



LONG-TERM CARE
INSURANCE

In response to the current market turmoil

OCTOBER 2008



Marianne Harrison, President
John Hancock LTC Insurance

A Message from Marianne Harrison, President, John Hancock Long-Term Care Insurance

Over the past few weeks our industry has experienced some of the most turbulent markets many of us have ever witnessed. With one eye on the Dow and the other on world indices, our uncertainty about the future seems to grow with every market event. In these moments, I believe it is important to stay focused on the things we can control and not lose sight of our objective: to provide long-term care (LTC) insurance coverage to the many American families who will need it to protect their assets and maintain their independence in the future. And now, it seems, Americans need this protection more than ever.

It is natural that, in these turbulent times, you may be rethinking where to place your LTC business and ultimately, your trust.

It has never been as clear as it is today that a product with as long a promise as LTC insurance requires the backing of an experienced, committed and prudent financial institution. I would like you to know that John Hancock, together with its parent company, Manulife Financial, is one of the institutions least affected by the financial crisis and hence, we remain one of the most financially secure insurance companies in the world. This is no accident. Consider these facts:

- Manulife Financial has always followed a very prudent investment approach — avoiding complexity, setting limits, diversifying, and applying a healthy dose of skepticism in all our credit decisions — and this philosophy has served us well in the past, and is particularly critical today.
- Manulife has very little exposure to the highly risky and problematic financial instruments that have so adversely affected other institutions. Manulife's investment portfolio is high quality and well diversified.
- Our exposure to the sub-prime mortgage market is very small — less than half a percent of Total Invested Assets (as of 6/30/08). In addition, Manulife did not write Credit Default Swap (CDS) protection.

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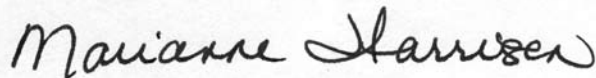
- With more than Cdn\$164 billion (USD\$161 billion as of 6/30/08) in assets, Manulife enjoys one of the highest levels of capital in the financial services industry. That, along with our prudent investment approach and widely acclaimed risk-management practices, has earned us a “AAA” rating from Standard & Poor’s¹, making us one of only two publicly traded life insurance companies in the world to carry this rating. We also have among the highest ratings from Moody’s, A.M. Best, and Fitch.²
- Manulife is the largest life insurance company in North America. As one of the top five life insurers in the world (based on market capitalization as of 6/30/08), we serve millions of customers in 19 countries and territories worldwide.

John Hancock, as a wholly owned subsidiary of Manulife Financial, has been providing insurance products to Americans for more than 145 years. Our LTC insurance business, with more than \$9.2 billion in long-term care insurance claims reserves, is backed by the financial strength and stability of our parent company, Manulife Financial.

As the #1 LTC insurance carrier in 2007, John Hancock is proud to be a leader in the individual, multi-life and employer-sponsored markets.³ Now, as always, our mission is to provide you with the highest-quality LTC insurance products and services, and to deliver on our promise to be there when your clients need care. As we look to the future, we are already planning exciting new LTC insurance products and programs for 2009 and beyond. We believe the opportunities in our industry today have never been greater.

In these uncertain times, John Hancock’s commitment to the LTC insurance market is one thing you can count on. As you consider where to place your business, we hope John Hancock will be your first choice to meet your clients’ long-term care insurance needs.

Sincerely,



Marianne Harrison
President
John Hancock LTC Insurance

1. Standard & Poor’s, AAA (1st category of 8) — Extremely strong financial security characteristics.

2. Financial strength ratings, which are current as of September 30, 2008, and are subject to change, measure the company’s financial ability to honor the long-term care benefits. The ratings are not an assessment or recommendation of specific policy provisions, premium rates or practices of the insurance company.

3. Source: LIMRA, Individual and Group LTCI Sales Surveys for Q4 and YTD 2007.

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