



John Hancock Long-Term
Care Rider Overview

Live for today.
Prepare for
tomorrow.



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NOT BANK GUARANTEED	NOT FDIC INSURED
NOT INSURED BY ANY GOVERNMENT AGENCY	

THE PURPOSE OF THIS COMMUNICATION IS THE SOLICITATION OF INSURANCE.
CONTACT MAY BE MADE BY AN INSURANCE PRODUCER OR INSURANCE COMPANY
JOHN HANCOCK LIFE INSURANCE COMPANY (U.S.A.)
JOHN HANCOCK LIFE INSURANCE COMPANY OF NEW YORK.

Now's the time to consider long-term care planning

Given the current costs of long-term care, it's important to formulate a plan should the need arise. Many are surprised to learn that Medicare/health insurance does not cover long-term care expenses. Without a formal plan, the options available might include:

- **Using your income and savings** — the high costs of long-term care services can impact your assets and may disrupt your existing retirement-spending plans.
- **Relying on family members** — because of other obligations and the specialized services needed, many are not equipped to provide this physically and emotionally demanding care.

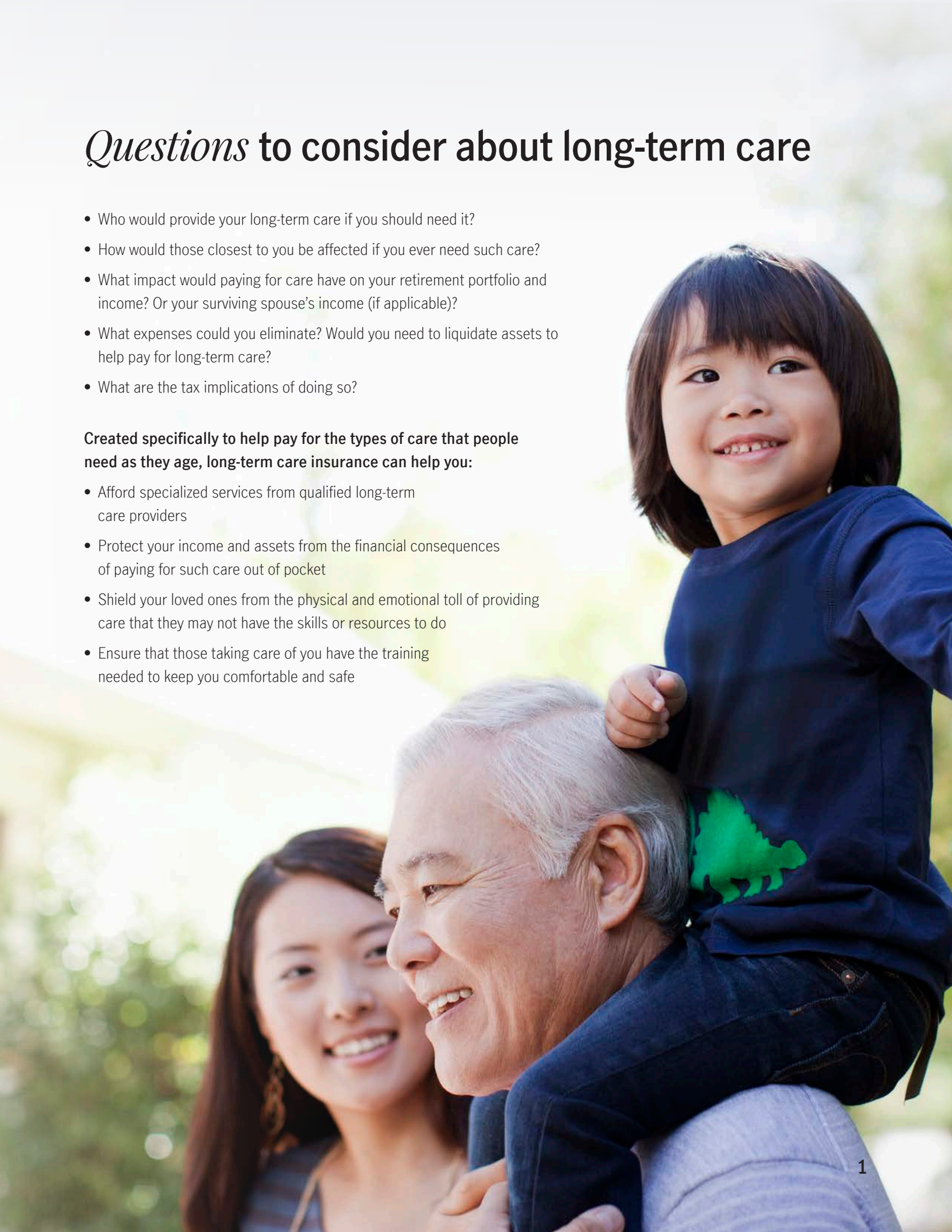
Life insurance with a long-term care rider is designed to provide you with a safeguard against long-term care costs.

Questions to consider about long-term care

- Who would provide your long-term care if you should need it?
- How would those closest to you be affected if you ever need such care?
- What impact would paying for care have on your retirement portfolio and income? Or your surviving spouse's income (if applicable)?
- What expenses could you eliminate? Would you need to liquidate assets to help pay for long-term care?
- What are the tax implications of doing so?

Created specifically to help pay for the types of care that people need as they age, long-term care insurance can help you:

- Afford specialized services from qualified long-term care providers
- Protect your income and assets from the financial consequences of paying for such care out of pocket
- Shield your loved ones from the physical and emotional toll of providing care that they may not have the skills or resources to do
- Ensure that those taking care of you have the training needed to keep you comfortable and safe





How can John Hancock *help you?*

A John Hancock life insurance policy with our Long-Term-Care rider¹ can offer you comprehensive coverage, including:

- **Helping address both protection needs with one cost-efficient policy** — an option that is often less expensive than buying separate permanent and long-term care insurance policies
- **Providing a benefit to pay for long-term care expenses through income tax-free access to your policy's death benefit** — helping you pay for LTC rather than drawing on your income/assets or relying on family and friends to provide care²
- **The death benefit not used for long-term care will be passed on to your beneficiaries.** And if you never need long-term care, they'll receive the entire amount
- **The option to have John Hancock pay care providers directly**, so you can efficiently pay providers and avoid the need to manage receipts and payment³
- **Immediate access to expert guidance** to help navigate options if care is needed

John Hancock offers a long-term care insurance option that builds on the expertise our company has gained through more than 40 years in this market.

1. The Long-Term Care (LTC) rider is an accelerated death benefit rider. There is a maximum monthly benefit amount. When the death benefit is accelerated for long-term care expenses, it is reduced dollar for dollar, and the cash value is reduced proportionately. The policy account value is also reduced proportionately. The rider is subject to underwriting and a medical exam may be required to determine eligibility. There are additional costs associated with this rider. This rider has exclusions and limitations, reductions of benefits, and terms under which the rider may be continued in force or discontinued. Please contact a licensed insurance producer or John Hancock for more information, cost, and complete details on coverage. John Hancock's Long-Term Care rider is not a Partnership Qualified product. For more information on Partnership Qualified products, please contact your state department of insurance. For prospective policyholders in New York, this product is a life insurance policy that accelerates the death benefit for qualified long term care services and is not a health insurance policy providing long term care insurance subject to the minimum requirements of New York Law; and is not a Medicare supplement policy. Receipt of accelerated death benefits may affect eligibility for public assistance programs.
2. The benefits provided by this rider are designed to be excludable from gross income under federal tax law; however, there might be situations in which the benefits or charges for this rider are taxable.
3. The insured is financially responsible to their care providers, including charges not covered by the LTC rider.

What happens if you have a long-term care need?

At John Hancock, we understand long-term care. When you purchase a life insurance policy with our Long-Term Care rider, you and your family can count on having our support every step of the way.



If you need care, contact us

We have registered nurses and social workers on staff, who are ready to guide you and your family members.



When you are eligible for long-term care benefits

- The rider allows you to access your policy's death benefit to help pay for your long-term care expenses. Each month, you can use this money to help pay for whatever services you need, including:
 - In-home care
 - Adult day care
 - Care received in an assisted living facility or nursing home
 - The life insurance death benefit not used to pay for long-term care can be passed on to your loved ones.
-



What the policy offers

- You get exactly what you need to cover the qualified long-term care expenses you incur each month, up to your maximum monthly benefit amount. If you need less, you can potentially stretch the benefit over a longer period of time.
- You can hire professionals to provide your care, helping alleviate the emotional, physical and financial toll that caregiving can place on your loved ones, and helping to ensure your comfort and safety.
- By assigning benefits, you can leave the reimbursement of your long-term care expenses to us and your care provider — alleviating the need to submit invoices and manage benefit dollars.

Can you provide more *policy details*?

The following are additional details about the Long-Term Care rider offered with John Hancock's life insurance.

Eligibility for benefits

You will be eligible for benefits if you are unable to perform two of the six "activities of daily living (ADLs)" without substantial assistance or have a severe cognitive impairment that threatens your health or safety. The ADLs are bathing, dressing, eating, continence, toileting and transferring. To be eligible for benefits, the insured must be a Chronically Ill individual due to cognitive impairment or the inability to perform at least 2 activities of daily living for at least 90 days, with qualified long-term care services provided pursuant to a plan of care prescribed by a licensed health care practitioner.

Rider cost

The rate you pay for the rider is set at issue and guaranteed not to change over the life of the policy.

One-time elimination period⁴

Before you can receive long-term care benefits, a 90-day elimination period needs to be satisfied. It only needs to be met once and begins on the day you are determined to be chronically ill and ends after 90 calendar days. You are not required to receive long-term care services during the elimination period. After the elimination period has been satisfied, your long-term care benefits begin.

Long-term care benefit amount

Because we reimburse for qualified long-term care expenses, your benefits will be income tax-free. Additionally, you get exactly what you need to cover your care up to the maximum monthly benefit amount purchased, and you can stretch the benefit over a longer period of time if your costs are less.

Care services and settings

You will be covered for skilled, intermediate and custodial care provided by licensed and certified care providers in any of the following settings: your home, adult day care center, hospice facility, assisted living facility and nursing home.

Stay-at-home services⁵

You can accelerate up to one maximum monthly benefit amount to pay for services that can help you stay at home longer and more safely. These can include:

- Modifications to your home
- Emergency medical response systems
- Durable medical equipment
- Caregiver training

These can be paid in excess of your maximum monthly benefit amount. For example, the cost of adding a ramp to your home can be reimbursed above and beyond the maximum monthly benefit amount for home health care.

Bed-hold benefit⁶

If you require a hospitalization while in a nursing home or assisted living facility, our bed-hold benefit can pay to reserve your bed for up to 21 days per calendar year.

Extension of benefits⁷

If your policy lapses while you're receiving care in a nursing home, we will continue to pay benefits until either you are discharged, recover or the entire long-term care benefit amount has been used for long-term care expenses. Once the extension of benefits feature is initiated, your policy's death benefit is no longer payable.

4. Eligibility requirements must be met. The elimination period varies by state.

5. Stay at Home Services Benefit is not available in New York.

6. Maximum bed-hold payment not to exceed the selected monthly benefit.

7. In some states, this provision also applies to care received in other settings.

Commonly asked *questions*

For your reference, here are answers to some typical questions we have been asked about John Hancock's Long-Term Care rider.

I have strong family support — why should I consider buying long-term care protection?

Family members sometimes assume the responsibilities of providing or paying for care, which over time can have a significant impact on their lifestyle and well-being. Having a plan in place for long-term care can help protect not only your financial security, but can also help protect those you care about the most.

What advantages does a long-term care rider with life insurance offer over a standalone long-term care policy?

A standalone LTC insurance policy is designed to only cover long-term care and you may pay premiums for a benefit that might not be used. If you purchase a life insurance policy with the long-term care rider, you can accelerate your death benefit to help pay long-term care expenses. Any portion of the life insurance benefit not used to pay for long-term care can be passed on to your loved ones.

Are long-term care benefits taxable?

John Hancock's Long-Term Care rider is intended to be a Qualified Long-Term Care Insurance contract under Internal Revenue Code Section 7702 (B) (b), and as such, your benefits are excluded from income taxes. This rider reimburses for qualified long-term care costs you incur, up to a maximum monthly amount. Those benefits will be received, including stay-at-home services, income-tax free.

Why should I choose John Hancock?

For almost four decades, John Hancock has remained dedicated to supporting our customers when they need long-term care. We have seen the difference long-term care coverage can make. In fact, few carriers can offer our level of expertise in this area.

- We have paid more than \$22.7 billion in long-term care benefits⁸
- We currently pay more than \$6.3 million in long-term care benefits each day⁸

8. Based on internal data from 1987 to December 31, 2023. LTC claims data is inclusive of LTC rider individual LTC policies; totals include individual, group and the Federal programs.



Strength. Stability. **John Hancock.**

John Hancock is among the highest-rated companies for financial strength and stability as demonstrated by its A+ rating from A.M. Best.⁹ Financial strength ratings are a comprehensive measure of a company's financial strength and stability, and are important as they reflect a life insurance company's ability to pay claims in the future.

With more than 160 years of experience as a life insurance company, John Hancock offers clients a diverse range of insurance products and services through its extensive network of employees, agents and distribution partners.

For more information, please contact the servicing financial professional.

9. A.M. Best, A+ (2nd highest of 13 ratings) Superior ability to meet ongoing insurance obligations. Financial strength ratings, which are current as of December 31, 2023, and are subject to change, apply to John Hancock Life Insurance Company (U.S.A.) and John Hancock Life Insurance Company of New York as a measure of each company's financial ability to pay claims and to honor any guarantees provided by the contract and any applicable optional riders. The ratings are not an assessment or recommendation of specific products, policy provisions, premium rates, performance of the products, the value of any investment in these products upon withdrawal, individual securities held in any portfolio, or to the practices of the insurance company. Financial strength ratings do not apply to the safety and performance of separate accounts.

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

This long-term care guide must accompany a base policy consumer guide.

This material is for informational purposes only and is not investment advice or a recommendation.

Insurance products are issued by John Hancock Life Insurance Company (U.S.A.), Boston, MA 02116. (not licensed in New York) and John Hancock Life Insurance Company of New York, Valhalla, NY 10595.

MLINY022024913-1