



Sun Life Assurance Company of Canada
227 King St South
PO Box 1601 STN Waterloo
Waterloo ON N2J 4C5

Client Name
Client Address

Date

RE: Your long-term care insurance policy
Policy LI-9876,543-2
Policy start date: January 23, 2017
Name of insured person: Jane Doe
Premium payment period: Lifetime

We value your business and have some important information to share with you.

Beginning on your next policy anniversary, we're increasing your premium on your Sun Retirement Health Assist (RHA) insurance policy. We know this is difficult news; no one likes to hear their payments are going up.

Long-term care insurance provides a weekly benefit when declining health leads to a need for substantial assistance from others. The premiums you pay for this coverage can vary based on factors like how old the insured person was when this policy was issued and their birth sex. Your premiums are adjustable and we regularly review these policies.

When deciding if we need to change your premiums, we look at several factors, including:

- our claims experience,
- interest rates,
- investment returns,
- lapses (the number of people who give up their policies) and
- other expenses.

Why your premiums are changing now

One of the main factors affecting your premiums is improvements in life expectancy. This causes increased claims costs because people are living longer. Low interest rates are another factor. Although rates increased in 2022, they've been low for many years, and this affects the money we've invested to pay future claims. However, our lapse experience has been favourable, and we've received fewer claims than expected.

What this means for your policy

Your current Monthly premium is \$83.00. On your next policy anniversary, January 23, 2023, the premium will automatically increase to \$86.40. We guarantee this new premium will stay the same until January 23, 2028. After this guarantee period, if we need to adjust your premium, we'll let you know well before the effective date.

This premium adjustment doesn't change your coverage.

- A weekly benefit of \$542.
- The benefit is payable for unlimited weeks.

We're here to help

Please review your policy for detailed information about your coverage, including the premium guarantee. Your advisor, George Lucas, can work with you to help you understand your coverage. They can also discuss options with you to help you manage your premiums. You can reach them at 519-123-4567. You can also reach us at 1 877 SUN-LIFE (1 877 786-5433) any business day between 8 a.m. and 8 p.m. ET.

Sincerely,

The team at Sun Life