

1 day now, have more than doubled in the 17 years that  
 2 we've had the policy.  
 3 I have also been very active selling  
 4 living benefit annuities in my time as a financial  
 5 advisor. And I know that those annuities that carry  
 6 guaranteed income benefits have also risk to the  
 7 insurance companies. But those insurance companies  
 8 hedge that risk. They didn't come back to the  
 9 consumer if they were wrong and the markets were bad  
 10 and they wound up having to pay lifetime income that  
 11 was way in excess of what the performance of the  
 12 portfolio is.  
 13 I would like to know kind of like with  
 14 other persons just saying, we know that they invest  
 15 in the stock market. Why are they not hedging this  
 16 risk? Why is the risk on the consumer?  
 17 COMMISSIONER REDMER: Anybody care to --  
 18 so, again we don't have our financial people in the  
 19 room, but we are happy to give you that information.  
 20 Let me give you my e-mail address. And if you could  
 21 send it to me, we will --  
 22 MS. FITZGERALD: I mean, I've already

Page 73

1 corresponded with Maryland about this rate increase,  
 2 because as they said, I'm double -- more than  
 3 doubled my premiums. Now I had 15 percent increase  
 4 two years ago as well.  
 5 There is no guaranty that there won't be  
 6 another request. In fact I found Brighthouse's  
 7 letters to me to be a little snotty, you know,  
 8 pointing out that I got the spousal 25 percent  
 9 discount as well as the 5 percent sponsor discount.  
 10 Well, you know what, that was my  
 11 commission that I waived. I got that discount  
 12 because that was my commission.  
 13 I feel like all we have looking out for  
 14 us is the insurance commission. And if they keep  
 15 coming back asking for increases, which they will  
 16 do, as often as they can for as high as they can  
 17 because they made a mistake, we're the ones who pay  
 18 for it.  
 19 I thank god that I am lucky enough that I  
 20 can afford to pay premiums. But many clients who I  
 21 sold these kind of policies to -- particularly  
 22 Genworth by the way, not so much Met Life, formerly

Page 74

1 Travelers. And for so many years I have had to talk  
 2 them into keeping their policies and find a way to  
 3 pay those premiums because I knew it was in their  
 4 best interest.  
 5 I don't even remember, I think it was  
 6 2005 when Governor Ehrlich was the governor, that he  
 7 wrote a letter saying that people should buy private  
 8 insurance. Don't depend on the State. Don't depend  
 9 on Medicaid to pay for their long-term care.  
 10 We actively sold these policies thinking  
 11 that we were doing the right thing for the  
 12 consumers, only to find out that they are getting  
 13 squeezed.  
 14 And, so -- and I think you're finding  
 15 that keeping the policy -- somebody said, I forget  
 16 which carrier, that they are keeping policies and  
 17 not forfeiting them as much as they thought they  
 18 would. I think they's love you to forfeit them and  
 19 keep the premiums that you paid in the course.  
 20 It's just so wrong. And we're depending  
 21 on you, Commissioner, to look after not just the --  
 22 all these other people who I sold all these policies

Page 75

1 to who are getting fleeced by these insurance  
 2 companies who should have made a lot of money in the  
 3 stock market and who should have been hedging this  
 4 risk.  
 5 COMMISSIONER REDMER: Yep. Susan, let me  
 6 give you my e-mail address.  
 7 MS. FITZGERALD: Shoot.  
 8 COMMISSIONER REDMER: It is Al -- or  
 9 anybody else out there, Al dot R-E-D-M --  
 10 MS. FITZGERALD: M-E-R. Got it.  
 11 COMMISSIONER REDMER: -- E-R at Maryland,  
 12 and you need to spell out the word Maryland, dot  
 13 gov, G-O-V.  
 14 MS. FITZGERALD: Yes. Thanks,  
 15 Commissioner, I will write you an e-mail about it.  
 16 COMMISSIONER REDMER: Okay, thank you.  
 17 Anybody else on the phone with comments?  
 18 MR. KAUL: Roger Kaul.  
 19 COMMISSIONER REDMER: Hi, Roger. Go  
 20 ahead.  
 21 MR. KAUL: Yes, the last name is spelled  
 22 K-A-U-L. This is a point with Genworth. They

Page 76

1 listed a whole series of policy groups, I guess.  
 2 And I looked at my paperwork and no where does it  
 3 have anything like that. So, I have no idea which  
 4 policy I'm in.  
 5 And I have a UCG number that they give  
 6 me. And, so, I would like to suggest that when you  
 7 send out your premiums that, you know, your  
 8 statement that you include what policy we're in and  
 9 then how the rate increases compared to other  
 10 policies.  
 11 COMMISSIONER REDMER: Okay. I appreciate  
 12 that. And were you able to get my e-mail address  
 13 when I just gave it?  
 14 MR. KAUL: Yes, I did.  
 15 COMMISSIONER REDMER: Okay. If you will  
 16 shoot me an e-mail and include your policy  
 17 information, we will try to compare that to see if  
 18 your policy would be subject to any of these  
 19 increases or not.  
 20 MR. KAUL: Okay. Well, I don't need you  
 21 to do that. I think Genworth should do that.  
 22 That's my point.

Page 77

1 COMMISSIONER REDMER: Well, if you  
 2 contact Genworth, I'm sure they will check as well.  
 3 MR. KAUL: Okay. But I will shoot you an  
 4 e-mail. I'm not trying to short you. Sorry.  
 5 COMMISSIONER REDMER: That's all right.  
 6 Not at all. I appreciate the feedback.  
 7 Any other comments out there?  
 8 MS. FITZGERALD: Commissioner Redmer,  
 9 this is Susan again. May I just say one more thing?  
 10 COMMISSIONER REDMER: Sure.  
 11 MS. FITZGERALD: I too like the other  
 12 gentleman, Benjamin, have a lifetime policy. I took  
 13 it out young. I don't need a lifetime policy at  
 14 this stage to tell you the truth. Let me call them  
 15 and see what it would be in a premium decrease if I  
 16 changed it to, say, ten years.  
 17 They don't offer a 10 year. They offer a  
 18 five year. And, so, my premium is up to \$1,750 at  
 19 this point. The five year policy is \$1,309. That's  
 20 a 25 percent decrease for a whole lot less coverage.  
 21 Is it fair? No, I don't think so. Why are they not  
 22 even offering a 10-year option?

Page 78

1 COMMISSIONER REDMER: Good point.  
 2 MS. FITZGERALD: That's for Brighthouse  
 3 if they want to answer.  
 4 COMMISSIONER REDMER: Yeah, the folks in  
 5 the room are not the product development folks.  
 6 Sadly. But they got the question.  
 7 Any other comments on the phone? All  
 8 right. Hearing none, I will come back to the room.  
 9 Any final comments?  
 10 MR. FRAIN: Can I address Susan's last  
 11 question?  
 12 COMMISSIONER REDMER: Sure.  
 13 MR. FRAIN: So, the difference between a  
 14 -- I have not had an offer from Brighthouse, but the  
 15 difference between lifetime and 10-year benefit  
 16 period in terms of premium would be pretty small.  
 17 Not that many claims last beyond ten years.  
 18 COMMISSIONER REDMER: Okay.  
 19 MR. FRAIN: If it lasts 10 years, it's  
 20 the same. And I think whatever the difference you  
 21 gave, like I forget what it was, between lifetime  
 22 and five year, that same math holds. A lot of

Page 79

1 claims -- most claims don't last beyond five years.  
 2 It's a lot of risk but there are some people who use  
 3 it a lot but don't need to. But on average not that  
 4 many people go beyond five years.  
 5 COMMISSIONER REDMER: Interesting.  
 6 Anybody else?  
 7 All right. Once again thank you for  
 8 coming. Those on the phone thank you for being  
 9 here. I appreciate the participation, and we will  
 10 see you at the next one. Thank you.  
 11 (Whereupon at 2:21 the hearing  
 12 concluded.)  
 13  
 14  
 15  
 16  
 17  
 18  
 19  
 20  
 21  
 22

Page 80

1 STATE OF MARYLAND  
 2 COUNTY OF HOWARD SS:  
 3 I, Susan Farrell Smith, Notary Public of  
 4 the State of Maryland, do hereby certify that  
 5 above-captioned matter came on before me at the time  
 6 and place herein set out.  
 7 I further certify that the proceeding was  
 8 recorded stenographically by me and that this  
 9 transcript is a true record of the proceedings.  
 10 I further certify that I am not of  
 11 counsel to any of the parties, nor an employee of  
 12 counsel, nor related to any of the parties, nor in  
 13 any way interested in the outcome of this action.  
 14 As witness my hand and notarial seal this  
 15 19th day of November, 2017.  
 16  
 17 \_\_\_\_\_  
 18 Susan Farrell Smith  
 19 Notary Public  
 20 (My Commission expires February 8, 2020)  
 21  
 22

<hr/> <p style="text-align: center;"><b>\$</b></p> <hr/> <p><b>\$1,309</b> 77:19</p> <p><b>\$1,750</b> 77:18</p> <p><b>\$5.43</b> 63:8</p> <p><b>\$50,000</b> 70:11</p> <hr/> <p style="text-align: center;"><b>1</b></p> <hr/> <p><b>1</b> 65:6</p> <p><b>1.2</b> 30:16</p> <p><b>1.4</b> 53:10</p> <p><b>1.8</b> 63:10 64:8</p> <p><b>10</b> 17:20 34:16 77:17 78:19</p> <p><b>10-K/A</b> 68:5</p> <p><b>10-Q</b> 62:1,3,5 65:6 66:17</p> <p><b>10-year</b> 77:22 78:15</p> <p><b>100</b> 22:17 26:18</p> <p><b>105</b> 22:14 24:18</p> <p><b>108</b> 22:11 24:13 27:21</p> <p><b>10th</b> 34:1</p> <p><b>12</b> 56:10</p> <p><b>12/31/2006</b></p>	<p>20:16</p> <p><b>120</b> 24:19 25:5</p> <p><b>128</b> 41:4</p> <p><b>13</b> 40:16</p> <p><b>132.9</b> 26:18</p> <p><b>133</b> 25:10,15</p> <p><b>138</b> 22:14</p> <p><b>13th</b> 7:9</p> <p><b>15</b> 6:2,3 9:21 10:4 12:5,7 16:16 20:13 21:5 26:10, 13 27:16 31:22 32:17 35:19 44:20 70:7 73:3</p> <p><b>150</b> 24:14 44:5</p> <p><b>151</b> 22:12</p> <p><b>15th</b> 62:17,18</p> <p><b>160</b> 67:20 70:22</p> <p><b>166</b> 9:22</p> <p><b>168</b> 5:21</p> <p><b>17</b> 52:2 66:17 72:1</p> <p><b>18th</b> 20:13</p> <p><b>19</b> 49:17</p> <p><b>19.4</b> 44:4,18 45:17 49:15 51:22 53:8</p>	<p><b>1978</b> 30:14</p> <p><b>1983</b> 27:1,7,11</p> <p><b>1987</b> 43:10</p> <p><b>1988</b> 14:5</p> <p><b>1990</b> 10:21 19:20</p> <p><b>1998</b> 14:5,21</p> <hr/> <p style="text-align: center;"><b>2</b></p> <hr/> <p><b>2</b> 46:1 66:6</p> <p><b>2,000</b> 58:13</p> <p><b>2,766</b> 20:17</p> <p><b>2,800</b> 25:2</p> <p><b>2.7</b> 63:7</p> <p><b>20</b> 9:4 21:5 34:16 40:10 46:3 47:17 52:20 55:12, 20 70:7,11,16</p> <p><b>20,000</b> 58:11</p> <p><b>2001</b> 10:21 14:5,6,9 19:20 54:12</p> <p><b>2004</b> 54:14 57:4</p> <p><b>2005</b> 20:2 74:6</p> <p><b>2008</b> 54:16 56:3 69:10</p> <p><b>2010</b> 44:7 49:1</p>	<p><b>2011</b> 44:3 56:7</p> <p><b>2012</b> 32:3 38:20 56:7</p> <p><b>2013</b> 44:3</p> <p><b>2016</b> 10:2 25:3 27:2,5 62:18 67:20 68:4,12 70:22</p> <p><b>2017</b> 5:7 20:13 65:6,13,22 66:10 67:15 68:5</p> <p><b>2028</b> 38:9</p> <p><b>204</b> 71:1</p> <p><b>23</b> 5:21</p> <p><b>243</b> 15:22</p> <p><b>25</b> 21:5 73:8 77:20</p> <p><b>25,000</b> 32:19 39:20 57:9</p> <p><b>25.75</b> 68:11</p> <p><b>250,000</b> 36:20</p> <p><b>28</b> 63:11</p> <p><b>28,000</b> 6:5</p> <p><b>2:21</b> 79:11</p> <hr/> <p style="text-align: center;"><b>3</b></p> <hr/> <p><b>3</b> 66:16</p> <p><b>3.4</b> 49:18</p> <p><b>30</b></p>
---	--	---	--

13:8 52:20 55:12 71:19	32:2,9	<b>64031</b> 9:17	
<b>31,000</b> 30:15 39:20 57:11 63:20	<b>50,001</b> 32:9	<b>64032</b> 9:17	<hr/> <b>8</b> <hr/>
<b>314</b> 41:3	<b>50,0022</b> 32:10	<b>66</b> 41:3	<b>80</b> 38:22 39:20 40:9,12 60:2
<b>31st</b> 10:2	<b>50,003</b> 32:10	<b>68</b> 15:8,21	<b>80s</b> 46:14
<b>34</b> 26:12	<b>50,018</b> 32:10	<hr/> <b>7</b> <hr/>	<hr/> <b>9</b> <hr/>
<b>35</b> 51:5	<b>50,020</b> 32:10	<b>7</b> 45:7,13 50:6	<b>9</b> 51:7 62:18
<b>36</b> 65:7	<b>50,021</b> 32:10	<b>7,000</b> 16:5	<b>90s</b> 42:10
<b>36th</b> 51:4	<b>500</b> 59:6	<b>7.5</b> 5:20 53:10	<b>93</b> 24:4
<b>3rd</b> 65:6 66:16 67:15 68:5	<b>50s</b> 46:14	<b>70</b> 63:15 64:9	<b>94</b> 66:16
<hr/> <b>4</b> <hr/>	<b>51</b> 24:18	<b>7000</b> 32:10	<b>95</b> 13:20 15:22
<b>4</b> 46:2 67:11,14	<b>521</b> 63:12 64:8	<b>7020BB</b> 32:11	<b>96</b> 13:13,17,20 24:4
<b>4.9</b> 14:19	<b>53</b> 25:12	<b>7020V</b> 32:11	<b>98</b> 14:14 52:3,14
<b>400</b> 12:7 59:5	<b>55</b> 26:12	<b>7030</b> 57:1	<b>99</b> 14:14 52:3,14
<hr/> <b>44</b> <hr/>	<hr/> <b>6</b> <hr/>	<b>7030R</b> 32:11	<hr/> <b>A</b> <hr/>
<b>44</b> 67:22	<b>6</b> 40:17	<b>7032R</b> 32:11	<b>A-to-e</b> 52:6,7 53:3
<b>47</b> 24:19 25:5 27:15 28:3	<b>6.5</b> 14:19	<b>7035</b> 32:11,13 38:3 60:13,14	<b>A-to-es</b> 52:14
<b>4th</b> 20:11	<b>60</b> 13:6 27:22 33:3	<b>7042MD</b> 32:11,12	<b>ability</b> 67:1
<hr/> <b>5</b> <hr/>	<b>61</b> 11:21,22 16:17	<b>7044MD</b> 32:11,12	<b>absence</b> 47:1
<b>5</b> 40:17 49:15,18 55:7 56:16 73:9	<b>63</b> 51:22	<b>78</b> 12:13 13:7	<b>absent</b> 26:9,13
<b>50</b> 59:1	<b>64,000</b> 20:17		<b>academy</b> 8:22 31:16
<b>50,000</b>	<b>64028</b> 9:16		



<b>accelerate</b> 50:20	41:3 45:20 52:2 59:9 71:1	68:16	<b>aggressively</b> 56:4
<b>accept</b> 60:4,6	<b>actuarial</b> 6:22 8:15 10:19 33:1 34:20 46:4 66:9	<b>Administration's</b> 7:13	<b>agreed</b> 36:11 45:12
<b>access</b> 37:14	<b>actuarially</b> 31:19 39:10	<b>administrative</b> 50:3	<b>agreement</b> 63:14 70:1
<b>account</b> 11:2,5 57:18 64:15	<b>actuaries</b> 8:21 9:4,9 31:16,17 55:10	<b>advance</b> 7:8	<b>ahead</b> 71:15 75:20
<b>accounted</b> 61:7	<b>actuary</b> 6:18 8:13 9:8 18:22 31:6,15 43:7	<b>advantage</b> 23:21	<b>allowed</b> 22:5
<b>accounting</b> 59:7	<b>Adam</b> 6:22 18:14 29:13	<b>advise</b> 8:14	<b>allowing</b> 50:9
<b>accounts</b> 59:8	<b>addition</b> 12:7,8,19 63:15	<b>advisers</b> 37:13 61:14	<b>alluded</b> 58:4
<b>accrual</b> 49:18	<b>additional</b> 7:9 13:2 18:12 21:6 36:1 45:8	<b>advisor</b> 71:19 72:5	<b>alphabetical</b> 8:6
<b>accruals</b> 49:10,11	<b>Additionally</b> 21:12	<b>advisory</b> 44:15,22	<b>alternative</b> 49:2 60:1
<b>accurate</b> 61:6,10	<b>address</b> 72:20 75:6 76:12 78:10	<b>affect</b> 6:4	<b>alternatives</b> 48:20
<b>achieving</b> 68:7	<b>addressing</b> 31:3	<b>affected</b> 10:1 32:8 57:9	<b>amended</b> 31:21 68:5
<b>acknowledges</b> 26:4	<b>adequate</b> 66:5	<b>affiliation</b> 8:1	<b>American</b> 6:1 8:10,14,20 9:7 10:6, 9 11:20 12:3,8,9 13:22 31:16
<b>acquired</b> 19:21 42:7,9	<b>adhere</b> 32:17	<b>afford</b> 38:11 73:20	<b>amount</b> 10:16 11:4 15:17 23:19 26:17 31:22 35:11 37:17 38:16 60:3
<b>acquisition</b> 20:1	<b>adjust</b> 23:12 46:18 53:14	<b>affordability</b> 37:21	<b>analysis</b> 11:14 19:1 33:10 69:17
<b>act</b> 11:19 46:6	<b>adjusted</b> 27:1 41:22 42:3 48:16	<b>affordable</b> 43:18	<b>analyst</b> 7:1 69:19
<b>action</b> 35:12 37:9 63:19 66:21 67:4	<b>adjustment</b> 46:11	<b>afternoon</b> 5:2 18:17 29:18	<b>and/or</b> 66:21
<b>actions</b> 67:20	<b>adjustments</b> 15:12,13 37:19	<b>age</b> 12:12 13:7 34:5,6	<b>annual</b> 31:22 32:16 35:20 45:14
<b>active</b> 57:3,4 72:3	<b>administration</b> 5:17 6:16 19:4 24:8 25:21,22 26:8 29:22 30:10 31:11 38:5 39:9, 16 63:3,19 64:14,21	<b>aged</b> 22:9	<b>annually</b> 65:11
<b>actively</b> 35:4 39:3 42:12,14 74:10		<b>agent</b> 56:16	<b>annuities</b> 72:4,5
<b>actual</b> 15:5,6,21 24:11 28:2		<b>ages</b> 34:3 47:14,21 48:4,5,7 52:18	
		<b>aggregate</b> 17:4	

<p><b>annuity</b> 27:1</p> <p><b>answers</b> 37:4 39:6</p> <p><b>anticipated</b> 21:4,15</p> <p><b>anticipation</b> 25:14</p> <p><b>AP</b> 32:10</p> <p><b>apologize</b> 5:9</p> <p><b>applied</b> 10:4</p> <p><b>apply</b> 48:12</p> <p><b>approval</b> 38:4 63:5,22</p> <p><b>approve</b> 45:4</p> <p><b>approved</b> 50:5 67:19</p> <p><b>approximately</b> 13:8 30:16 32:19 35:12</p> <p><b>April</b> 68:5</p> <p><b>area</b> 51:13</p> <p><b>argument</b> 66:15</p> <p><b>arise</b> 39:7</p> <p><b>Arland</b> 31:5,9,13 41:7,10,13 42:2,8,14 60:13,15</p> <p><b>array</b> 29:10</p> <p><b>articulate</b> 57:21</p> <p><b>Asbury</b> 29:18,19 30:5,7 36:3 40:12,15</p>	<p><b>assessment</b> 35:1</p> <p><b>assets</b> 46:22</p> <p><b>assist</b> 31:2</p> <p><b>assisted</b> 10:11</p> <p><b>Associate</b> 6:19</p> <p><b>assume</b> 17:19 61:4</p> <p><b>assumption</b> 27:10 33:11 34:3,20</p> <p><b>assumptions</b> 10:19,22 11:16 14:17 20:22 22:3 27:7 33:2,7, 12 52:8 59:17 65:10,14, 17</p> <p><b>attend</b> 9:10</p> <p><b>attention</b> 50:22 62:15</p> <p><b>attributed</b> 52:1</p> <p><b>August</b> 20:11 66:10</p> <p><b>automatic</b> 49:4</p> <p><b>average</b> 12:12 13:7 21:10 51:6 79:3</p> <p><b>avoid</b> 46:6</p> <p><b>aware</b> 21:3</p> <p><b>awareness</b> 5:11</p> <hr/> <p style="text-align: center;"><b>B</b></p> <hr/> <p><b>back</b> 9:12 14:21 15:1 17:8,18</p>	<p>18:12 20:2 45:14 53:7 56:11 57:3 70:8,12 72:8 73:15 78:8</p> <p><b>background</b> 8:19 19:15</p> <p><b>bad</b> 72:9</p> <p><b>balance</b> 19:14 37:20</p> <p><b>ball</b> 17:17</p> <p><b>ballpark</b> 41:17</p> <p><b>base</b> 10:5 41:19</p> <p><b>based</b> 25:5 27:8,11 33:6 56:21 64:18 68:6</p> <p><b>basic</b> 31:7</p> <p><b>basically</b> 48:6 70:4,8</p> <p><b>basis</b> 22:14 35:3 45:15 49:6 65:2</p> <p><b>begin</b> 48:1 54:11</p> <p><b>begins</b> 33:21 34:14,17</p> <p><b>behalf</b> 8:16 63:20</p> <p><b>benefit</b> 12:15,18 13:10 15:12, 13,17,19 23:11,18 37:19 40:5,11,16 41:21 48:16,19,21 49:22 50:20 51:14,15 65:19 66:13,22 72:4 78:15</p> <p><b>benefits</b> 10:11 12:16 13:1,9,18 19:14 23:9,19 33:20 38:7 51:14 61:5 72:6</p> <p><b>Benjamin</b> 54:1,2,3,6,10 55:17,21</p>	<p>57:13 58:3,9 59:21 60:16 61:1,16 77:12</p> <p><b>Bergerson</b> 18:21 24:17 25:7,17,20 27:3,6,18 28:3</p> <p><b>big</b> 17:10,14 52:20</p> <p><b>billion</b> 63:8,10 64:8</p> <p><b>bit</b> 8:19 13:8 51:13 59:2</p> <p><b>Bittner</b> 9:8</p> <p><b>block</b> 10:7 15:5 17:4 18:20 19:2 25:16 26:2 27:9 28:13 34:3 48:14</p> <p><b>blocks</b> 28:7,11 35:2,19 36:15 38:1 42:9</p> <p><b>Bob</b> 6:19</p> <p><b>bonus</b> 56:10</p> <p><b>bought</b> 54:11</p> <p><b>Brighthouse</b> 6:2 18:16,18 19:11,17 20:7,8,9,13 28:8,14,17, 22 29:2,3,5,6,8 71:17 78:2,14</p> <p><b>Brighthouse's</b> 73:6</p> <p><b>bring</b> 5:11</p> <p><b>broad</b> 28:16</p> <p><b>broader</b> 28:16</p> <p><b>brought</b> 50:22 62:16</p> <p><b>build</b> 22:6</p>
--	--	--	---

<b>building</b> 48:13	15 9:1,5,21 10:10,12 14:1 18:20 19:11,17 20:14 28:7,9,11,18 29:20 30:3,8,13 31:6,14 32:22 34:10 35:6 36:4 42:18 43:8,9,10,16,20, 21 46:12,15 47:1,22 50:19 51:12,20 54:11 62:16 64:3 65:10,15 66:7,18,20,22 67:5,19 71:5,6,7,12 72:17 74:9	<b>chief</b> 6:18,21	<b>closed</b> 28:7,10 54:14 57:3 58:12
<b>built</b> 11:12		<b>China</b> 63:6,7 64:1,18	<b>collected</b> 13:14,15 58:16
<b>burden</b> 36:17 48:11		<b>Chinese</b> 63:6	<b>collectively</b> 36:8
<b>business</b> 19:2,9,11 20:2 21:13 28:9 36:15 38:1 39:3 42:7 47:17 48:16,18 50:13 53:4 64:3,6 65:11,16 66:7,18 67:3,5	<b>careful</b> 20:20	<b>choice</b> 23:4 32:3	<b>comment</b> 70:1
<b>businesses</b> 18:19 46:11 67:7	<b>Caroline</b> 9:8	<b>choices</b> 31:3 37:12	<b>comments</b> 6:9 7:6,8,11 61:21 75:17 78:7,9
<b>buy</b> 46:13 51:14 74:7	<b>carrier</b> 5:5 46:20 74:16	<b>choose</b> 37:16 39:1	<b>commission</b> 62:15 73:11,12,14
<b>buyout</b> 63:5	<b>carriers</b> 6:11 35:6 53:22	<b>Cigna</b> 9:3	<b>Commissioner</b> 5:2 6:19 9:20 14:6,10, 13 15:4,7,10 18:14 19:3 24:8,11,15,22 25:4,8 29:13,16 30:4,6 31:9 39:13, 42:17,21 43:3 50:12,16 53:18,21 54:4, 9 55:14,15,18 57:12,22 58:1, 60:9,14,18 61:12, 17 62:10 67:13 68:17, 19 69:2,16 70:17 71:9, 15 72:17 74:21 75:5,8, 11,15,16,19 76:11,15 77:1,5,8,10 78:1,4,12, 18 79:5
<b>C</b>	<b>carry</b> 72:5	<b>claim</b> 21:9 34:11,12,14,18,19 38:15 46:14 47:13 48:7 56:19 57:8 65:9,15,22	<b>COMMISSIONERY</b> 14:2
<b>C12271</b> 9:16	<b>cash</b> 64:5	<b>claimed</b> 56:8	<b>committed</b> 39:8
<b>calculated</b> 53:3	<b>Cathy</b> 6:21	<b>claims</b> 11:3 13:16 21:7,9,10, 11,18 22:6 23:20 25:15 33:5 34:15 35:4,7,8,21 38:17 39:7 42:4 47:10, 15,18 48:3,4 52:13 58:14,20 65:8 78:17 79:1	<b>communications</b> 37:3
<b>call</b> 15:16 23:17 61:6 77:14	<b>ceased</b> 14:8 50:14	<b>clarify</b> 25:13	<b>compact</b> 44:7,8,11,21 45:3
<b>call-ins</b> 71:14	<b>cents</b> 13:17	<b>clarity</b> 19:10	<b>companies</b> 20:9 28:8 36:4 47:12 69:6 70:2 72:7 75:2
<b>called</b> 36:21	<b>CEO</b> 56:8	<b>Classic</b> 32:2	<b>company</b> 5:21 6:1,3,6 8:10 12:20 16:21 18:11 19:20,22 20:5,7,8,10 26:4, 28:14 29:2,6, 55:7 56:9,11 57:19 63:6
<b>calling</b> 12:20	<b>challenge</b> 22:21	<b>clear</b> 58:20	
<b>cancer</b> 5:11	<b>challenged</b> 36:5	<b>clicking</b> 7:17	
<b>cap</b> 26:10,13 32:17	<b>change</b> 49:17 52:8 58:14	<b>clients</b> 9:6 37:15 73:20	
<b>capital</b> 67:2	<b>changed</b> 77:16	<b>close</b> 5:8 52:6	
<b>capped</b> 12:4	<b>check</b> 32:7 77:2		
<b>care</b> 5:6,18 7:14,16,17 8:13,	<b>checkup</b> 5:13		

<b>comparable</b> 35:5 48:15	<b>considerations</b> 33:16,18	<b>correctly</b> 27:15 60:12	<b>customers</b> 23:2,3 30:1,19 36:18 42:13 49:15,20
<b>compare</b> 76:17	<b>consistently</b> 38:22	<b>corresponded</b> 73:1	<b>customized</b> 12:21
<b>compared</b> 76:9	<b>consulting</b> 8:13 9:2 18:22	<b>cost</b> 19:14 43:11 51:9,12,20	<b>cycle</b> 68:14
<b>compensation</b> 68:4,12	<b>consumer</b> 39:11 72:9,16	<b>costs</b> 21:9,10 34:12 43:11,14, 20 47:1 67:7	<hr/> <b>D</b> <hr/>
<b>compete</b> 34:22	<b>consumers</b> 6:10,12 8:7 9:15 19:7 26:8 30:11 31:12 61:14 74:12	<b>counting</b> 64:13	<b>daily</b> 12:15 15:17 40:5 48:21 51:15
<b>complete</b> 34:22	<b>contact</b> 7:4 77:2	<b>country</b> 41:2	<b>data</b> 33:10 45:20,21 46:5 52:17
<b>completely</b> 15:13 49:3	<b>context</b> 13:3	<b>couple</b> 13:2 43:20	<b>dated</b> 62:17 66:10 67:15 68:5
<b>compliance</b> 44:17	<b>contingent</b> 12:18	<b>Court</b> 7:20	<b>Dave</b> 43:6
<b>compliant</b> 59:13	<b>continue</b> 16:22 33:10 35:6,16 36:10 66:20 68:14	<b>cover</b> 43:14 62:5	<b>day</b> 36:19 72:1
<b>component</b> 11:13 51:9	<b>continued</b> 20:21 21:19 22:16	<b>coverage</b> 30:15 33:19 39:2 49:20 50:2 77:20	<b>deal</b> 63:18,22 64:6 70:12
<b>components</b> 34:7 52:3	<b>continues</b> 45:9 66:19 68:9	<b>covered</b> 13:1 20:16	<b>decade</b> 9:1
<b>compounded</b> 33:7	<b>continuing</b> 31:3	<b>covers</b> 64:16	<b>decades</b> 46:16
<b>concerns</b> 39:12	<b>contract</b> 65:8	<b>credible</b> 24:21	<b>December</b> 10:2
<b>concluded</b> 79:12	<b>contributes</b> 21:22	<b>critical</b> 67:1	<b>decide</b> 23:7 24:5 33:19
<b>condition</b> 34:6	<b>contributing</b> 20:22	<b>cumulative</b> 59:7	<b>decided</b> 12:3 26:14
<b>conditions</b> 34:7	<b>copies</b> 62:7	<b>current</b> 14:17 23:14 24:16 27:6 31:8 33:6 35:21 37:18 47:9 64:18 65:3	<b>decision</b> 20:19
<b>conduct</b> 65:9	<b>copy</b> 62:9	<b>curve</b> 14:18	<b>decrease</b> 53:11 77:15,20
<b>confused</b> 55:8	<b>corporate</b> 67:21 71:1	<b>custom</b> 37:19	<b>delay</b> 45:15
<b>confuses</b> 55:1	<b>correct</b> 14:11,12 25:13 27:2 28:3 57:10	<b>customer</b> 37:6	<b>demonstrated</b> 44:17

<b>department</b> 31:11,20 32:14 44:2 50:5	<b>disability</b> 9:3	<b>drop</b> 55:8	<b>eliminate</b> 60:11
<b>depend</b> 74:8	<b>disclosed</b> 26:11	<b>dry</b> 67:12	<b>elimination</b> 12:16 40:5 48:22
<b>depending</b> 5:22 45:17 74:20	<b>discount</b> 73:9,11	<b>due</b> 45:15	<b>emerge</b> 33:12,13,21 34:4,15,17 45:10
<b>deplete</b> 43:12	<b>discuss</b> 19:5,13 30:2,22 36:21	<b>duration</b> 21:11 34:2 46:13	<b>emerges</b> 33:9
<b>designed</b> 38:6	<b>discussed</b> 25:21	<b>durations</b> 47:14,16	<b>emerging</b> 46:18
<b>detail</b> 69:20	<b>discussing</b> 49:13	<hr/> <b>E</b> <hr/>	<b>employs</b> 34:21
<b>detailed</b> 65:9	<b>distill</b> 58:7	<b>e-mail</b> 72:20 75:6,15 76:12,16 77:4	<b>end</b> 25:3 35:14 66:1 67:16, 20
<b>determine</b> 37:8	<b>document</b> 7:21	<b>E-r</b> 75:11	<b>enhanced</b> 37:3
<b>develop</b> 33:2 34:20	<b>dollar</b> 13:18 25:15 56:10	<b>earlier</b> 47:5 50:15	<b>enterprise-wide</b> 71:3
<b>developed</b> 35:14 38:4 49:19	<b>dollars</b> 36:8 43:12,19,21 63:8, 10,13 67:21 68:1,11	<b>early</b> 22:4 46:6 59:4,12	<b>entire</b> 10:5 50:4
<b>development</b> 78:5	<b>dominant</b> 56:5	<b>earn</b> 11:11 21:21	<b>entity</b> 19:22 20:3,6
<b>develops</b> 17:1	<b>dot</b> 75:9,12	<b>ease</b> 48:11	<b>environment</b> 17:11
<b>deviating</b> 22:2	<b>double</b> 46:9 73:2	<b>easier</b> 67:9	<b>equal</b> 23:19
<b>deviation</b> 20:21	<b>double-check</b> 52:10	<b>easily</b> 43:12	<b>equals</b> 38:13
<b>dialing</b> 8:2	<b>doubled</b> 72:1 73:3	<b>effect</b> 21:6 41:15	<b>equities</b> 69:20
<b>dies</b> 11:5,6	<b>doubles</b> 35:12	<b>effects</b> 22:2	<b>equity</b> 66:11
<b>difference</b> 78:13,15,20	<b>drive</b> 51:20	<b>efforts</b> 34:21	<b>evaluate</b> 35:2
<b>differences</b> 48:16	<b>driven</b> 17:21 33:5 47:6,10	<b>Ehrlich</b> 74:6	<b>evaluation</b> 20:20
<b>difficult</b> 30:18 46:16 48:9	<b>driver</b> 52:5	<b>elderly</b> 51:17	<b>event</b> 34:10
<b>dig</b> 15:1	<b>drivers</b> 10:17	<b>eligible</b> 34:10,12 38:15,16 39:7	<b>events</b> 47:22

<b>examples</b> 37:4	<b>explain</b> 6:7 37:15 46:10	<b>filing</b> 8:17,18 9:14,19 10:8 14:1,20 17:13 25:9 26:7 40:2 41:13 44:1,14,17 45:5 51:22	<b>focused</b> 9:5
<b>exceeded</b> 67:22	<b>explained</b> 57:5	<b>filings</b> 19:1,5,19 20:12 25:18, 21 26:11 27:4 30:9 31:8 39:19 58:22 62:3	<b>folks</b> 6:15 71:10 78:4,5
<b>excess</b> 12:7 27:22 72:11	<b>explains</b> 30:20	<b>final</b> 78:9	<b>follow</b> 18:4
<b>excited</b> 43:4	<b>extensive</b> 44:13	<b>finally</b> 6:2 21:19 23:16	<b>follow-up</b> 7:5
<b>executive</b> 56:17	<b>extent</b> 9:10 10:14 56:20	<b>financial</b> 18:19 19:11 20:10 28:8 29:4,6 37:13 63:5 66:13 67:16 68:7 69:17,19 71:18 72:4,18	<b>force</b> 29:20 31:7,14 33:15 36:5 43:8 48:15 67:20
<b>executives</b> 63:16 64:10 68:6,10	<b>extremely</b> 70:3	<b>Financial's</b> 62:19	<b>forfeit</b> 74:18
<b>exhaust</b> 33:20	<hr/> <b>F</b> <hr/>	<b>financially</b> 68:14	<b>forfeiting</b> 74:17
<b>exhibit</b> 50:21	<b>facilities</b> 10:12	<b>find</b> 15:2 37:20 66:8 70:3 74:2,12	<b>forget</b> 74:15 78:21
<b>exhibits</b> 51:22 58:21	<b>fact</b> 35:11 36:20 48:17 64:11 73:6	<b>finding</b> 74:14	<b>forgetting</b> 43:1
<b>expect</b> 36:1,9 53:10	<b>factor</b> 17:11 20:22	<b>fine</b> 54:15	<b>form</b> 5:22 27:15,20 32:4,5 38:3 44:2 45:11,21,22 49:13 50:22
<b>expectation</b> 22:16	<b>factors</b> 21:22 22:2 59:8, 64:15	<b>firm</b> 17:19	<b>form's</b> 46:6
<b>expected</b> 22:4,8,11,13 33:6,8 47:7,21 48:3,5 52:2 58:14 59:4 68:3	<b>fair</b> 59:14 70:13,14 77:21	<b>Fitzgerald</b> 71:13,16,17 72:22 75:7, 10,14 77:8,11 78:2	<b>forms</b> 9:16 25:5 32:7,19 33:1 36:2 46:4
<b>expecting</b> 71:22	<b>faithful</b> 23:1	<b>fixed</b> 12:13 22:22 49:4	<b>forum</b> 30:2
<b>expenses</b> 38:16 46:15	<b>feasible</b> 12:2 16:17	<b>fleeced</b> 75:1	<b>forward</b> 17:4 49:12 59:8,16
<b>expensive</b> 51:5	<b>feedback</b> 58:2 77:6	<b>flexibility</b> 23:3	<b>found</b> 44:16 66:5 73:6
<b>experience</b> 16:22 20:21 21:1 24:3 27:2,8,12 33:6,9,13,21 34:4,14,17,19,20 35:4, 21 38:19 41:10 45:9 46:3,19 47:10,11 50:1 52:19,20	<b>feel</b> 7:5 73:13	<b>flowing</b> 64:5	<b>fourth</b> 5:5
<b>experienced</b> 21:8	<b>fellow</b> 8:21 9:9	<b>focus</b> 5:15	<b>Frain</b> 18:17,18 24:12 25:2 28:10,19,21 29:5,10,15 78:10,13,19
<b>experts</b> 54:8,20 57:5	<b>figured</b> 59:15		<b>free</b> 7:5
	<b>file</b> 18:10 20:19		
	<b>filed</b> 22:2 31:19 44:7,10		

<p><b>frequency</b> 21:9 34:8</p> <p><b>frequently</b> 37:5</p> <p><b>front</b> 6:16</p> <p><b>full</b> 37:17 40:10,14,15</p> <p><b>fully</b> 24:21 49:16</p> <p><b>function</b> 53:13</p> <p><b>fund</b> 64:1</p> <p><b>future</b> 10:7 13:15,17 18:2,13 21:7,18 22:6,18 23:22 26:1, 33:3 35:17 38:2, 11 41:3 45:9 49:5,6,11, 17 52:13,14,16 56:20 58:19 59:2,5,10,20 60:6,11,20 65:3</p> <hr/> <p style="text-align: center;"><b>G</b></p> <hr/> <p><b>G-o-v</b> 75:13</p> <p><b>gains</b> 17:3</p> <p><b>gave</b> 76:13 78:21</p> <p><b>GE</b> 42:11 54:12</p> <p><b>general</b> 6:1 8:10,14,20 9:7 10:6, 9 11:20 12:3,8,10 13:22 46:10 55:22</p> <p><b>generally</b> 34:1,16 47:8</p> <p><b>generations</b> 36:6</p> <p><b>gentleman</b> 55:2 77:12</p>	<p><b>Genworth</b> 5:20 29:17,19 30:1,13 31:20 34:21 36:4,7 38:15 42:6,11 54:13 56:4 60:10 62:2,19,22 63:4,8,16,20 64:1,9,10 66:9,12 68:9 71:4 75:22 76:21 77:2</p> <p><b>Genworth's</b> 31:6,14 67:11,14</p> <p><b>Genworth/ oceanwide</b> 65:1</p> <p><b>give</b> 8:19 23:4,13 61:19 62:9 66:10 69:14 70:8,11 72:19,20 75:6 76:5</p> <p><b>glad</b> 5:14</p> <p><b>goal</b> 6:5 17:2 19:10 61:3 66:19</p> <p><b>god</b> 73:19</p> <p><b>golden</b> 63:14</p> <p><b>good</b> 5:2 8:22 18:17 29:14,18 31:15 78:1</p> <p><b>gov</b> 75:13</p> <p><b>government-issued</b> 69:7</p> <p><b>governor</b> 74:6</p> <p><b>grant</b> 63:3</p> <p><b>granted</b> 49:15 67:10 68:2</p> <p><b>granting</b> 63:22</p> <p><b>Grason</b> 6:21 28:6,12,20 29:1,9, 42:12,20</p>	<p><b>great</b> 29:12 53:19 62:10</p> <p><b>greater</b> 35:10,22</p> <p><b>greatly</b> 50:2</p> <p><b>gross</b> 67:18</p> <p><b>group</b> 8:14</p> <p><b>groups</b> 76:1</p> <p><b>grown</b> 22:7</p> <p><b>growth</b> 66:11</p> <p><b>guarantee</b> 38:8</p> <p><b>guaranteed</b> 11:8 72:6</p> <p><b>guaranty</b> 73:5</p> <p><b>guess</b> 16:8 17:12 28:15 51:12 76:1</p> <hr/> <p style="text-align: center;"><b>H</b></p> <hr/> <p><b>half</b> 45:7,13 50:6</p> <p><b>Hancock</b> 5:19 42:20,21 43:7 47:20</p> <p><b>hand</b> 17:21</p> <p><b>handful</b> 20:4</p> <p><b>handles</b> 19:1</p> <p><b>handout</b> 7:4</p> <p><b>happen</b> 47:15 48:1</p>	<p><b>happened</b> 59:11</p> <p><b>happening</b> 10:9 30:2</p> <p><b>happy</b> 9:12 24:10 39:15 50:10 72:19</p> <p><b>head</b> 16:4 40:18 54:8</p> <p><b>health</b> 6:20 34:6</p> <p><b>hear</b> 54:3 60:12 69:3,13</p> <p><b>heard</b> 25:22 35:5</p> <p><b>hearing</b> 5:5,15 6:6 7:3,21 8:7 19:9 30:1 39:14 43:6 78:8 79:11</p> <p><b>hearings</b> 7:15</p> <p><b>hedge</b> 72:8</p> <p><b>hedging</b> 72:15 75:3</p> <p><b>helped</b> 50:2</p> <p><b>helpful</b> 19:16</p> <p><b>helping</b> 19:13</p> <p><b>high</b> 59:5,12 73:16</p> <p><b>higher</b> 14:16 21:8,9 22:1 23:8 24:5 31:18 33:6,8 37:20 39:1 45:16 48:3 51:6,13 60:3 66:15 68:10 69:11</p> <p><b>highest</b> 68:6</p> <p><b>highly</b> 46:19</p>
---	--	--	--

<b>historical</b> 24:17 27:18 28:4	<b>impact</b> 16:15 17:14 32:18 44:5 65:22	10:6,17 11:15,21 12:3, 4,8,11 13:13,19 14:1 15:12,14,22 16:16 18:4 19:12 20:14 22:10,15, 20 24:13 25:12 27:17, 20 30:9 32:1,16 35:7, 10,11,22 37:2,3,18 39:22 40:10,11,14,15 44:4,9,10,12,19,20 45:4,8,16 46:9 48:21 49:3,12,14,16 50:4 53:9,13 54:17 55:6 56:4 57:9 58:5 63:1,9,16 67:2,18 71:22 73:1,3	<b>inflation</b> 40:5 49:4,9,17
<b>historically</b> 13:14,16 21:20 41:8	<b>implement</b> 39:9	<b>increased</b> 12:16 15:18 21:9,17 51:9	<b>influence</b> 27:10
<b>history</b> 19:16 28:13 63:2	<b>implementation</b> 45:15	<b>increases</b> 5:6,20,21 6:2,3,8 18:13 20:19 22:18 24:4 26:2 30:19,21 31:19,21 32:9, 18,21 33:4 35:16,19 36:17,21 38:3,20 39:10 46:7 47:4,6, 48:9 49:5 54:18 56:13 60:1,6,12, 62:20 64:4,11 65:3 66:4 67:6,10,22 68:3 73:15 76:9,19	<b>influenced</b> 59:17
<b>hold</b> 21:20 26:15 63:11 69:17	<b>implemented</b> 38:20	<b>increasing</b> 48:22 66:21	<b>influences</b> 66:7
<b>holder</b> 10:14	<b>implementing</b> 32:15	<b>incremental</b> 67:19	<b>inform</b> 33:11
<b>holding</b> 29:22	<b>important</b> 39:21 50:10	<b>incurred</b> 36:15	<b>information</b> 7:4 30:20 31:8 37:14 47:13 69:15 72:19 76:17
<b>holds</b> 78:22	<b>importantly</b> 49:1	<b>independent</b> 20:10	<b>informed</b> 31:3
<b>home</b> 7:19 10:12	<b>improve</b> 67:4,9	<b>individual</b> 5:17 10:10 11:5 15:16 23:5 27:1 37:9,21	<b>innovative</b> 49:2
<b>homes</b> 10:11	<b>improved</b> 66:13	<b>individualized</b> 40:4	<b>insiders</b> 63:11,12 64:9
<b>hone</b> 59:10	<b>improvement</b> 27:10	<b>individuals</b> 68:15	<b>insurance</b> 5:6,17,21 6:1,3,6,15 7:13 8:10 19:4,20,22 20:1,5,7, 24:8 28:14 29:2,6,22 30:3,10,14 31:11 33:1,10 35:20 36:4 38:5 39:9 43:16 46:12,21 47:2 50:19 55:7,10 57:19 62:15 63:3,19 64:14,20 65:10, 15 66:21 67:1 68:16 69:6 72:7 73:14 74:8 75:1
<b>hopes</b> 55:7	<b>inadequate</b> 54:22	<b>industry</b> 44:9 47:6,12	<b>insured</b> 39:4 48:14
<b>hoped</b> 55:7	<b>incidence</b> 34:8 35:7		<b>insureds</b> 20:17 44:5 48:11
<b>hundred</b> 52:6,15	<b>incident</b> 34:14		<b>intended</b> 11:17
<b>hundreds</b> 43:11,19 61:13	<b>include</b> 5:19 18:20 37:3 76:8,16		<b>intending</b> 18:10
<b>hurts</b> 61:9	<b>included</b> 9:18 10:19,21		
<b>husband's</b> 71:21	<b>includes</b> 33:16 63:14		
<b>hypothetically</b> 58:11,13	<b>including</b> 20:4 31:1 32:4 35:15 59:9 68:7		
<hr/> <b>I</b> <hr/>	<b>income</b> 12:14 72:6,10		
<b>IAM</b> 27:7	<b>incomes</b> 22:22		
<b>idea</b> 76:3	<b>increase</b> 5:16 6:12 8:17 9:21		



<p><b>intent</b> 11:9 15:15</p> <p><b>interest</b> 10:22 11:11 14:14,15 17:9,10,11 19:8 21:2,19 39:12 41:22 42:3 54:13 69:5,7 70:15 74:4</p> <p><b>interested</b> 6:10 8:7</p> <p><b>Interesting</b> 79:5</p> <p><b>interests</b> 68:18</p> <p><b>interstate</b> 44:7,8 45:3</p> <p><b>introduce</b> 6:15</p> <p><b>introduced</b> 40:19,21</p> <p><b>invest</b> 69:6 72:14</p> <p><b>investigation</b> 65:5</p> <p><b>investment</b> 11:13 21:21 66:9</p> <p><b>investments</b> 67:8 69:4,10</p> <p><b>investor</b> 65:18</p> <p><b>invite</b> 8:9</p> <p><b>involved</b> 64:7</p> <p><b>issue</b> 17:15,20 34:16 44:21</p> <p><b>issued</b> 44:3,15</p> <p><b>issues</b> 62:16,19</p> <p><b>issuing</b> 43:9</p>	<hr/> <p><b>J</b></p> <hr/>	<p>39:11 74:2,15,16</p> <p><b>key</b> 10:19 58:21 59:17 67:16 68:7</p> <p><b>kind</b> 5:14 14:18 17:20 26:1 51:8 59:10 72:13 73:21</p> <p><b>knew</b> 55:13 74:3</p> <hr/> <p style="text-align: center;"><b>L</b></p> <hr/> <p><b>labeled</b> 49:6</p> <p><b>landing</b> 50:7 60:21</p> <p><b>lapse</b> 11:6 21:2 33:18 47:7 49:21 53:9 54:21 55:2,3 58:5 59:18 61:2</p> <p><b>lapses</b> 11:6 33:22</p> <p><b>large</b> 36:16</p> <p><b>larger</b> 20:1 46:7 68:2</p> <p><b>lasting</b> 48:4</p> <p><b>Lastly</b> 53:8</p> <p><b>lasts</b> 78:19</p> <p><b>law</b> 59:14</p> <p><b>leader</b> 31:6</p> <p><b>learn</b> 37:12</p> <p><b>led</b> 14:15</p> <p><b>left</b> 6:17, 7:19 57:17 58:19</p>	<p><b>legacy</b> 66:22</p> <p><b>legal</b> 19:22 20:3</p> <p><b>legislation</b> 7:14 12:5</p> <p><b>length</b> 11:3</p> <p><b>let alone</b> 55:19</p> <p><b>letter</b> 12:14 62:5 64:15,17 74:7</p> <p><b>letters</b> 40:4 61:22 73:7</p> <p><b>level</b> 11:10 12:3,22 23:5,8, 13,14,18 24:2 34:1 37:18</p> <p><b>levels</b> 21:20 67:2</p> <p><b>liabilities</b> 55:11</p> <p><b>liability</b> 57:7,16 58:18,19 65:7</p> <p><b>life</b> 5:20 6:2,20 11:10 13:12 19:21 20:5,7,8,11 28:14,17 29:2,6 43:12 46:1 50:19 73:22</p> <p><b>lifetime</b> 11:22 13:9 15:22 16:15, 21 22:10,14,17 25:11 27:19 28:1 41:4 46:6 53:4 59:13 60:5 72:10 77:12,13 78:15,21</p> <p><b>likelihood</b> 34:9</p> <p><b>limited</b> 13:10 23:18</p> <p><b>links</b> 7:18</p> <p><b>list</b> 40:1 63:16</p>
<p><b>keeping</b></p>	<hr/> <p><b>K</b></p> <hr/>	<p><b>K-a-u-l</b> 75:22</p> <p><b>Kaul</b> 75:18,21 76:14,20 77:3</p>	

<p><b>listed</b> 9:17 50:22 76:1</p> <p><b>listen</b> 6:9,11</p> <p><b>live</b> 21:4 28:13 33:17</p> <p><b>living</b> 10:11 47:21 48:6 54:21 55:12 56:1 72:4</p> <p><b>loan</b> 70:10</p> <p><b>located</b> 7:18</p> <p><b>long</b> 27:21 33:2,17 34:12 45:17 46:13</p> <p><b>long-term</b> 5:6,18 7:14,16,17 8:13, 15 9:1,5,21 10:10 13:22 18:20 19:11,17 20:14 28:7,9,11,17 29:20 30:2,8,13 31:6,14 32:22 34:10 35:6 36:4 43:8,9, 10,16,20,21 46:12,15, 22 47:1,22 50:18 54:11 62:16 64:2 65:10,15 66:7,18,19,20,22 67:5, 19 71:5,6,7 74:9</p> <p><b>longer</b> 14:7 21:4,10 35:9 38:10,11 48:4,7 51:14 54:21 55:12 56:1</p> <p><b>longest</b> 34:19</p> <p><b>looked</b> 76:2</p> <p><b>loss</b> 11:22 13:12 15:5,20 16:15,18,21 22:3,4,7, 11,13,17 24:11,18 25:5, 10,11 26:15,16,17 27:16,19 41:3,4 46:1 59:4,5,12,13</p> <p><b>losses</b> 10:7 17:3,12 36:10,12, 14</p>	<p><b>lost</b> 36:7</p> <p><b>lot</b> 51:19 62:11 64:5 75:2 77:20 78:22 79:2,3</p> <p><b>love</b> 74:18</p> <p><b>low</b> 17:11 21:20 22:4 59:5, 11</p> <p><b>lower</b> 12:4 16:9 21:14,16,20 23:14 24:2 47:7 51:5 53:17 60:4,7</p> <p><b>lowering</b> 49:5</p> <p><b>LTC</b> 59:3</p> <p><b>lucky</b> 73:19</p> <hr/> <p style="text-align: center;"><b>M</b></p> <hr/> <p><b>M-e-r</b> 75:10</p> <p><b>made</b> 20:20 56:12 73:17 75:2</p> <p><b>magnitude</b> 32:21 63:17</p> <p><b>main</b> 29:7 52:5</p> <p><b>maintain</b> 23:8 37:18</p> <p><b>major</b> 48:10</p> <p><b>majority</b> 13:10 17:22</p> <p><b>make</b> 23:11 26:15 31:3 37:19 39:5 50:3 52:21 56:2,8 65:16</p> <p><b>makes</b> 34:18 64:17</p>	<p><b>making</b> 68:20</p> <p><b>manage</b> 24:2 39:3</p> <p><b>management</b> 29:20 31:7 43:8</p> <p><b>managing</b> 23:4 67:8</p> <p><b>manner</b> 39:11 41:22</p> <p><b>March</b> 20:6</p> <p><b>market</b> 5:18 69:9 72:15 75:3</p> <p><b>marketing</b> 42:13,15</p> <p><b>markets</b> 66:11 72:9</p> <p><b>Maryland</b> 5:17 6:5 9:22 12:5,13 13:6,9 14:4,11 16:2 18:5,6,8,11 20:17 22:12,19 24:3,19,20 27:19,20 29:21 30:10, 14,16 31:11 32:1,16 35:21 38:5 39:9 41:5, 10,16 42:13,15 44:2, 45:5 50:8 51:4,6,8 56:6 57:11 62:14 63:2,18,20 64:14 68:16 73:1 75:11, 12</p> <p><b>Maryland's</b> 32:17</p> <p><b>math</b> 40:18 78:22</p> <p><b>Matt</b> 8:12 14:2</p> <p><b>maximum</b> 10:15 12:6,9 31:22 35:20</p> <p><b>Mclaughlin</b> 61:18,19 62:11 67:14 68:19,22 69:3,22 70:20 71:2,5,7,10</p>	<p><b>meaningful</b> 38:7</p> <p><b>means</b> 21:16</p> <p><b>meantime</b> 45:6</p> <p><b>Medicaid</b> 43:13 47:3 74:9</p> <p><b>meeting</b> 9:10</p> <p><b>member</b> 8:22 45:3</p> <p><b>members</b> 39:20</p> <p><b>memorandum</b> 66:9</p> <p><b>men</b> 5:12</p> <p><b>mention</b> 13:12 16:16 66:8 67:6,8 69:3,13</p> <p><b>mentioned</b> 9:20 13:7 15:11,20 16:14 17:9 28:6 40:3 41:20 45:10 46:8 59:3, 15,17 61:8 70:22</p> <p><b>mentioning</b> 40:3</p> <p><b>Met</b> 19:21 20:5,11 73:22</p> <p><b>methodologies</b> 65:14,17</p> <p><b>MIA</b> 7:17</p> <p><b>Mike</b> 18:21</p> <p><b>Milliman</b> 18:22</p> <p><b>million</b> 30:16 36:7 56:10 63:12, 15 64:9 67:21 68:1,11 70:22</p>
--	---	--	---

<b>millions</b> 46:21	33:17 47:11 55:19 59:18	<b>nonforfeiture</b> 12:18 23:17 38:12 40:18 41:20 42:1,2 70:1	<b>offer</b> 12:4,10 23:4 37:1 38:12 64:18 70:3 77:17 78:14
<b>mind</b> 39:11 51:9 52:4	<b>Morton</b> 8:12 14:4,7,12,17 15:6, 8,15 16:3,7,13,20 17:7, 13,18 18:5,7,9	<b>nontax</b> 13:4	<b>offered</b> 60:10 63:7
<b>minus</b> 38:17 41:21	<b>mothership</b> 29:1	<b>note</b> 32:13	<b>offering</b> 12:14 28:8 70:5 77:22
<b>minute</b> 43:4	<b>move</b> 18:16 56:7	<b>notice</b> 25:9 26:20 71:22	<b>offers</b> 60:1
<b>mistake</b> 56:12 73:17	<b>multi</b> 32:15 35:14 66:20	<b>noticed</b> 41:2	<b>office</b> 65:2
<b>mitigate</b> 10:7 12:11 17:2 35:15 48:20	<b>Murray</b> 31:5,13	<b>notification</b> 40:4	<b>official</b> 16:18
<b>mitigated</b> 60:21	<b>muted</b> 8:3 58:10	<b>November</b> 5:10 62:18 65:6 66:16 67:15	<b>officials</b> 6:7
<b>mix</b> 12:22 15:12 40:11 42:7, 8	<hr/> <b>N</b> <hr/>	<b>number</b> 9:6 13:20 16:4 17:19 21:17 40:9 53:11 56:21 57:6 76:5	<b>offset</b> 15:13 36:14 49:3,12,16
<b>mixture</b> 13:4	<b>national</b> 51:6	<b>numbers</b> 16:1 24:20 32:4,6,8 41:6 62:12	<b>older</b> 36:6,9 46:3 47:14,21 48:4,5 51:17 52:18
<b>model</b> 59:19	<b>nationwide</b> 10:8,18 14:9 15:21 16:6,9 18:7 20:18 22:13,19 24:17,19 25:10 30:17 38:19	<b>nursing</b> 10:11	<b>oldest</b> 25:18 42:8
<b>modifications</b> 66:22	<b>naturally</b> 7:10 61:12	<hr/> <b>O</b> <hr/>	<b>ongoing</b> 35:2 66:17
<b>Monday</b> 7:9	<b>necessarily</b> 24:20	<b>objectives</b> 67:16 68:7	<b>open</b> 7:9
<b>money</b> 43:14 70:8,16 75:2	<b>needed</b> 25:11 67:2	<b>observed</b> 27:9	<b>operating</b> 20:9 67:7
<b>monitor</b> 16:22 35:4	<b>negative</b> 44:22	<b>obtain</b> 16:17	<b>opinion</b> 44:16,22
<b>month</b> 17:6	<b>neutral</b> 15:18	<b>occurring</b> 11:3	<b>opportunity</b> 19:5 24:9 30:20 31:10 39:14
<b>morbidity</b> 10:22 11:2,16 17:9,14, 21 21:2 34:4,8 52:1,2,5 53:4 59:18	<b>newer</b> 36:7	<b>Oceanside</b> 64:18	<b>option</b> 23:21 31:2 35:15 38:4, 6,12,14 40:17,18,20 42:2 49:9,19 50:4 60:10,21 77:22
<b>Morrow</b> 6:19 17:8,16 18:1 27:14 28:1,5 42:6	<b>NIC</b> 48:13	<b>Oceanwide</b> 63:6,7 64:1	<b>optional</b> 23:17
<b>mortalities</b> 21:16	<b>nix</b> 39:21	<b>October</b> 62:18	<b>options</b> 12:10,19,21 23:4,17 31:1 37:2,4,8,15,17
<b>mortality</b> 21:1 26:22 27:1,6,10			

39:21 40:2,5,7	<b>park</b> 17:17	18,19,20 25:5,10,12 26:10,12,13,18 27:15, 16,21,22 28:4 31:22 32:17 35:19 38:22 39:20 40:9,10,13,16,17 44:4,18,21 45:7,13,17 46:1,2 49:15,18 50:6 51:7,22 52:3,14 55:7 56:16 59:6 60:2 61:4 63:11 73:3,8,9 77:20	<b>plan</b> 16:18 18:3 32:16 35:15
<b>order</b> 8:6 46:5	<b>part</b> 19:22 26:6,14 32:2 59:16 68:6,12		<b>plans</b> 26:1
<b>original</b> 12:1 20:22 26:20 35:1 41:21 42:6	<b>participants</b> 57:6		<b>Plenty</b> 64:6
<b>originally</b> 11:17 19:19 49:14 71:18	<b>participate</b> 39:14	<b>percentage</b> 69:20	<b>Plumb</b> 43:1,5,6 50:14,17 51:2, 10 52:7,11 53:2,6,12, 17,20
<b>outline</b> 67:16	<b>participating</b> 5:10 19:8	<b>performance</b> 69:8 72:11	<b>point</b> 10:3 63:2 64:17,19,20 76:22 77:19 78:1
<b>outstanding</b> 44:1	<b>participation</b> 30:12 79:9	<b>period</b> 40:5 48:22 78:16	<b>pointed</b> 60:2
<b>outweigh</b> 17:15	<b>parties</b> 6:10 8:8 64:7	<b>periods</b> 12:15,16 13:10 51:15	<b>pointing</b> 73:8
<b>overshoot</b> 61:9	<b>pass</b> 45:1	<b>permanently</b> 64:6	<b>points</b> 53:17
<b>overwhelming</b> 17:22	<b>past</b> 49:9 66:12	<b>permits</b> 37:11	<b>policies</b> 9:22 10:10,20,21 11:18 13:5 16:4 19:17,18,21 21:5,6,17 22:5,9,12 25:1 30:3 32:19 33:18 36:5,12 42:15 49:22 55:4 56:5,21 67:1 71:17,20 73:21 74:2,10, 16,22 76:10
<hr/> <b>P</b> <hr/>	<b>pay</b> 11:10 21:7,18 22:6 23:7 24:5 37:17 38:11 39:1,7 43:20 55:6 56:20 63:7 72:10 73:17,20 74:3,9	<b>permitted</b> 32:1 35:20	<b>policy</b> 5:22 10:14 11:7,9 23:10 24:6 32:4,5,8,14,19 33:7,13,15,22 34:1,15, 16 38:3,13,18 44:2,6 45:11,20 46:4,6 54:13 57:1,3 58:11,12 60:13, 16 65:8 69:12 70:5,7 72:2 74:15 76:1,4,8,16, 18 77:12,13,19
<b>package</b> 41:14	<b>paying</b> 23:15 37:20 56:16 70:4	<b>persistence</b> 10:22 11:4,16 17:10,14, 22 33:7,14,16,21	<b>policyholder</b> 11:6 12:13,20 23:7,11, 16 34:9 37:7 38:14,17 49:10 58:18,22 59:1 62:2
<b>paid</b> 13:16,17,18 23:20,21 38:16,18 41:21 42:4 68:6,10 70:9 74:19	<b>payments</b> 23:22	<b>persons</b> 72:14	<b>policyholders</b> 6:5 9:22 12:10,17,22 13:6,9 19:13 20:18
<b>paid-up</b> 23:18 38:13	<b>PCS2</b> 41:8	<b>perspective</b> 15:19	
<b>Pam</b> 29:19	<b>pending</b> 19:5,12,18 22:10 24:13 30:9	<b>phased</b> 32:16	
<b>paper</b> 42:11	<b>people</b> 43:18 46:13,14,22 47:21 48:6 51:14 54:20 55:11 56:1 60:2 61:5 72:18 74:7,22 79:2,4	<b>phone</b> 5:4 31:12 32:6 54:1 58:10 75:17 78:7 79:8	
<b>paperwork</b> 76:2	<b>percent</b> 5:20,22 6:3 9:21 10:4 11:21,22 12:5,7,8 13:6, 8,13,20 14:19 15:9,21 16:15,16,17 17:16,20 20:14 22:12,14,17 24:4,	<b>phones</b> 8:3	
<b>parachutes</b> 63:15		<b>pick</b> 7:5	
<b>paradigm</b> 62:22		<b>pioneered</b> 49:1	
<b>parent</b> 29:3,5		<b>place</b> 49:7	

21:12 22:21 24:4 30:17 31:1 32:6 33:15,17 34:18 35:17 36:18,20 37:1,12,16 38:10 39:1,4 48:10 49:21 55:3 57:2, 11,17 58:12 63:21 64:4, 11,13 68:18	<b>premiums</b> 11:21 13:14,15 23:19, 20 24:2 37:20 38:11 42:4 46:18 48:14,16 51:1,5 56:16 57:18 58:3,6,15 60:8 61:7 66:15,21 67:19 68:10, 13,15 71:21 73:3,20 74:3,19 76:7	<b>problem</b> 52:13	<b>protection</b> 24:6 37:19,21 49:4
<b>pooling</b> 43:17	<b>prerate</b> 48:13	<b>procedures</b> 7:3	<b>provide</b> 9:5 10:10 13:3 19:10,12 23:3,18 30:20 31:1,7 39:6 41:14 48:19
<b>populated</b> 41:9	<b>present</b> 31:12 32:7	<b>process</b> 61:15	<b>provided</b> 38:21
<b>population</b> 51:17	<b>president</b> 18:18 29:19 31:14 43:7	<b>product</b> 11:9 15:1 44:8 46:13,17 50:7 78:5	<b>providing</b> 30:1 41:14,15
<b>portfolio</b> 28:16 72:12	<b>pretty</b> 49:2 52:6 78:16	<b>products</b> 14:3,8 20:15,16 25:6,7, 18 29:11 36:6,7,9 42:13,15 51:11	<b>proxy</b> 67:11,15 70:22
<b>portfolios</b> 69:21	<b>previous</b> 56:12 63:2	<b>professional</b> 35:1	<b>public</b> 5:5 9:19 66:2
<b>portion</b> 52:18,20	<b>previously</b> 38:18	<b>profitable</b> 56:9	<b>purchasing</b> 51:18
<b>position</b> 66:14	<b>priced</b> 32:22 33:14	<b>profiting</b> 64:7	<b>pure</b> 69:6
<b>positive</b> 44:15,22	<b>pricing</b> 10:20 26:5,21 35:2	<b>programs</b> 47:3	<b>purpose</b> 10:5
<b>posting</b> 7:10	<b>primarily</b> 9:1 17:21	<b>project</b> 57:6	<b>purposes</b> 19:15
<b>potential</b> 43:20	<b>primary</b> 33:5 66:6	<b>projected</b> 15:22 27:19 33:5 35:21 41:3 64:2	<b>pursue</b> 38:2
<b>potentially</b> 60:20	<b>principal</b> 18:22	<b>projection</b> 59:1,8,16	<b>pursuing</b> 17:6
<b>practice</b> 46:5	<b>prior</b> 11:18 13:12 32:20 58:3, 6	<b>proportionate</b> 57:16	<b>put</b> 57:14
<b>predict</b> 46:16 56:19	<b>priorities</b> 66:17	<b>proportions</b> 58:13	<b>putting</b> 57:8
<b>premium</b> 10:5 11:10,11 12:22 15:17,19 19:14 22:1 23:5,8,12,13,14,22 24:5 25:15 30:8,18 31:2,8 35:18 36:13,16 38:4,8, 16 39:1 40:20 41:21 43:22 44:4 46:10 47:5, 48:9 56:13 59:9 60:11 61:10 63:4 64:10 68:3 77:15,18 78:16	<b>private</b> 74:7	<b>proposal</b> 65:1	<hr/> <b>Q</b> <hr/>
	<b>Privileged</b> 32:3	<b>proposing</b> 5:20,21 6:1,3	<b>qualification</b> 13:5
	<b>probability</b> 11:2,5	<b>prospective</b> 49:6	<b>qualified</b> 13:4
		<b>prostate</b> 5:11	<b>qualifying</b> 12:17
		<b>protecting</b> 68:18	<b>quarter</b> 62:3 65:12,13,20,21
			<b>quarterly</b>

65:8	76:9	<b>recollection</b> 60:9	<b>regard</b> 58:8
<b>quasi</b> 7:14	<b>rates</b> 14:14,15 21:2,14,19 22:1 31:21 33:8 47:7 48:12,13,18 51:4 55:6 65:19 69:5	<b>record</b> 7:9 8:1	<b>regulations</b> 11:19
<b>question</b> 28:15 56:22 58:2,7 59:3,22 66:3 69:18 70:19 78:6,11	<b>ratio</b> 11:22 13:12 15:5,21 16:15,18,21 24:11 25:5, 10,11 26:15, 27:16,19, 20 41:3,4 46:1 59:12,13	<b>records</b> 15:2	<b>regulators</b> 36:11
<b>questions</b> 6:11 7:6 9:11 13:22 24:10 37:5 39:15 50:11 62:5 65:4 68:21	<b>rationale</b> 19:12	<b>recover</b> 36:12	<b>reimburse</b> 38:15
<b>quick</b> 7:18	<b>ratios</b> 22:3,4,7,11,13,17 24:18 26:17 59:4,5,12	<b>Redmer</b> 5:2,3 14:2,6,10,13 15:4, 7,10 18:14 19:3 24:8, 11,15,22 25:4,8 29:13, 16,21 30:4,6 31:10 42:17,21 43:3 50:12,16 53:18,21 54:4,9 55:15, 18 57:12 58:1 60:9,14, 18 61:12,17 62:10 67:13 68:17,19 69:2,16 70:17 71:9,15 72:17 75:5,8,11,16,19 76:11, 15 77:1,5,8,10 78:1,4, 12,18 79:5	<b>reimbursed</b> 10:15 11:4
<b>quote</b> 65:7 66:1,18 67:16,17, 18,20	<b>reach</b> 34:1	<b>reduce</b> 13:20 15:16 45:6,12 67:6	<b>reimbursement</b> 10:13
<hr/> <b>R</b> <hr/>	<b>read</b> 32:5 52:9 62:8	<b>reduced</b> 12:9 38:6 40:16 49:11 56:17	<b>reject</b> 65:2
<b>R-e-d-m</b> 75:9	<b>reading</b> 52:22	<b>reducing</b> 48:21 49:17	<b>relating</b> 65:14
<b>raised</b> 68:13	<b>ready</b> 37:7	<b>reduction</b> 40:4,11 48:20 49:7	<b>released</b> 62:2
<b>raising</b> 68:15	<b>real</b> 37:13	<b>reductions</b> 12:15	<b>relief</b> 64:10
<b>range</b> 22:11 24:18 41:11	<b>reaping</b> 66:12	<b>referenced</b> 26:19	<b>relying</b> 47:2
<b>ranges</b> 26:12	<b>reasonable</b> 39:10 59:14	<b>referred</b> 69:4	<b>remain</b> 39:8 62:21
<b>rate</b> 5:6,16 6:7,12 8:16 9:21 10:6,17 11:15,18 12:2, 4,11,22 13:13,19 14:1 15:12,14 18:4, 19:12 20:14 21:2 22:10,15,18, 20 24:3,13 30:9,21 31:8,18,22 32:9,15,18, 20 33:4 35:10,15,19 36:1,13,21 37:2,3,18 38:3,8,20 39:10,21 44:9,10,12,17,18 45:4, 16 46:9 47:4 48:3,20 49:3,5,12,14,16 53:13 54:16,17,21 55:2,6 58:4,5 60:1,6,7 62:20 63:1 66:21 67:5,20 73:1	<b>reasons</b> 6:7 50:3 54:19 55:5,9	<b>refers</b> 64:17	<b>remained</b> 23:1
	<b>received</b> 32:20 56:10 57:18 62:1	<b>refined</b> 33:10	<b>remember</b> 74:5
	<b>recent</b> 20:6 46:2	<b>reflect</b> 27:5,7 46:18	<b>reminder</b> 7:20
	<b>recently</b> 44:3 47:13		<b>renewable</b> 11:8
	<b>recognize</b> 45:19 48:8		<b>report</b> 68:4
	<b>recognizing</b> 21:13 24:5		<b>reported</b> 68:4
			<b>Reporter</b> 7:21
			<b>reporting</b> 62:1
			<b>represent</b> 14:5,18 39:19

<b>representatives</b> 37:6	<b>resulted</b> 46:21	<b>Roger</b> 75:18,19	<b>sense</b> 14:21 16:1 40:8 41:5 43:17 52:21 55:22
<b>representing</b> 14:18	<b>resulting</b> 48:14	<b>rolled</b> 59:19	<b>separate</b> 27:10
<b>represents</b> 13:5,13	<b>results</b> 26:17 40:22	<b>room</b> 56:18 72:19 78:5,8	<b>separated</b> 20:10
<b>reprieve</b> 60:19	<b>retain</b> 49:20 50:2	<b>routine</b> 65:18	<b>September</b> 8:17 20:13
<b>request</b> 6:13 26:9 31:20 36:1,13 44:12 45:7,8,13 50:6 57:15 62:20 73:6	<b>retained</b> 49:10	<b>rules</b> 44:21 48:13	<b>seriatim</b> 58:22
<b>requested</b> 44:3 49:14 56:13 57:9 64:4	<b>retired</b> 22:22	<b>runoff</b> 18:19 28:20,21	<b>series</b> 32:2,3,14 36:6 41:8 42:9,10 54:13 76:1
<b>requesting</b> 20:13 32:14 63:1	<b>return</b> 21:21 42:3 69:4	<hr/> <b>S</b> <hr/>	<b>serve</b> 35:16
<b>requests</b> 5:16,19 6:4	<b>returns</b> 65:19 69:10	<b>Sadly</b> 78:6	<b>service</b> 37:6
<b>require</b> 64:1	<b>rev</b> 32:12	<b>salaries</b> 56:17	<b>services</b> 9:5 43:11
<b>required</b> 22:18 35:10 69:14	<b>review</b> 21:1 44:13 45:2 65:9 66:4	<b>save</b> 43:19	<b>set</b> 38:7 64:20
<b>reserve</b> 18:12 22:6 65:10	<b>reviewed</b> 65:8,14	<b>savings</b> 43:13	<b>sets</b> 64:19
<b>reserves</b> 11:12 21:21 65:15 66:1, 5	<b>reviewing</b> 45:5	<b>SEC</b> 66:3	<b>setting</b> 33:11
<b>residents</b> 30:16	<b>rewarding</b> 68:15	<b>section</b> 7:18	<b>seven-zero-three- oh</b> 57:1
<b>respectfully</b> 63:18	<b>rider</b> 9:16 10:5	<b>seeking</b> 35:18 36:14 63:5	<b>severity</b> 34:11,17 35:8
<b>response</b> 41:15	<b>riders</b> 40:6 50:19	<b>select</b> 23:16 32:2	<b>share</b> 63:8
<b>responsible</b> 18:19 39:11 43:7	<b>rights</b> 18:12	<b>selection</b> 27:8,11	<b>shareholder</b> 63:9
<b>restate</b> 62:19	<b>risk</b> 72:6,8,16 75:4 79:2	<b>sell</b> 50:19	<b>shareholders</b> 64:8 66:3
<b>restrictive</b> 48:12	<b>risks</b> 43:17	<b>selling</b> 14:8,10 30:13 72:3	<b>Shave</b> 5:10
<b>result</b> 11:19 35:22 63:9	<b>road</b> 47:19 55:20	<b>send</b> 72:21 76:7	<b>shock</b> 53:9,17
	<b>robust</b> 40:1	<b>senior</b> 6:18 8:13	

<b>shoot</b> 75:7 76:16 77:3	<b>Slightly</b> 53:17	<b>stabilization</b> 11:19	<b>statistic</b> 13:11
<b>shore</b> 64:6	<b>small</b> 16:4 17:1 52:18 78:16	<b>stabilize</b> 60:7	<b>statistics</b> 13:2
<b>short</b> 49:8 77:4	<b>snotty</b> 73:7	<b>stabilizing</b> 66:18	<b>staying</b> 48:7
<b>shortfalls</b> 64:2	<b>Society</b> 8:21 9:9 31:16	<b>stable</b> 31:2 38:4 40:20	<b>steps</b> 48:10
<b>shortly</b> 54:12	<b>sold</b> 10:20 14:3,7 21:5 46:20 54:12 71:19 73:21 74:10,22	<b>staff</b> 6:22 19:4 24:9 31:12 62:15 65:5	<b>stock</b> 63:11,16 69:8 72:15 75:3
<b>show</b> 58:17,19	<b>solely</b> 9:5	<b>stage</b> 77:14	<b>stopped</b> 56:14
<b>showed</b> 51:3	<b>someone's</b> 43:12	<b>stand</b> 51:4	<b>stuff</b> 28:18
<b>shown</b> 20:21 24:3 50:1	<b>sought</b> 45:9	<b>stand-alone</b> 50:18	<b>subject</b> 19:18 37:1 50:10 76:18
<b>sic</b> 64:19	<b>speak</b> 7:22 8:4,16 24:9 30:4,7	<b>standardized</b> 12:14	<b>subjects</b> 64:16
<b>side</b> 7:19	<b>specific</b> 5:5 6:12 8:18 9:11 31:4 41:16	<b>standards</b> 44:18 46:5	<b>submit</b> 34:15
<b>signed</b> 71:11	<b>specifically</b> 9:7 11:1 14:8 18:5 30:8	<b>standing</b> 8:22 31:15	<b>submitted</b> 7:7 9:13 20:12
<b>significance</b> 63:17	<b>spell</b> 75:12	<b>start</b> 19:16 34:20	<b>successfully</b> 68:12
<b>significant</b> 65:2,16,22	<b>spelled</b> 75:21	<b>started</b> 6:14 8:11,18 43:9 47:13 52:17	<b>suggest</b> 11:20 63:18 76:6
<b>significantly</b> 22:8 31:18 69:11	<b>spending</b> 46:22	<b>starts</b> 34:15	<b>suggests</b> 39:2
<b>signing</b> 9:8	<b>sponsor</b> 73:9	<b>state</b> 7:22 22:12 25:15 30:14 32:1 44:21 62:16 66:17 74:8	<b>support</b> 67:2
<b>similar</b> 10:18 23:14 24:2 32:21 46:4	<b>spot</b> 50:7	<b>state-to-state</b> 51:19	<b>surrendering</b> 21:14
<b>sir</b> 54:5 60:17 61:16	<b>spousal</b> 73:8	<b>stated</b> 45:7 54:20 66:6 67:4	<b>Susan</b> 71:16 75:5 77:9
<b>situation</b> 37:10	<b>squeezed</b> 74:13	<b>statement</b> 66:2 67:11,15 70:22 76:8	<b>Susan's</b> 78:10
<b>situations</b> 37:22	<b>stability</b> 38:8 48:13 61:7	<b>states</b> 42:16 51:1,5 65:6	<b>swing</b> 25:4
<b>size</b> 17:1			<b>Switzer</b> 6:17 15:11,20 16:5,11 25:9,19 26:20 27:4,13



39:18 40:14 41:2,9,12,  
18 50:21 51:3,21 52:9,  
22 53:5,8,16 58:6,21  
61:2 70:19,21 71:3,6,8

**T**

**tab**

7:18

**table**

26:22 27:7

**tackle**

58:2

**tag**

17:16

**takes**

34:16 42:18 45:17

**talented**

61:13

**talk**

9:14 36:18 50:10 74:1

**talking**

9:7 11:1 24:15 25:1  
41:7 42:1

**tangent**

59:2

**target**

16:19,20 25:10 26:5,16  
67:18,21,22 68:8 71:1

**tax**

13:4,5

**team**

8:20 9:4 29:22

**temporary**

60:19

**ten**

69:12 70:5 77:16 78:17

**term**

60:4

**terminate**

33:19 34:18

**termination**

34:19

**terms**

47:4 78:16

**testimony**

7:10,12

**they's**

74:18

**thing**

51:16 55:1 74:11 77:9

**things**

16:12 25:22

**thinking**

14:22 74:10

**thought**

19:15 74:17

**thousand**

43:21 57:14

**thousands**

43:11,19 61:13

**time**

13:12 14:18 20:4 22:6,8  
24:10 33:9 35:1 37:13  
44:12 56:15 58:7 60:22  
72:4

**to-date**

15:8,9 42:4 46:1 58:16

**today**

5:4 6:16 7:21 8:2 9:6  
18:21 19:6,10 23:15  
24:9 30:7,12 31:5 33:4  
41:15 49:14 57:4 62:22  
70:2

**today's**

5:15 6:6 7:3 29:22  
39:14 52:19

**Todd**

6:17 15:10 58:2

**ton**

43:17

**tool**

37:13

**top**

16:3 68:10

**topic**

58:5

**total**

15:22 17:6,20 21:8  
23:19 28:22 41:4 68:1,  
11

**touch**

41:19

**transaction**

64:8

**transcript**

7:12

**Travelers**

19:19,21 20:1 71:18  
74:1

**tremendous**

36:17

**trip**

68:20

**troubling**

68:16

**true**

51:11

**truth**

77:14

**turn**

43:13

**type**

46:20

**typical**

48:19

**typically**

65:11,20

**U**

**UCG**

76:5

**ultimate**

17:2 34:1 45:16

**ultimately**

26:8

**unable**

9:10

**underestimated**

55:11

**undergoing**

44:9

**undershoot**

61:9

**understand**

22:20 27:14 30:18 35:9  
36:16 37:8 39:2 55:21

**understanding**

12:12 16:21 17:7 18:9  
26:22 45:14 69:5

**unfair**

70:3

**unique**

49:2 59:4

**unshaven**

5:9

**update**

27:5

**updates**

65:18,21

**upfront**

26:7

**USA**

20:5

**utilization**

65:19

**utilize**

37:14

**utilized**

33:1

**V**

**valid**

62:21

**valuable**

49:20

**variety**

<p>37:2 38:21</p> <p><b>vary</b> 51:18</p> <p><b>verify</b> 26:21</p> <p><b>vice</b> 18:18 29:19 31:14 43:6</p> <p><b>view</b> 41:16 64:19,20</p> <p><b>voluntarily</b> 11:6 38:12</p> <p><b>voluntary</b> 21:2 33:22 47:6 59:18</p> <hr/> <p style="text-align: center;"><b>W</b></p> <hr/> <p><b>wait</b> 35:10</p> <p><b>waiting</b> 62:4</p> <p><b>waived</b> 23:20 73:11</p> <p><b>wanted</b> 8:18 26:1,6 32:13</p> <p><b>water</b> 67:13</p> <p><b>ways</b> 19:13 61:9</p> <p><b>web-based</b> 37:13</p> <p><b>website</b> 7:11,17 9:13 37:11 40:3</p> <p><b>weigh</b> 71:12</p> <p><b>whatsoever</b> 70:15</p> <p><b>wide</b> 29:10</p> <p><b>wife</b> 54:11</p> <p><b>wiggle</b> 56:18</p>	<p><b>windfall</b> 63:12</p> <p><b>wondering</b> 40:7 41:5 51:7</p> <p><b>word</b> 75:12</p> <p><b>work</b> 9:2</p> <p><b>working</b> 39:8</p> <p><b>works</b> 23:5</p> <p><b>worse</b> 11:16 52:17</p> <p><b>worth</b> 63:12</p> <p><b>worthwhile</b> 54:7</p> <p><b>worthy</b> 65:4</p> <p><b>wound</b> 72:10</p> <p><b>write</b> 62:4 75:15</p> <p><b>writers</b> 46:17</p> <p><b>writing</b> 50:13,18</p> <p><b>written</b> 7:10,11,12 11:18 19:19, 20 42:10,11 61:22</p> <p><b>wrong</b> 62:13 72:9 74:20</p> <p><b>wrote</b> 57:10 74:7</p> <hr/> <p style="text-align: center;"><b>Y</b></p> <hr/> <p><b>year</b> 18:3 20:6,11 24:16 25:20 28:2,4 32:15,17 33:22 35:15 43:21 44:11,16 50:15 55:8,19</p>	<p>56:8,11, 65:12 66:20 68:3 77:17,18,19 78:22</p> <p><b>years</b> 14:3 22:5 33:3 34:16 35:12 36:10,22 46:2,3,9 47:17 52:20 54:16 55:13,20 56:1 57:19 59:1, 69:12 70:5,7,11, 16 71:19 72:1 73:4 74:1 77:16 78:17,19 79:1,4</p> <p><b>yields</b> 66:7, 67:9</p> <p><b>young</b> 45:10 47:12 77:13</p> <hr/> <p style="text-align: center;"><b>Z</b></p> <hr/> <p><b>Zimmerman</b> 6:22</p>
--	--	---