John Hancock

LifeCare

Hybrid indexed UL with long-term care benefits

Producer Guide

FOR AGENT USE ONLY. THIS MATERIAL MAY NOT BE USED WITH THE PUBLIC.

LIFE-1701 1/25

Flexibility in longevity planning is essential for your clients and your business

As life expectancy continues to rise, guiding your clients through the complexities of longevity planning has never been more critical. Without a formalized strategy, they risk depleting their income and assets, burdening their loved ones and limiting their care options. As a trusted financial professional, longevity planning includes helping your clients generate wealth, and distribute it in the most efficient and effective manner. In short, addressing longevity with your clients is essential for preserving their financial well-being and your business practice.

LifeCare: More when it's needed

John Hancock's LifeCare is a indexed universal life insurance product with long-term care benefits. With features that help clients protect their loved ones, address long-term care needs and provide a hedge against inflation. LifeCare is designed to offer more when it's needed the most. It's a compelling way to leverage one asset today to help protect tomorrow.

Why John Hancock

Trusted brand

Established reputation and reliability

One-of-a-kind features

Life insurance that rewards healthy choices

Extensive experience

Decades of expertise in life and long-term care markets

Proven track record

Consistently pays benefits

Home

Planning for longevity

Top reasons

Annual Benefit Lock Guarantee

Features

Streamlined underwriting

Additional riders

Producer requirements

Contact us

How LifeCare offers more when it's needed

As a new hybrid solution from John Hancock, LifeCare is designed to provide death benefit protection and long term care benefits with the favorable tax treatment of a qualified long-term care insurance product* — all through a simple, streamlined application process.

1

More growth

- **Offers life insurance coverage with the potential for increasing death benefit protection and monthly long-term care (LTC) benefits** when they are more likely to be needed
- **Lock in performance** — Each policy anniversary, Annual Benefit Lock Guarantee offers growth potential for the guaranteed minimum death benefit with positive policy value growth**

2

More healthy days

- **Clients can increase their death benefit** with participation in John Hancock Vitality PLUS
- Increases in the death benefit **may also increase the total LTC benefit** when they choose the LifeCare Long-Term Care rider***
- **They can earn rewards and discounts** for everyday things like walking, buying healthy foods, and preventative screenings
- **Access to tools and support** to help clients live longer, healthier, better lives

3

More choice

- Benefits can be paid either as **cash indemnity up to the IRS per diem limit for the applicable month or reimbursement** up to policy maximums
- **Premium payment options** (single, 5, 10, 15 pay) and LTC minimum benefit periods (2, 4, 6 years) to meet a variety of protection needs
- **Hedge against the rising cost of care** — choose from 3 index strategies and a Fixed Account, or select 5% LTC compound inflation rider

4

More tax-favored treatment*

- **Designed to receive favorable tax treatment** as a 7702B qualified long-term care insurance product
- Both cash indemnity and reimbursement **benefits are designed to be income tax-free***
- **Associated LTC premiums are separate, identifiable,** and not taken against the policy's cash value

5

More experience & support

- **Combining over 160 years of strength and stability** in insurance
- Strong commitment to **improved customer experience**

*Life insurance death benefit proceeds are generally excludable from the beneficiary's gross income for federal income tax purposes. There are a few exceptions such as when a life insurance policy has been transferred for valuable consideration and in addition, state and estate taxes may apply in certain instances. The long-term care benefits are designed to be excludable from gross income under federal tax law; however, there might be situations in which the benefits or premiums for these riders are taxable.

**Assuming the planned premiums have been paid.

***The Long-Term Care Inflation rider benefit balance is not impacted by increases in the death benefit — it only increases based on 5% inflation each year.

Home

Planning for longevity

Top reasons

Annual Benefit Lock Guarantee

Features

Streamlined underwriting

Additional riders

Producer requirements

Contact us

LifeCare's "locked-in" growth potential

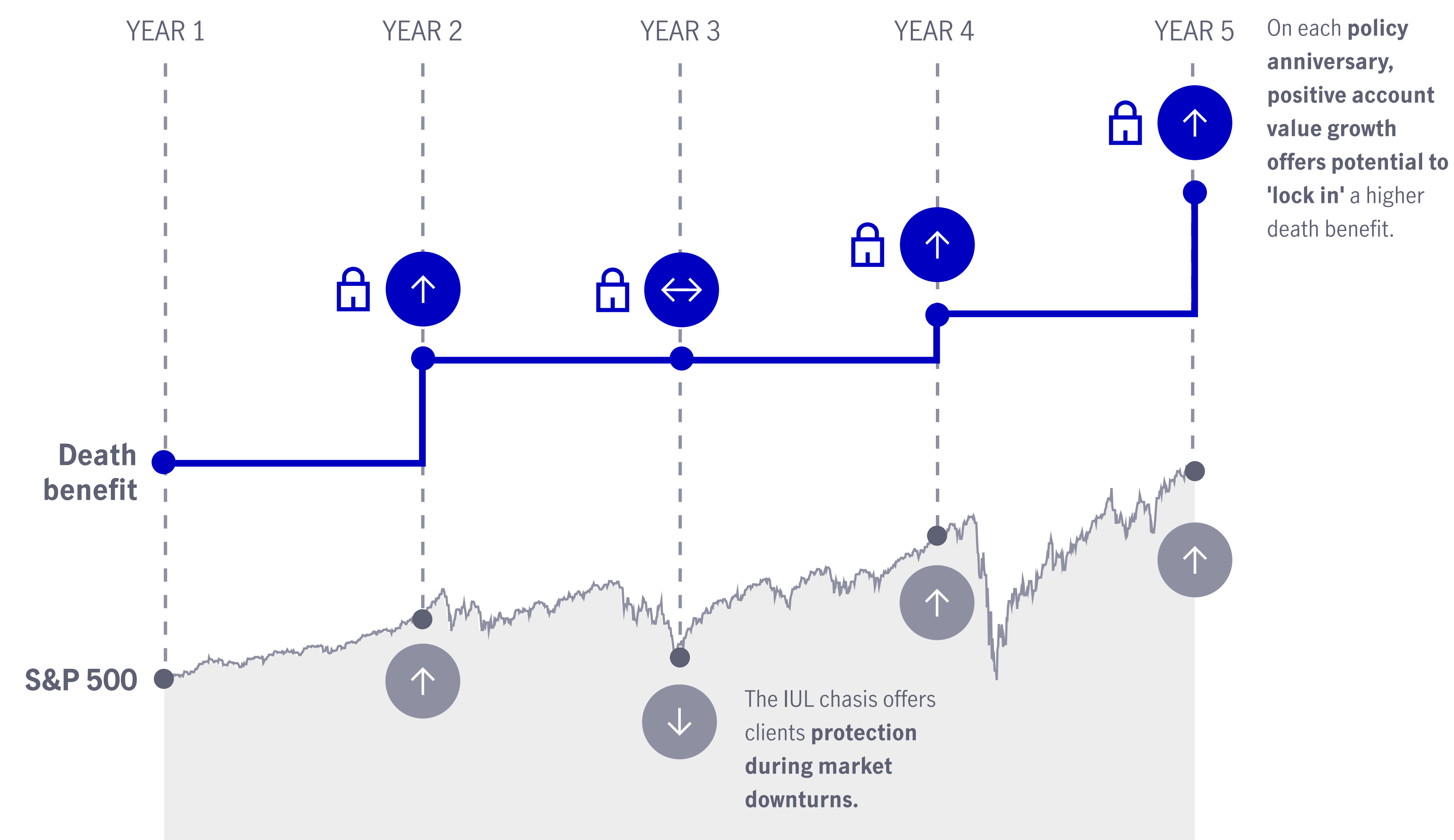
Annual Benefit Lock Guarantee

LifeCare's innovative Annual Benefit Lock Guarantee can significantly elevate your clients protection. This built-in feature helps ensure that their benefits remain aligned with rising costs, offering enhanced financial security and peace of mind in an ever-evolving economic landscape. Here's how:

- **Growth "locked-in:"** On each policy anniversary, until the insured reaches age 85, the Benefit Lock Amount is calculated based on the Policy Value and the guaranteed Benefit Lock Factor schedule established at the time of policy issue
- **Higher benefit potential:** When the new Benefit Lock Amount exceeds the current amount, it sets a higher guaranteed Death Benefit* and, consequently, a higher total LTC benefit when they choose the LifeCare Long-Term Care rider**
- **Downside protection:** With the Annual Benefit Lock Guarantee, your clients gain both growth potential and a safety net, helping to effectively address the rising costs of care in a more impactful way

*Assuming the planned premiums have been paid.
**The LifeCare Long-Term Care Inflation rider benefit balance is not impacted by increases in the death benefit. The benefit balance only increases based on 5% inflation each year.

Here's an illustrative example of how the Annual Benefit Lock feature works over a period of time, as compared to a financial index.



This is a hypothetical example for illustrative purposes only.

Home

Planning for longevity

Top reasons

Annual Benefit Lock Guarantee

Features

Streamlined underwriting

Additional riders

Producer requirements

Contact us

Features

Feature	Description
Product design	Hybrid indexed UL with long-term care benefits
Issue ages	30-75
Risk classes	Preferred Non-Smoker, Standard Non-Smoker, Select Non-Smoker, Standard Smoker (Each risk class is eligible for a couples discount on the long-term care rider premium)
Submission requirements	Licensing and appointment must be in good order before a LifeCare application can be signed and submitted (See *Producer requirements* on page 10) • All applications must be submitted via iPipeline iGO • No labs or traditional paramedical exams • Cognitive screening via telephone interview for clients 60 and older (and may also be required for clients under 60 based on medical history presented) • Potential for an instant underwriting decision
Death benefit	Minimum initial death benefit amount: $50,000 Maximum initial death benefit amount: $500,000
Premium payment durations	• Single-pay • 5-pay • 10-pay • 15-pay
LTC benefit growth options	• **LifeCare Long-Term Care rider:** Option to track the performance of up to three indexed accounts (Select Capped Indexed Account, High Capped Indexed Account and Barclays Global MA Indexed Account), tied to the returns of a financial index, as well as a Fixed Account. Any Annual Benefit Lock Guarantee death benefit increases also increase the LTC benefit balance. • **LifeCare 5% Compound Long-Term Care Inflation rider:** Option for automatic increases of 5% annually, regardless of account performance. Must be elected at issue; 6-year benefit period only. The fixed premium for this rider is higher than the LifeCare Long-Term Care rider. The initial benefit balance and maximum monthly benefit amount for this rider will be lower than with the LifeCare Long-Term Care rider.

Eligibility for LTC benefits

Insureds are eligible for long-term care benefits if they meet the criteria set forth in the policy including when they are certified as chronically ill requiring:

- Assistance to perform two of six activities of daily living (bathing, dressing, eating, continence, transferring or toileting) for a period expected to last 90 days; or
- Substantial supervision due to a severe cognitive impairment, such as Alzheimer's disease or dementia.

Home
Planning for longevity
Top reasons
Annual Benefit Lock Guarantee
Features
Streamlined underwriting
Additional riders
Producer requirements
Contact us

Features, continued

Feature	Description
LTC benefit period options	At application, the client chooses between the following minimum LTC benefit periods: • 2-year = 24 months acceleration of death benefit for LTC (no additional LTC benefits) • 4-year = 24 months acceleration of death benefit for LTC, plus 24 months additional LTC benefits • 6-year = 36 months acceleration of death benefit for LTC, plus 36 months additional LTC benefits if the LifeCare Long-Term Care rider is elected*
One-time elimination period	• Must be satisfied before LTC benefits are paid • The elimination period is 90 calendar days and begins on the date of written certification that the insured is chronically ill • Long-term care services are not required to be received during the elimination period
Tax information	• LTC benefit payments are intended to be received income tax-free • The LTC insurance premiums are separate, identifiable and are not structured as a charge against the underlying policy's cash surrender value • Life insurance death benefit proceeds are intended to be income tax-free Policy owners should consult their personal tax professionals for details
Withdrawals or partial surrenders	• Access to the cash value build up can be withdrawn at any time. However, a withdrawal will recalculate the death benefit and LTC benefit balance • Reduces the maximum monthly benefit amount (MMBA) • Available while on claim, but will result in a recalculation of the MMBA
Policy loans	• A policy loan reduces the available LTC benefit balance, but does not result in a recalculation of the MMBA, even if the loan is taken while on claim • When a loan is present, a proportional amount of each monthly benefit payment serves to repay a portion of that loan. This amount is calculated to repay the total policy loan by the time the death benefit is fully accelerated. • Policy loans are not available after the death benefit is fully accelerated **Note:** The net death benefit is reduced by the amount of the loan. Also, if the policy should lapse while a loan is outstanding, the loan will be treated as a distribution from the policy, and there may be tax consequences as a result.

*If the LifeCare Long-Term Care Inflation rider is elected, the LTC benefit balance at issue will be 50% of the death benefit and will grow by 5% each year. LTC benefit payments will accelerate the death benefit until is has been reduced to $0.00.

Features, continued

Flexible payment options

LifeCare provides your clients flexibility in how they receive their long-term care benefits, giving them more options when it matters the most. Once the client is eligible and approved for benefits, they can be paid on a cash indemnity or reimbursement basis — or some combination:

- **Cash indemnity:** Gives clients access to 100% of their benefit payments, where they receive a set amount each month to be used as they see fit regardless of their actual care costs. The amount is capped at the monthly IRS per diem limit in the year the benefits are paid.
  - Clients will receive direct payment from John Hancock, with no need to submit receipts.
- **Reimbursement:** If the qualified long-term care expenses exceed the monthly IRS per diem limit in the year the benefits are paid, upon receipt of invoices the additional expense will be paid via reimbursement up to the maximum monthly benefit amount.
  - Clients may arrange to have John Hancock pay their care provider directly, avoiding the need to submit proof of payment, receive funds and make payments.
  - Clients may submit invoices and receipts directly to John Hancock to be reimbursed for their incurred costs.

Access to provider referral services

We want your clients to be able to enjoy the comforts of their own home for as long possible and feel supported should the time arise when they need some level of long-term care support. To help, we currently provide customers that have LifeCare with access to The Helper Bees Provider Network. This voluntary program helps make the process of finding local home health care agencies or long-term care facilities for your specific care needs easier. The Helper Bees may also be able to negotiate discounts for home health care agencies.*

Examples of common care settings and services:

- Stay-at-home services
- Home health care
- Adult day care
- Assisted living
- Nursing home care
- Hospice care services

*Helper Bees is a service provider providing and administering The Helper Bees Provider Network program, which is a service program being made available to certain life insurance policyholders with a long-term care rider of John Hancock. This program is not owned or operated by John Hancock or its affiliates. John Hancock and The Helper Bees are independent companies. John Hancock does not provide medical services or advice and is not involved in the design or provision of the services provided by or through The Helper Bees. The Helper Bees Provider Network program is neither an insurance benefit, nor a provision or service paid for under the policy. The program and its availability may be discontinued at any time. If your clients elect to participate in this program, all resources and services available will be provided by The Helper Bees. Applicable charges for services are the client's responsibility. Program participation is voluntary. Service availability may vary by state. Please note that John Hancock will have access to the clients' detailed information collected under The Helper Bees Provider Network program.

Streamlined underwriting

Eligible LifeCare submissions will enjoy a streamlined underwriting process, with no traditional paramedical exam or labs and the **potential for an instant underwriting decision.**

Underwriting paths

There are two possible underwriting paths for LifeCare submissions:

- **Instant underwriting decision** — in-good-order submissions receiving an instant decision are generally issued within 5-7 business days*
- **Referral to underwriter** — where additional review is required (e.g., clarification of medical history, outstanding evidence check or medical records, etc.)

Once the LifeCare application is signed and submitted to John Hancock, you will receive an email within minutes confirming the underwriting path of the submission.

Cognitive screening

A cognitive screening will be required for clients age 60 and older, and could be required for clients under 60 based on the medical history presented. This screening will be conducted by Illumifin via a telephone interview, and takes about 15-20 minutes to complete.

Available risk classes

- Preferred Non-Smoker
- Standard Non-Smoker
- Select Non-Smoker
- Standard Smoker

Each risk class is eligible for a couples discount on the long-term care rider premium.

Quick quote

Receive an initial underwriting assessment by using our quick quote service.

Simply email **lifecarequickquotes@jhancock.com** with your client's age, sex, and smoking and tobacco habits and summary of pertinent medical information/history (maximum length of 10 lines). A response will be sent within 48 business hours.

Important note: Please do not include attachments, personal identifiable information, or confidential information, such as social security numbers.

*Cycle times may be longer on 1035 exchanges.

Additional riders (separate charges may apply)

John Hancock Vitality PLUS

(Also referred to as the Healthy Engagement Benefit rider)

Offers clients the opportunity to enhance their policy's death benefit and receive rewards based on healthy actions taken by the life insured each year through the later of attained age 80 or policy year 10. To increase the death benefit and earn additional rewards through Vitality engagement, the insured must complete everyday healthy activities. Each year, these activities result in Vitality Points, which are used to determine a Vitality Status and the amount of policy benefits and rewards.

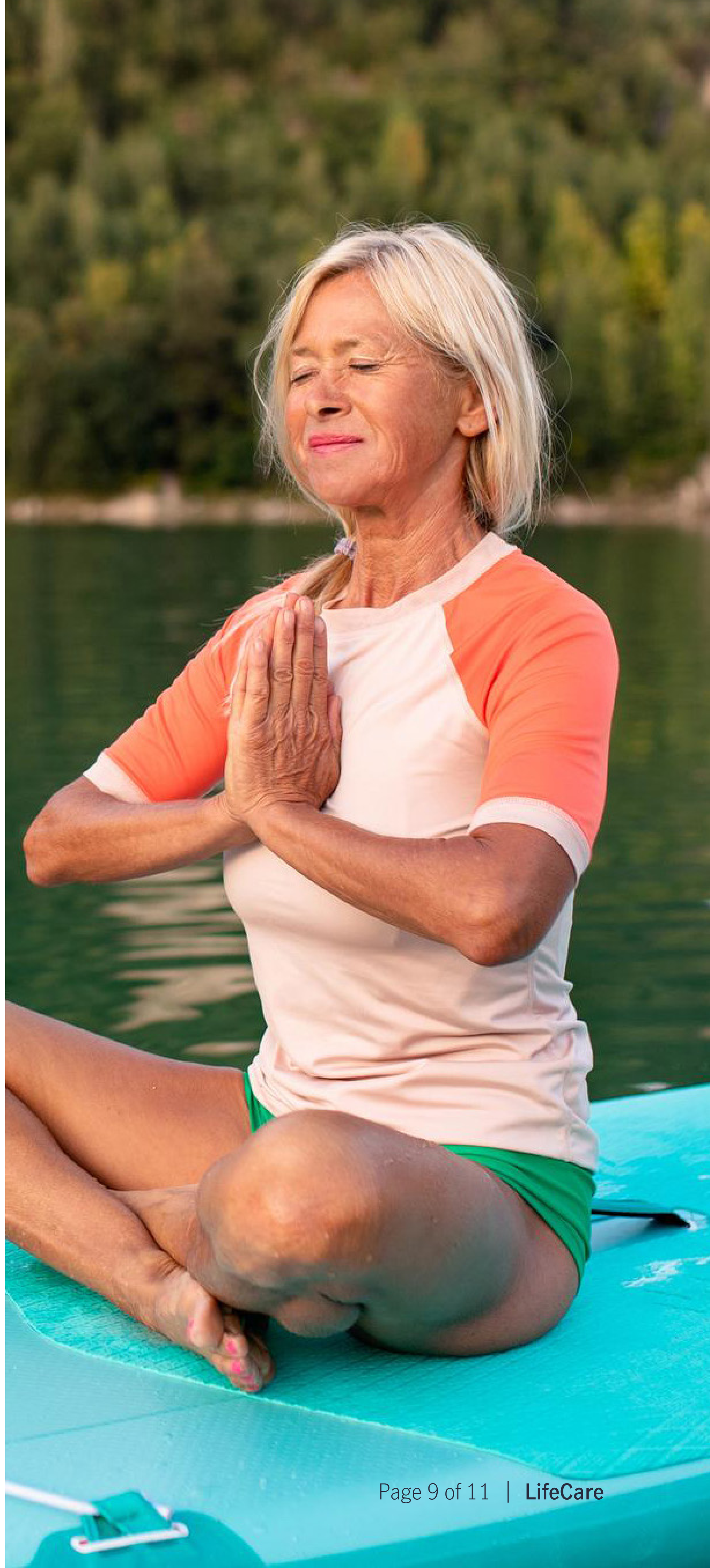
- A monthly charge of $2 is deducted through the later of attained age 80 or policy year 10

Accelerated Death Benefit for Terminal Illness rider*

A portion of the death benefit may be accelerated if the client is certified to be terminally ill with a life expectancy of one year or less. This provision allows the policy owner to receive 50% of the eligible death benefit to a maximum of $1 million.

- The remaining death benefit is reduced by one year's interest at current loan rates on the benefit paid, plus any administrative expense charge
- If a terminal illness claim is processed, all long term care rider monthly benefit payments will be suspended for six months
- This rider can be added at issue or post issue

*Benefits may be taxable under current tax law. Policy owners should consult their personal tax professionals regarding the tax implications of benefits received under the Accelerated Death Benefit for Terminal Illness rider.



Producer requirements

Licensing & appointment

There are additional requirements that apply to the sale of LifeCare and these vary by state.

- In most states, producers must have an accident and health authority on their state insurance license in addition to being properly licensed to sell John Hancock life insurance products.
- Producers need statutory company appointment with John Hancock Life Insurance Company (U.S.A.) for the accident and health authority.

Reminder: Licensing (including training requirements) and appointment must be in good order before a LifeCare application can be signed and submitted.

Long-term care training requirement

Most states have adopted the training requirements outlined in the Deficit Reduction Act of 2006 and the NAIC Long-Term Care Model Act. These require producers selling LifeCare to take an initial eight-hour NAIC partnership-training course, followed by a four-hour refresher course every two years.

John Hancock requires that all courses be approved by ClearCert to be accepted as valid training

- When selecting a course with your preferred CE vendor, be sure to search for "LTCI/Partnership" courses and look for a statement indicating the content is "ClearCert approved/certified." This will ensure the course meets the requirement needed to sell John Hancock's LifeCare. For more information, please refer to the **NAIC Model Regulation Training and Resource Guide**, visit **ClearCert.com** or contact John Hancock Licensing at 800-505-9427, option 2 or usagency@jhancock.com
- To take an approved course at a discounted rate, please visit **JHInsuranceCE.com**

ClearCert does not review and approve courses in CA, CT, DC, IN, HI, MS and NY.

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.* 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 over 160 years of experience, John Hancock offers customers a diverse range of insurance products and services through its extensive network of employees, agents, and distribution partners.

Learn more about LifeCare

Contact your dedicated John Hancock LifeCare specialist at **844-544-5433** to learn more or go to **JHSalesHub.com.**

*Second highest of 13 ratings (superior ability to meet ongoing insurance obligations). Financial strength rating is current as of September 30, 2024, is subject to change, and applies to John Hancock Life Insurance Company (U.S.A.) as a measure of the company's financial ability to pay claims and to honor any guarantees provided by the contract and any applicable optional riders. The company has also received additional financial strength ratings from other rating agencies. Financial strength ratings are not an assessment, recommendation, or guarantee of specific products and their investment returns or value, do not apply to individual securities held in any portfolio or the practices of an insurance company, and do not apply to the safety and performance of separate accounts.

FOR AGENT USE ONLY. THIS MATERIAL MAY NOT BE USED WITH THE PUBLIC.

The LifeCare Long-Term Care rider and the LifeCare Long-Term Care Inflation rider accelerate the death benefit for approved long-term care expenses and, depending on the benefit period selected, may also offer an extension of long-term care benefits after the death benefit has been fully accelerated. 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 riders have a maximum monthly benefit amount and are subject to underwriting. There are additional fixed premiums associated with these riders. The riders have exclusions and limitations, reductions of benefits, and terms under which it may be continued in force or discontinued. Consult the state specific Outline of Coverage for additional details.

Guaranteed product features are dependent upon minimum-premium requirements and the claims-paying ability of the issuer.

Loans and withdrawals will reduce the death benefit, cash surrender value, and may cause the policy to lapse. Lapse or surrender of a policy with a loan may cause the recognition of taxable income. Policies classified as modified endowment contracts may be subject to tax when a loan or withdrawal is made. A federal tax penalty of 10% may also apply if the loan or withdrawal is taken prior to age 59½.

Comments on taxation are based on John Hancock's understanding of current tax law, which is subject to change. No legal, tax or accounting advice can be given by John Hancock, its agents, employees or licensed agents. Prospective purchasers should consult their tax professional for details.

Policy issuance is not guaranteed as any life insurance purchase is subject to completion of an application, including health questions, and underwriting approval. John Hancock may obtain additional information, including medical records, to evaluate the application for insurance; and after the policy is issued, to identify any misrepresentation in the application.

Vitality is the provider of the John Hancock Vitality Program in connection with policies issued by John Hancock. John Hancock Vitality Program rewards and discounts are available only to the person insured under the eligible life insurance policy, may vary based on the type of insurance policy purchased and the state where the policy was issued, are subject to change and are not guaranteed to remain the same for the life of the policy. To be eligible to earn rewards and discounts by participating in the Vitality program, the insured must register for Vitality and in most instances also complete the Vitality Healthy Review (VHR).

There is risk as the performance of the underlying index may result in low segment interest credits that would require increase in premium payments in order to the keep the policy in force. Low interest credits may also affect the potential growth of the policy's cash value.

Insurance policies and/or associated riders and features may not be available in all states. Some riders have additional premiums associated with them.

The insured is financially responsible to their care providers, including charges not covered by the LifeCare Long-Term Care rider.

Insurance products are issued by: John Hancock Life Insurance Company (U.S.A.), Boston, MA 02116
MLI102824860-1