

SERFF Tracking Number: NWST-125574956 State: Arkansas  
Filing Company: Northwestern Long-Term Care Insurance State Tracking Number: 38528  
Company  
Company Tracking Number: 90-2084 LTC (0708)  
TOI: LTC03I Individual Long Term Care Sub-TOI: LTC03I.001 Qualified  
Product Name: 90-2084 LTC (0708)  
Project Name/Number: 90-2084 LTC (0708)/90-2084 LTC (0708)

## Filing at a Glance

Company: Northwestern Long-Term Care Insurance Company

Product Name: 90-2084 LTC (0708) SERFF Tr Num: NWST-125574956 State: ArkansasLH  
TOI: LTC03I Individual Long Term Care SERFF Status: Closed State Tr Num: 38528  
Sub-TOI: LTC03I.001 Qualified Co Tr Num: 90-2084 LTC (0708) State Status: Filed-Closed  
Filing Type: Advertisement Co Status: Reviewer(s): Marie Bennett, Harris Shearer  
Authors: Addie Croeker, Debbie Orr, Jason Gross Disposition Date: 05/21/2008  
Date Submitted: 03/28/2008 Disposition Status: Filed  
Implementation Date Requested: On Approval Implementation Date:

State Filing Description:

## General Information

Project Name: 90-2084 LTC (0708) Status of Filing in Domicile: Not Filed  
Project Number: 90-2084 LTC (0708) Date Approved in Domicile:  
Requested Filing Mode: Review & Approval Domicile Status Comments: Not filed  
Explanation for Combination/Other: Market Type: Individual  
Submission Type: New Submission Group Market Size:  
Overall Rate Impact: Group Market Type:  
Filing Status Changed: 05/21/2008  
State Status Changed: 05/21/2008 Deemer Date:  
Corresponding Filing Tracking Number:  
Filing Description:

We are submitting the forms listed above for your review and, if necessary, your approval, as advertising material for the Long Term Care Policy and related forms which have been approved in your state.

These forms may be used in various media outlets and distributed by our agents to sell our product. They may also be used on the internet.

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If you should have any questions regarding the enclosed forms, you may call me at (414) 665 4549 or e-mail me at jasongross@northwesternmutual.com, on e-mails that are sent, please copy addiecroecker@northwesternmutual.com.

Sincerely,

Jason Gross, FLMI, AFSI, ACS

Product Compliance Specialist

Actuarial Department

## Company and Contact

### Filing Contact Information

Jason Gross, Product Compliance Specialist jasongross@northwesternmutual.com  
720 E. Wisconsin Ave. (414) 665-4549 [Phone]  
Milwaukee, WI 53202 (414) 665-5006[FAX]

### Filing Company Information

Northwestern Long-Term Care Insurance CoCode: 69000 State of Domicile: Wisconsin  
Company  
720 East Wisconsin Avenue Group Code: 860 Company Type: Long Term Care  
Rm S845  
Milwaukee, WI 53202 Group Name: State ID Number:  
(414) 665-4224 ext. [Phone] FEIN Number: 36-2258318  
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## Filing Fees

Fee Required? Yes  
Fee Amount: \$75.00  
Retaliatory? No  
Fee Explanation: \$25.00 per form 3 forms = \$75  
Per Company: No







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Item Type	Item Name	Item Status	Public Access
Form	NLTC: A Choice Worth Making		Yes
Form	NLTC: Quietcare - Tax-Qualified Long-Term Care Insurance		Yes
Form	NLTC: Quietcare Policy Provisions		Yes
Form	NITC: Quietcare Changes Over Time		Yes

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**Note To Filer**

**Created By:**

Rosalind Minor (FM) on 04/16/2008 08:38 AM

**Subject:**

Refund of filing fee

**Comments:**

Today, I am submitting a request for a refund of \$50.00 for overpayment of the filing fee on this submission.

The refund will be submitted by check through our Accounting Division.





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## Form Schedule

### Lead Form Number:

Review Status	Form Number	Form Type	Form Name	Action	Action Specific Data	Readability	Attachment
	90-2084 LTC (0708)	Advertising	NLTC: A Choice Worth Making	Initial		0	90 2084 LTC (0708).pdf
	90-2286 LTC (0708)	Advertising	NLTC: Quietcare - Tax-Qualified Long-Term Care Insurance	Initial		0	90-2286 LTC (0708).pdf
	90-2287 LTC (0708)	Advertising	NLTC: Quietcare Policy Provisions	Initial		0	90-2287 LTC (0708).pdf
	90-2344 LTC (0708)	Advertising	NITC: Quietcare Changes Over Time	Initial		0	90 2344 LTC (0708).pdf

## Northwestern Long Term Care Insurance Company (NLTC):

- Is a wholly owned subsidiary of The Northwestern Mutual Life Insurance Company, a company consistently named America's Most Admired life insurance company by a FORTUNE® Magazine survey.<sup>1</sup>
- Has received the best possible insurance financial strength ratings from the four major rating services.<sup>11</sup>
- Has more than [78,000] long-term care policies in force.<sup>2</sup>
- Has a history of offering new policy features to existing policyowners whenever possible and practical.<sup>3</sup>
- Since entering the long-term care market in 1998, NLTC has not raised rates on new or in-force long-term care insurance policies.
- Offers a participating long-term care insurance policy and announced a [\$6.1 million dividend for 2008].

Northwestern Long Term Care Insurance Company data as of year-end 2006. Neither the existence nor the amount of a dividend is guaranteed in any given year. Decisions with respect to the determination and allocation of divisible surplus are left to the discretion and sound business judgment of the Board of Directors. There is no guaranteed specific method or formula for the determination and allocation of divisible surplus. Northwestern Long Term Care Insurance Company's approach is subject to change. Any dividend paid will be used to reduce future premiums. Premiums can increase in the future on a class basis.

<sup>1</sup> FORTUNE, "America's Most Admired Companies," March 19, 2007.

<sup>2</sup> [http://www.nmfn.com/tn/aboutus--nm\\_fact](http://www.nmfn.com/tn/aboutus--nm_fact)  
<http://www.northwesternmutualnews.com/index.php?s=43&item=73>  
Paper copies are available upon request.

<sup>3</sup> QuietCare® RR Series policyowners were sent a Benefit Upgrade offer in 2002. This offer included an amendment making their policies participating (eligible to receive dividends if warranted), and an offer to increase their Assisted Living Facility (Residential Care Facilities in California) Maximum Daily Limit from 75% to 100% of Nursing Home Maximum Daily Limit and to include Caregiver Training Benefit. All of these enhancements were offered to policyowners at no additional charge. NLTC policyowners automatically received the Participation Amendment but were required to sign and return the Benefit Upgrade Acceptance Form to the NLTC Administration Office in order to receive the Benefit Upgrade Amendment.

The purpose of this material is for the marketing and solicitation of insurance.

Your state's insurance department may have additional information, including a buyer's guide, explaining long-term care insurance.

Long-term care insurance is triggered by an impairment of at least two activities of daily living, such as, eating, bathing, dressing, or a severe cognitive impairment such as Alzheimer's Disease.

# A Choice Worth Making

PREPARE FOR YOUR FUTURE  
BY PROTECTING YOUR OPTIONS



Northwestern Long Term Care Insurance Company · A subsidiary of The Northwestern Mutual Life Insurance Company · Milwaukee, WI  
[www.nmfn.com](http://www.nmfn.com)

90-2084 LTC (0708)  
Policy forms RS.LTC.(0708) and RS.LTC.ML.(0708).  
Form RS.LTC.ML.(0708) is only available in New Jersey, New York and Pennsylvania.

 **Northwestern Long Term Care Insurance Company™**

A Northwestern Mutual Company

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## How Protected Are You?

If you had a need for long-term care, do you have the income stream to pay the potential costs? Would you have to divest some of your assets to pay for this type of care? And, if so, how would your financial future look?

What other choices do you have to help pay for long-term care?

- **Medicare** generally does not cover long-term care.
- **Medicaid**<sup>4</sup> is for those individuals who are at or below the poverty level.
- **Self-funding** long-term care could deplete retirement resources or the value of your estate as prices for care continue to increase.

*There are many other ways to fund long-term care expenses that your financial representative can discuss with you, including ...*

## Long-Term Care Insurance

Long-term care insurance helps to provide funding for these potential costs and should be considered as an integral part of any retirement plan. And if you take the steps to prepare yourself, you will provide yourself with the ability to make choices for your care in the future.

## The QuietCare® Solution

QuietCare® is a participating comprehensive tax-qualified long-term care insurance plan from the Northwestern Long Term Care (NLTC) Insurance Company, a Northwestern Mutual company.<sup>5</sup>

QuietCare® provides coverage in:<sup>6</sup>

- The home
- The community (Adult Day Care)
- Hospice Care (programs – home or facilities)
- Alternate living facilities or
- Nursing facility

<sup>4</sup> Also referred to as Medi-Cal in California.

<sup>5</sup> QuietCare® is intended to be a tax-qualified long-term care insurance policy.

QuietCare® can give you the flexibility to best suit your care needs through the development of an alternate plan of care.<sup>7</sup> Such a plan may reimburse costs for services and devices that could help keep you at home, such as durable medical equipment, home modifications or long-term care services that did not yet exist when your policy was issued. NLTC's experienced and knowledgeable claims personnel will be there to help guide you along your claim process.

## Customize Your QuietCare® Plan

With QuietCare® you can customize your insurance policy to help meet your specific needs and budget.

Several additional QuietCare® features include:

- Bed reservation
- Respite care
- Waiver of premium
- Caregiver training
- Spousal/Companion discount<sup>8</sup>
- Claim Assistance Services

Optional features (available for an additional cost) include:

- Inflation protection
- Survivorship Benefit<sup>9</sup>
- Non-Forfeiture Benefit

*This policy has exclusions and limitations.*

<sup>6</sup> Certain state insurance departments require variations in terminology to some policy features. The new terms for the features do not change how the features operate. Such changes may be "Adult Day Health Care Centers" or "Adult Day Care Facilities" replacing "Adult Day Care Centers," "Assisted Living Facilities" replacing "Alternate Living Facilities". In California, "Residential Care Facilities" replaces "Alternate Living Facilities." In Oregon, Alternate Living Facilities may also include Adult Foster Care Homes.

<sup>7</sup> A written agreement between a licensed healthcare practitioner, yourself and Northwestern Long Term Care Insurance Company is required. In California, the policy has a provision for "Benefits Not Listed", instead of an alternative plan of care. A stay in a nursing home or residential care facility might be avoided or postponed through the development of benefits not listed. You may request reimbursement of expenses incurred for Qualified Long-Term Care Services received through other means. The Company may, in its sole discretion, elect to provide your requested benefits.



## NLTC Ratings:<sup>10</sup>

Northwestern Long Term Care Insurance Company maintains the best possible insurance financial strength ratings from four major rating services.

Fitch	AAA (Extremely Strong)
A.M. Best	A++ (Superior)
Standard & Poor's	AAA (Extremely Strong)
Moody's	Aaa (Exceptional)

<sup>8</sup> In Montana, discounts based on marital status are not available. A caregiver discount is available in Montana only. Please see your financial representative for more information.

<sup>9</sup> Not available in New Jersey.

<sup>10</sup> The four agencies listed base ratings on the financial strength of the insurance company. These ratings are not recommendations of specific policy provisions, rates or practices of the insurance company. Since its entrance into the long-term care insurance market in 1998, all four agencies have given Northwestern Long Term Care Insurance Company the best possible insurance financial strength ratings. At the time of this publication, our most current ratings are for the following dates: A.M. Best (July 2007), Fitch Ratings (August 2006), Moody's (March 2006) and Standard & Poor's (November 2007).

# QuietCare®

TAX-QUALIFIED  
LONG-TERM CARE INSURANCE



Northwestern Long Term Care  
Insurance Company™

A Northwestern Mutual Company



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# protection

## ARE YOU AND YOUR FAMILY PROTECTED?

*We spend our lifetime working hard and saving for the future to ensure our security and the security of our family. To further strengthen the security we've established, we buy insurance to protect ourselves, our loved ones and our other important assets.*

We buy property insurance on our homes and automobiles. We purchase disability income, life and health insurance to protect ourselves and those who depend upon us financially.

However, we may forget to include long-term care insurance in our planning.

Thanks to advances in medical science, most of us will live well into our golden years. Consequently, it's important to think in terms of the quality of that longer lifetime. And, when it comes to the quality of our lives, maintaining control over our own circumstances will become more and more meaningful with every passing year.

We cannot predict the future, but we could eventually need caregiving services on a long-term basis. And the cost of receiving these services can jeopardize not only our lifestyle but also our family's lifestyle and the financial security we've spent our lifetime establishing.



### What is long-term care?

Long-term care encompasses services provided to individuals suffering from a chronic illness, disabling condition or cognitive impairment. These services are generally needed for an extended period of time and may not “cure” or “heal” the patient. They focus on helping the individual with routine activities such as bathing, dressing and eating.

Services may be provided in your home, in your community, in an alternate living facility or in a nursing home. The range of services is broad in scope and can be provided by personal care providers, such as home health aides, or by professional care providers, such as registered nurses and physical therapists.

Historically, family members have taken on the responsibility of caring for their aging parents. However, today we're having fewer children, families are relocating and women have full-time careers. **What are your options should you ever need long-term care?**

## Your spouse

### Will your spouse be healthy enough to provide you with long-term care?

When a spouse provides care, more often than not it is the wife who cares for her husband. When private insurance pays for long-term care, caregivers can spend more quality time with and enhance the emotional well-being of an elder who has a disability. In addition, two-thirds of caregivers indicate that long-term care insurance also reduces stress.<sup>2</sup>

## Your children

### Do you have children?

If so, is it a preferred option for both you and your children that they care for you?

### Do they live nearby?

If not, would one of you be willing to move in order for them to care for you?

### Do they work?

Juggling caregiving and work responsibilities is a common practice that can result in caregivers arriving late and leaving early from their jobs, taking time off during the day or working weekends.

In addition, the sacrifices that informal caregivers routinely make during midlife – a peak earning period – reduce lifetime earnings and retirement savings.

### Do they have their own children?

Raising children is a full-time job. Have you considered how much time your children may have to care for you?



## Medicaid<sup>4</sup>

Medicaid is a state-administered government-funded program that pays health care expenses for low-income individuals. If eligibility requirements are met, Medicaid can pay for nursing facility and limited home health care services. **The recipient must meet the state's eligibility requirements.**

## Medicare

A common misconception is that Medicare pays for all medical conditions. The fact is that Medicare is more like major medical insurance. It is designed to pay primarily for **acute conditions** such as broken bones and heart attacks. Such conditions are usually treated in a hospital or in a skilled nursing facility.

Medicare pays limited or no benefits for **chronic conditions** such as Alzheimer's disease, osteoporosis, Parkinson's disease and severe arthritis.

Chronic medical conditions evolve over a longer period of time and generally require custodial (non-skilled) care in the home, in the community, in alternate living facilities or in nursing facilities. Medicare generally doesn't pay for custodial care.

**To qualify for Medicare-covered skilled care, you must meet certain conditions when you get out of the hospital.** Some Medicare Advantage Plans may offer limited skilled nursing facility and skilled home care if the care is medically necessary.<sup>5</sup>

## Your income and assets

Could your income and assets pay for your long-term care expenses? From 1990 to 1995, nursing home costs rose 6.25 percent a year; a government study forecasts that home health and nursing home costs will rise 5.8 percent a year through 2010.<sup>6</sup>

## Long-term care insurance

Long-term care insurance is designed to reimburse some of the costs of receiving various levels of care for chronic conditions either in your home, in the community, in alternate living facilities or in nursing homes. This gives you more options over when, where, how much and what type of care you can receive.

**If the necessary conditions are met, skilled nursing facility services are covered as follows:<sup>4</sup>**

DAYS	YOU PAY	MEDICARE PAYS
1-20	Nothing	Everything
21-100	\$128.00 per day	Balance
101+	Everything	Nothing

Based on 2007 figures.

### The federal Medicare program...

...paid for only 20 percent of all long-term care spending in 2005.

Source: "National Spending for Long Term Care," Georgetown University Long-Term Care Financing Project, February 2007.

### National Annual Projected Cost of Long-Term Care Services (assuming a 5.8 percent annual increase in costs)<sup>6</sup>

	2007	2035
Home health aide (\$200/8-hour day)	\$73,000	\$396,180
Nursing home facility (\$181/day semi-private room)	\$66,065	\$358,543

In 2007, a 55-year-old would have to accumulate over \$1,000,000 to pay for three years in a nursing home by the time he or she reached age 85. To reach this goal, he or she would have to save more than \$10,000 a year for the next 30 years (and earn a 7 percent return after taxes) to cover such costs.

Note: These figures provide national averages. See your financial representative (a licensed agent) for the average cost of care in your area.

<sup>4</sup> Also referred to as Medi-Cal in California and MassHealth in Massachusetts.

<sup>5</sup> "Medicare and You 2005," Department of Health and Human Services, 2005.

<sup>6</sup> "What Does Long-Term Care Cost?", National Clearinghouse for Long-Term Care Information, U.S. Department of Health and Human Services, [http://www.longtermcare.gov/LTC/Main\\_Site/Paying\\_LTC/Costs\\_Of\\_Care/Costs\\_Of\\_Care.aspx](http://www.longtermcare.gov/LTC/Main_Site/Paying_LTC/Costs_Of_Care/Costs_Of_Care.aspx), January, 2008

## LONG-TERM CARE IS MORE THAN CARE RECEIVED IN A NURSING HOME

*QuietCare® long-term care insurance offered through Northwestern Long Term Care Insurance Company<sup>7</sup> (Northwestern Long Term Care), helps you plan for the ability to afford options such as...*



### Care in your home

Home care services can be an alternative to receiving care in a facility setting. Home health-care-eligible providers include qualified home health-care agencies or certain qualifying independent care providers which deliver care in your home, the home of a friend or relative, or a community-based residential facility.

Qualified home health-care agencies must be licensed and/or certified by the state<sup>8</sup> and provide care by one or more of the following qualified home health-care providers:<sup>9</sup>

- Registered nurses
- Licensed vocational nurses
- Physical therapists
- Licensed or certified social workers
- Certified nursing assistants
- Licensed practical nurses
- Occupational therapists
- Speech therapists
- Certified home health aides

An **immediate family member** may provide care if he or she meets the above criteria and is providing such care as an employee of a qualified home health-care agency.

You can also receive care through an **independent care provider**, who is a person not affiliated with a home health-care agency but otherwise meets the definition of a qualified home health-care provider as indicated above. A family member cannot be an independent care provider.

**Homemaker services** are support services necessary to remain in the home, such as meal preparation, laundry, light housekeeping and supervision of taking medications. Incidental homemaker services may be delivered by a home health-care-eligible provider if provided by the same individual and on the same visit as other qualified long-term care services.

### Caregiver training

When you are receiving care in your home, it can sometimes be to your advantage to have a friend or family member receive training that teaches them how to better care for you. The Caregiver Training Benefit allows for a certain dollar amount from your policy to be applied toward such training.

### Care in your community

If you need long-term care and are able to rely on informal assistance from a friend or family member, community care services can allow your informal caregiver time during the day to work or take care of other needs. Community care includes appropriate adult day care facilities that offer a group program that provides health, social and related support services in a facility.

### An alternate plan of care

A stay in a nursing home or alternate living facility might be avoided or postponed through the development of an alternate plan of care.

Such a plan may reimburse costs for services and devices that could keep you in your home, such as durable medical equipment, home modifications or long-term care services that did not yet exist when your policy was issued. A written agreement between a licensed health-care practitioner, yourself and Northwestern Long Term Care Insurance Company is required.

### Care in an alternate living facility

If the type or frequency of care you need cannot feasibly be provided in your home, care in an alternate living facility may be a better option for you. An alternate living facility primarily provides ongoing care, sometimes in an apartment-like setting, on a 24-hour basis. Such facilities may include assisted living, Alzheimer's care, adult foster care, personal care or community-based residential facilities (or similar terms) and may be freestanding or part of a larger facility such as an adult congregate living facility.

### Care in a nursing home

Sometimes care in a nursing home is needed. A nursing home is a facility that is primarily in the business of providing licensed nursing care (skilled, intermediate and custodial) to inpatients on a 24-hour-a-day basis.

### Hospice Care

Hospice care is intended for those in the final stages of needing care services. Hospice Care Services include inpatient and outpatient services that provide end of life care while alleviating the physical, emotional and social discomforts of the terminally ill. The daily benefit will be payable prior to the Beginning Date if all other requirements for benefits are met and you are receiving hospice care. A licensed physician must certify the terminal illness and the length of the illness to be six months or less. Hospice care can be provided under a hospice care program that is state/federally certified and may be provided in the home, home of a friend or home of a relative. Hospice care that is covered by Medicare is subject to the limitation for governmental benefits payable. Reimbursed expenses for hospice care will not count in meeting the Elimination Period.



<sup>7</sup> This policy does not qualify for Medicaid asset protection under the Partnership programs in certain states. In MA, certain restrictions apply. Please see page 17 for details.

<sup>8</sup> In states that do not license or certify these providers, other guidelines may apply.

<sup>9</sup> Providers may vary by state.

# customize

## MEETING YOUR SPECIFIC NEEDS

You can customize your QuietCare® policy to meet your specific needs and preferences. When customizing your policy, it is important that you understand the cost of care in your area.

QuietCare® may be purchased between the ages of 18 and 79.

### One: Maximum Daily Limit

Select a Maximum Daily Limit from \$50<sup>10</sup> to \$400<sup>11</sup> per day, in \$10 increments. QuietCare® will pay the actual charges, up to your selected Maximum Daily Limit.

#### Maximum Daily Limits

##### \$ \_\_\_\_\_ NURSING HOMES and ALTERNATE LIVING FACILITIES

- **Nursing Homes:** Includes skilled, intermediate and custodial care.
- **Alternate Living Facilities:** Includes assisted living, Alzheimer's care, adult foster care and community-based residential facilities.

Home Health Care and Community Care – QuietCare® will pay the actual charges, up to your choice of 50 percent<sup>14</sup> or 100 percent of your selected Maximum Daily Limit.

##### \$ \_\_\_\_\_ HOME HEALTH CARE and COMMUNITY CARE

- **Home Health Care:** Includes licensed care provided through either an agency or an independent care provider.
- **Community Care:** Includes certain types of community-based care, such as adult day care centers.

### Two: Beginning Date and Elimination Period

Benefits are payable as of the Beginning Date, which is the day following the completion of the Elimination Period. The Elimination Period is the number of weeks the insured incurs Qualifying Expenses before benefits begin to be payable. If you have at least one day of qualifying expenses during a calendar week (Sunday through Saturday), the entire week will count toward the Elimination Period. In addition, expenses for Qualified Long-Term Care Services incurred in countries other than the United States and Canada may also be used to satisfy the Elimination Period.

(Georgia has an 8 week Elimination Period):

\_\_\_ 6 Weeks    \_\_\_ 12 Weeks    \_\_\_ 25 Weeks<sup>12</sup>

- **Qualified expenses count toward satisfying the Elimination Period regardless of the amount incurred per day and whether that amount is reimbursed by other sources such as Medicare.**
- **Once you have satisfied a week toward your Elimination Period, you will never have to satisfy it again.**
- **Once you have satisfied your Elimination Period requirement, you will never have to satisfy it again. As long as there are qualifying expenses covered by the policy, benefits will be paid.**

*The amount of benefits provided depends upon the plan selected, and the premium will vary depending on the amount of benefits which are selected.*

<sup>10</sup> \$60 in Wisconsin, \$100 in New York.

<sup>11</sup> \$500 in AK, CT, MA, NH, NJ, NY, \$300 in FL.

<sup>12</sup> Not available in all states.

### Three: Benefit Period

How long do you want to receive benefits? Your choices are:

- \_\_\_ Lifetime (Unlimited)
- \_\_\_ Six years (2,190 days)
- \_\_\_ Three years (1,095 days)

#### The Benefit Account Value

The Benefit Account Value is the maximum total amount payable for qualifying expenses for the duration of the policy. If you choose either a three- or six-year Benefit Period, the Benefit Account Value is determined by multiplying the amount of your selected Maximum Daily Limit by the number of days in the selected Benefit Period.

For example: If your selected Maximum Daily Limit is \$160 per day and you choose a three-year Benefit Period, then your Benefit Account Value would be:

**\$160 PER DAY X THREE YEARS (1,095 DAYS) = \$175,200**

If your daily cost of care is less than your selected Maximum Daily Limit or you do not incur long-term care expenses on a daily basis, then the unused portion can be used to extend the period of time your coverage will last.

**If you select a *Lifetime* Benefit Period, the Benefit Account Value is unlimited.**



*How long do you want to receive benefits?*

#### Your selections

\_\_\_ Maximum Daily Limit X \_\_\_ Benefit Period Days = \_\_\_ Benefit Account Value

Note: Certain state insurance departments require variations in terminology to some policy features. The new terms for the features do not change how the features operate. Such changes may be "Adult Day Health Care Centers" or "Adult Day Care Facilities" replacing "Adult Day Care Centers," "Assisted Living Facilities" replacing "Alternate Living Facilities," "Elimination Period" replacing "Beginning Date," and "Lifetime Maximum Dollar Amount" or "Maximum Lifetime Benefit" replacing "Benefit Account Value."

# optional benefits

## INFLATION PROTECTION

For an additional cost, you may choose from any of the following optional benefits:



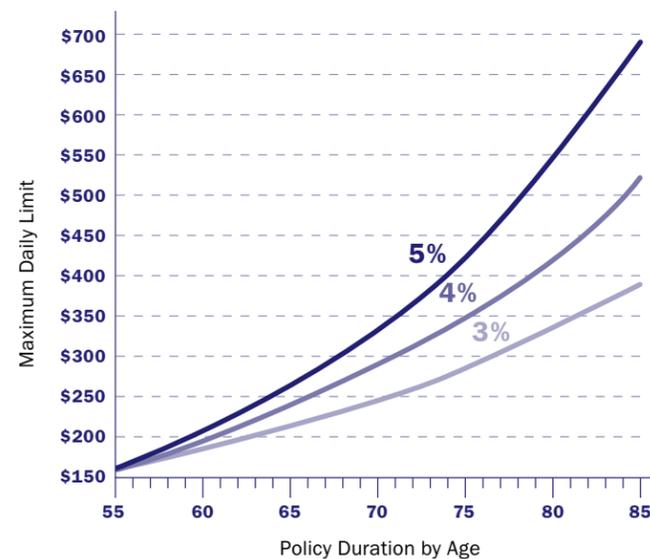
### Inflation protection options<sup>13</sup>

Since long-term care insurance is usually a “future” benefit, the actual cost of providing care at a future date is likely to be higher than it is today. QuietCare® offers two ways for your benefits to increase.

#### Automatic benefit increase (ABI)

Choose an amount of 3 percent, 4 percent or 5 percent<sup>14</sup> by which you want your Maximum Daily Limit and remaining Benefit Account Value to increase on a compounded annual basis at each policy anniversary. **The cost of future coverage increases is built in and will not cause your original premium to increase after issue.**

ABI Indexing Options Benefit Comparison



- Age 55, 91 Day Beginning Date, Lifetime (Unlimited) Benefit Period
- Maximum Daily Limit – \$160 Nursing Home and Alternate Living Facility, \$160 Home Health and Community Care

### Automatic additional purchase benefit (AAPB)<sup>15</sup>

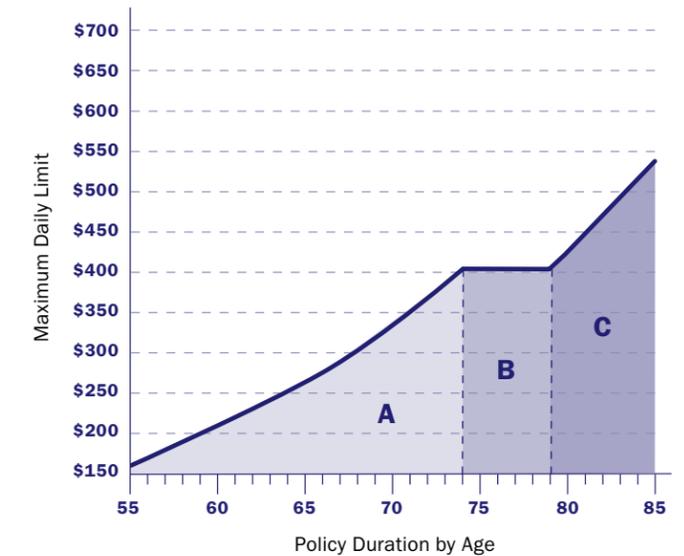
This option allows the amount of your Maximum Daily Limit and remaining Benefit Account Value to increase by 5 percent compounded per policy year on each policy anniversary date, up to age 85 (or for 10 years, if later)<sup>16</sup> without any additional underwriting.

**You decide whether or not to accept a future increase.** On each policy anniversary when benefits increase, an additional premium based on attained age rates will be payable.

- On refusal of an increase, the coverage and premium levels remain at the prior year’s amounts. Increase offers will continue the next year.
- After a second increase is refused, no further increases in coverage are offered.
- Once benefits are payable, coverage increases on the policy anniversary and there is no age or duration limit to these increases.

Also, coverage increases continue while you are eligible for benefits regardless of whether or not you have refused any increases.

AAPB Indexing Benefit Comparison



- A** 5 percent increases accepted.
- B** 5 percent increases at age 75 and 76 declined by insured. Future increases only occur while on claim.
- C** Maximum Daily Limit indexed due to claim, and your premium will be waived.
- Age 55, 91 Day Beginning Date, Lifetime (Unlimited) Benefit Period, Indexing at 5 percent Compounded Annually
- Maximum Daily Limit – \$160 Nursing Home and Alternate Living Facility, \$160 Home Health and Community Care

(This graphic example assumes acceptance of 5 percent increases through age 74, no increases accepted ages 75-79, and indexing of Maximum Daily Limit beginning at age 80 due to a claim.)

<sup>13</sup> Due to the guaranteed renewability of this product, premiums will only be changed if all policies of the same form in your class are changed and, in most states, if your state insurance department approves the change.

<sup>14</sup> 3% and 4% not available in HI, ID, IN, NC, PA, TN, TX. Indexing of less than 5% is not considered “inflation protection” in all states.

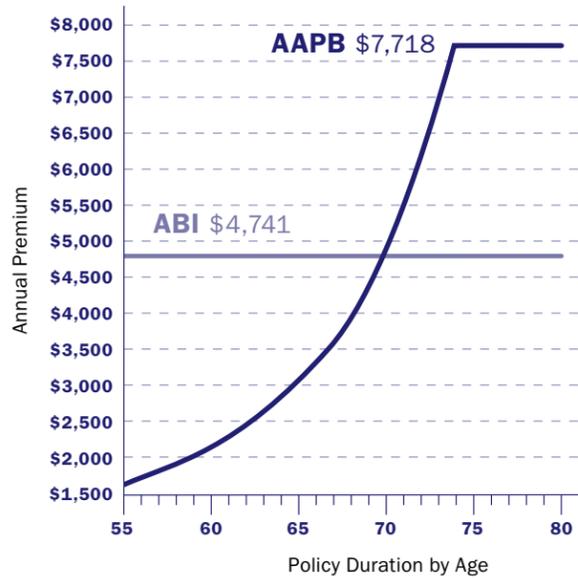
<sup>15</sup> In Pennsylvania, this benefit is referred to as “Optional Additional Purchase Benefit Rider.”

<sup>16</sup> No age or duration limits in CT, IN, MD, PA, TX.

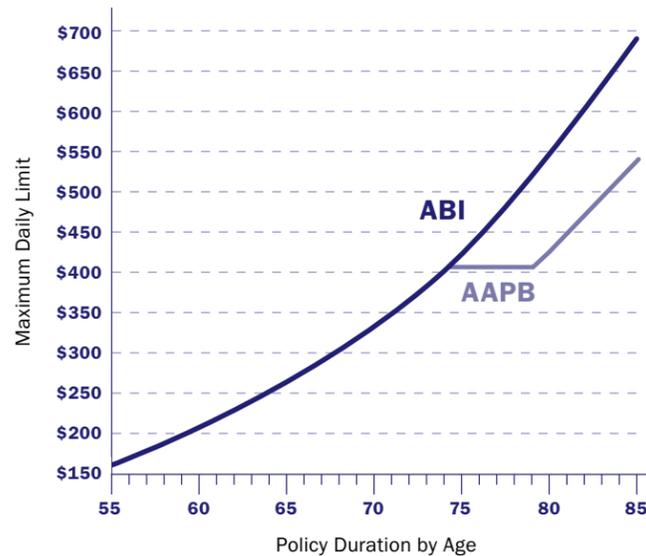
# optional benefits

INFLATION PROTECTION continued

Premium Comparison



Maximum Daily Limit Comparison



- Age 55, 91 Day Beginning Date, Lifetime (Unlimited) Benefit Period, Indexing at 5 percent Compounded Annually.
- Maximum Daily Limit - \$160 Nursing Home and Alternate Living Facility, \$160 Home Health and Community Care.
- Assumes acceptance of 5 percent increases on AAPB through age 74, no increases accepted ages 75-79, and indexing of Maximum Daily Limit beginning at age 80 due to a claim.
- Premiums are waived while benefits are being received.

# optional benefits

ADDITIONAL OPTIONAL BENEFITS

## Survivorship Benefit<sup>17</sup>

With the Survivorship Benefit, your QuietCare® policy will become paid up so that no future premiums will be due on your policy after the death of your spouse or companion provided that:

- You and your spouse or companion each have a QuietCare® policy with this Survivorship Benefit; and
- This Benefit has not terminated due to your written request or for nonpayment of premium.

Premiums will be due for at least the first seven years that this benefit is in force even if your spouse or companion dies during that time.

## Paid-Up Non-Forfeiture Benefit

With this benefit, a special Benefit Account Value will be determined if the premiums stop being paid on or after the third anniversary. It will be equal to<sup>18</sup> the greater of:

- 100 percent of premiums paid to date, including any waived premiums and premiums paid for additional benefits; or
- 30 times the Maximum Daily Limit.

An adjustment may be made to ensure that the total benefit amount paid over the life of the policy does not exceed what would have been payable at the time premiums stopped being paid.

The Maximum Daily Limits under this benefit are based on the daily limits available at the time you stopped paying premiums. Regular eligibility requirements must be met in order to receive benefits.



<sup>17</sup> Not available in New Jersey.

<sup>18</sup> In Maryland, the special Benefit Account Value will be determined after the fifth policy anniversary, not the third. This Benefit Account Value will be based on your age when the Non-Forfeiture Benefit becomes effective and the sum of all premiums you paid for policy.

## ADDITIONAL POLICY FEATURES

### Waiver of premium

Premiums on your policy will be waived when you are determined to have a need for long-term care – either needing hands-on or stand by assistance with at least two Activities of Daily Living (ADLs) or needing substantial supervision due to a severe cognitive impairment. Premiums will be waived until the next policy anniversary. If a premium is waived on the policy anniversary, the annual premium is waived. Premiums will not be waived after there is no longer a need for long-term care. For those who have a need for long-term care while outside the United States and Canada, premiums will be waived until the next policy anniversary, and up to one additional policy anniversary.

### Bed reservation

If you are in a nursing home or an alternate living facility and need to leave for whatever reason, QuietCare® will cover your room and board expenses up to your Maximum Daily Limit if an expense is incurred to hold your space. This additional coverage is available for up to 30<sup>19</sup> days per calendar year.

### Caregiver training benefit

A benefit amount equal to five times the Maximum Daily Limit is payable for training an informal caregiver. This benefit can be paid prior to satisfying the Elimination Period; however, a day of expenses will not count toward satisfying the Elimination Period. The Caregiver Training Benefit will not be paid to train a caregiver who will be paid to care for you.

### Claim Assistance Services

You may elect to use the services of a Licensed Health Care Practitioner appointed by the Company to provide Claim Assistance Services. Claim Assistance Services are intended to facilitate assessments of the benefit eligibility and assist you in the claims process. Examples include:

- Assessing the need for long-term care and developing an appropriate plan of care

- Assisting in the completion of claim forms
- Providing annual certification of a need for long-term care
- Providing information on local provider, community and health resources
- Monitoring and periodic reassessments of your need for long term care and your plan of care

Claim Assistance Services are available at the company's expense and will not reduce the Benefit Account Value. Claim Assistance Services may be used prior to the Beginning Date. In all cases, you choose whether or not to use these Claim Assistance Services, and you select the providers of your care.

### Dividends

Your policy is participating. Any dividends will be used to reduce future premiums, or if not so used will be paid upon your death or cancellation of the policy.<sup>20</sup>

### Respite care

Respite care is care provided by one of the appropriate providers of care and is intended to give temporary relief to an informal caregiver. Benefits can be paid prior to the Beginning Date if all other requirements for benefits have been met. When respite care is paid, it does not count as a day of expenses for purposes of satisfying the Elimination Period. Respite care must be part of the plan of care, and benefits are available for a maximum of 30<sup>21</sup> days per calendar year.

### Alternate plan of care

If you would otherwise require qualified long-term care services from an appropriate provider of care, QuietCare® may provide benefits through other means under a written plan of care. This plan of care must be agreed upon by you, a licensed health-care practitioner and Northwestern Long Term Care Insurance Company.

## AVAILABLE DISCOUNTS

### Spousal Discount<sup>21</sup>

If both you and your spouse qualify for a QuietCare® long-term care insurance policy, both of you will receive a 15 percent Spousal Discount.

### Companion Discount<sup>22</sup>

If both you and your companion qualify for a QuietCare® long-term care insurance policy, both of you will receive a 15 percent Companion Discount. The Companion Discount is not available when the Spousal Discount applies.

A companion relationship is defined as a committed relationship of two unrelated people or two family members of the same generation as evidenced by having lived together for at least two years and intending to continue to do so.

### MultiLife<sup>23</sup>

A 5 percent MultiLife Discount is available on all policies issued to members of eligible employers, associations or affinity groups including spouses, parents, parents-in-law and retirees.

The MultiLife Discount is available in addition to the Spousal or Companion Discount.



<sup>19</sup> 21 days in some states.

<sup>20</sup> Neither the existence nor the amount of a dividend is guaranteed in any given year. Decisions with respect to the determination and allocation of divisible surplus are left to the discretion and sound business judgment of the Board of Directors. There is no guaranteed specific method or formula for the determination and allocation of divisible surplus. Northwestern Long Term Care Insurance Company's approach is subject to change.

<sup>21</sup> In Montana, spousal discounts are not available. A caregiver discount is available in Montana only. Please see your financial representative (a licensed insurance agent) for more information.

<sup>22</sup> Not available in all states.

<sup>23</sup> Policies issued in PA, NJ and NY with the MultiLife Discount have the form number RS.LTC.ML.(1101). In NJ the MultiLife Discount is available for ages 40 and above only.

# eligibility

## HOW YOU BECOME ELIGIBLE FOR BENEFITS

### Eligibility requirements (Qualifying Expenses)

Northwestern Long Term Care Insurance Company will begin to reimburse expenses upon satisfying the Beginning Date requirement and when Northwestern Long Term Care Insurance Company has determined that:

- Within the last 12 months, a licensed health-care practitioner has certified a need for either:

**Hands-on or Standby Assistance** from another person to perform at least two out of the six “Activities of Daily Living” for an expected period of at least 90 days due to a loss of functional capacity. The six activities of daily living are:

- Bathing
- Dressing
- Toileting
- Transferring
- Continence
- Eating

**OR** Substantial supervision to protect the insured from threats to health and safety due to a severe cognitive impairment.

- Expenses are incurred for qualified long-term care services pursuant to a plan of care prescribed by a licensed health-care practitioner and are received from appropriate providers of care such as home health-care agencies, qualified independent care providers, adult day care facilities, alternate living facilities or nursing homes;
- Satisfactory proof of loss is provided to the Company; and
- The benefits are not subject to exclusion under the terms of the policy.



# additional provisions

## ADDITIONAL POLICY PROVISIONS

### Guaranteed renewable

Your QuietCare® policy will stay in force as long as premiums are paid when due.

The policy can neither be cancelled nor have its terms, other than premiums, changed by Northwestern Long Term Care Insurance Company.

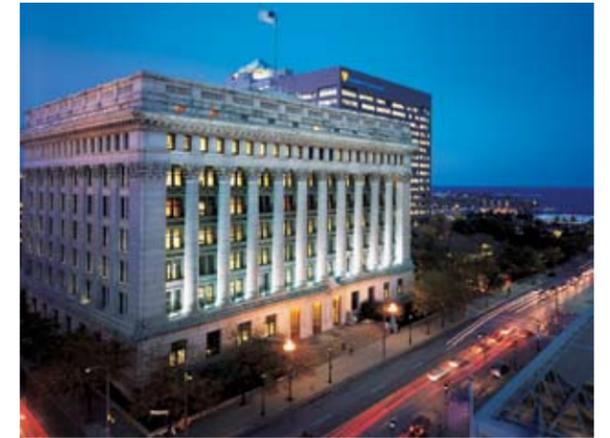
Premiums may be changed only if the premiums for all policies of the same form in your class are changed. In most states, your state’s insurance department must approve rate increases.

### Regular reinstatement

Subject to company requirements, your QuietCare® policy may be reinstated within one year<sup>24</sup> after the due date of an overdue premium. You will be required to provide evidence of insurability and pay all unpaid premiums.

### Reinstatement for unintentional lapse

If your QuietCare® policy lapses as a result of either functional or severe cognitive impairment, you may reinstate the policy within five months of the expiration of the grace period. You will need to provide satisfactory proof of this loss and will be required to pay all unpaid premiums.



Northwestern Mutual’s home office is located in Milwaukee, WI.

### Right to return

You may return the policy for any reason within 30 days after you receive it. The policy may be returned to your financial representative (a licensed insurance agent) or to Northwestern’s administrative office at P.O. Box 5709, Hopkins, MN 55343-5709. Any premium paid will be refunded.

### Operation of the policy with other coverage<sup>25</sup>

If benefits payable under QuietCare® and any other coverage for long-term care are greater than actual expenses, the daily benefit payable may be adjusted. However, the Benefit Account Value will not be reduced because of other coverage.

<sup>24</sup> 6 months in South Dakota.

<sup>25</sup> Not applicable in all states.

# exclusions

## EXCLUSIONS & LIMITATIONS

### QuietCare® does NOT pay long-term care benefits for care that is:

- The result of substance abuse or dependency, which includes drug and alcohol abuse or chemical dependency.<sup>26</sup> (This does not apply to medications taken as prescribed by a physician.)
- Received outside of the United States or the country of Canada.
- Provided by an immediate family member unless the family member provides such care as an employee of a qualified home health-care agency.
- Reimbursable under any federal, state or governmental health-care plan or law except Medicaid, unless required by law. The contract cannot reimburse expenses that are reimbursable, or would be reimbursable except for the application of a deductible or coinsurance amount, under Medicare.

For determining the benefit payable, the insured's expenses will be reduced by the expenses subject to this limitation. However, the days of qualifying expenses paid for by a governmental health-care plan or law may be accumulated to satisfy the Beginning Date.

- Normally provided at no charge in the absence of insurance.

*After issue, no exclusion will be made for pre-existing conditions.<sup>27</sup> This is a general list of exclusions. However, state variations may apply.*



# features

## STATE-SPECIFIC QUIETCARE® FEATURES & PROVISIONS

### In Massachusetts

- Home health-care services may also be provided by personal care providers, which are entities that provide personal care services and meet the provider requirements set forth by the Executive Officer of Elder Affairs.
- QuietCare® policies with a maximum daily limit of \$125 or more are issued with the policy form number RS.LTC.(1101). These policies are intended to satisfy Massachusetts' minimum long-term care insurance coverage requirements for certain asset and liability exemptions under the Massachusetts MassHealth (Medicaid) Program. QuietCare® policies with a maximum daily limit of less than \$125 are issued with the policy form number RS.LTCN.(1101) and are not intended to qualify for the MassHealth program.



*This brochure is not all-inclusive. The policy provides a complete list of benefits, limitations and exclusions. QuietCare® is an individual tax-qualified long-term care insurance policy that is medically underwritten. This material is produced for the marketing and solicitation of insurance.*

<sup>26</sup> In Arizona, California, Connecticut, Louisiana, Minnesota, Oklahoma, South Dakota, and Virginia substance abuse or dependency is alcoholism and drug addiction.

<sup>27</sup> A pre-existing condition means a condition for which medical advice or treatment was recommended by or received from a provider of health care services preceding the effective date of coverage.

## STRENGTH & COMMITMENT

### Financial strength

Northwestern Long Term Care Insurance Company is a wholly owned subsidiary of The Northwestern Mutual Life Insurance Company.

Northwestern Long Term Care Insurance Company maintains the best possible insurance financial strength ratings from all four major rating services.

In addition, the long-term care benefits of Northwestern Long Term Care Insurance Company's insurance policies have been 100 percent guaranteed by The Northwestern Mutual Life Insurance Company, a company for 23 years named America's Most Admired life insurance company in a FORTUNE® Magazine survey.<sup>28</sup>

Several attributes rated in that survey included the quality of products and services, long-term investment value, financial soundness and the wise use of corporate resources.



The Northwestern Mutual Life Insurance Company home office campus includes three buildings which overlook Lake Michigan.

### Our commitment

Our ratings and reputation represent our promise to pay our claims and meet our obligations. Moreover, our third-party ratings provide a professional assessment of Northwestern Mutual's strength and security.

Northwestern Long Term Care Insurance Company ratings.<sup>29</sup>

A++	AAA	AAA	Aaa
A.M. BEST	STANDARD & POOR'S	FITCH RATINGS	MOODY'S
Superior	Extremely Strong	Extremely Strong	Exceptional
Highest Rating	Highest Rating	Highest Rating	Best Possible Rating

*Rest assured in our promise to be there for you when you need us most.*

These ratings provide a professional assessment of Northwestern LTC's financial strength and security and represent our promise to pay our claims and meet our obligations. Additionally, benefits of Northwestern LTC policies have been 100 percent guaranteed by Northwestern Mutual.

<sup>28</sup> FORTUNE, "America's Most Admired Companies," March 19, 2007.

<sup>29</sup> The four agencies listed base ratings on the financial strength of the insurance company. These ratings are not recommendations of specific policy provisions, rates or practices of the insurance company. Since its entrance into the long-term care insurance market in 1998, all four agencies have given Northwestern Long Term Care Insurance Company the best possible insurance financial strength ratings. At the time of this publication, our most current ratings are for the following dates: A.M. Best (July 2007), Fitch Ratings (August 2006), Moody's (March 2006) and Standard & Poor's (November 2007).

## QUIETCARE® WORKSHEET

Complete this worksheet with your financial representative\* to create a customized QuietCare® plan.

	Plan 1	Plan 2
Select one: <b>MAXIMUM DAILY LIMIT</b>	\$ _____ (\$50 <sup>30</sup> – \$400 <sup>31</sup> in \$10 increments)	\$ _____ (\$50 <sup>30</sup> – \$400 <sup>31</sup> in \$10 increments)
Select one: <b>PERCENTAGE OF MAXIMUM DAILY LIMIT</b> for home health and community care	___ 50 percent <sup>32</sup> ___ 100 percent (of Maximum Daily Limit) \$ _____	___ 50 percent <sup>32</sup> ___ 100 percent (of Maximum Daily Limit) \$ _____
<b>ELIMINATION PERIOD</b>	___ 6 Weeks ___ 12 Weeks ___ 25 Weeks <sup>32</sup> ___ Georgia: 8 Weeks only	___ 6 Weeks ___ 12 Weeks ___ 25 Weeks <sup>32</sup> ___ Georgia: 8 Weeks only
Select one: <b>BENEFIT PERIOD</b>	___ Three Years (1,095 Days) ___ Six Years (2,190 Days) ___ Lifetime (Unlimited)	___ Three Years (1,095 Days) ___ Six Years (2,190 Days) ___ Lifetime (Unlimited)
<b>BENEFIT ACCOUNT VALUE</b> = Maximum Daily Limit x Benefit Period Days	\$ _____	\$ _____
<b>Choose from any inflation protection options</b>		
<b>AUTOMATIC BENEFIT INCREASE (ABI)</b> (Choose amount from 3 percent, <sup>33</sup> 4 percent <sup>35</sup> or 5 percent compounded)	___ Yes ___ percent ___ No	___ Yes ___ percent ___ No
OR		
<b>AUTOMATIC ADDITIONAL PURCHASE BENEFIT (AAPB)</b> <sup>34</sup> (5 percent compounded)	___ Yes ___ No	___ Yes ___ No
<b>Choose from any additional optional benefits</b>		
<b>SURVIVORSHIP BENEFIT</b> <sup>35</sup>	___ Yes ___ No	___ Yes ___ No
<b>PAID-UP NON-FORFEITURE BENEFIT</b>	___ Yes ___ No	___ Yes ___ No

\* A licensed insurance agent.

<sup>30</sup> \$60 in Wisconsin, \$100 in New York

<sup>31</sup> \$500 in AK, CT, MA, NH, NJ, NY, \$300 in FL

<sup>32</sup> Not available in all states.

<sup>33</sup> 3 percent and 4 percent not available in DE, HI, ID, IN, NC, OH, PA, TN, TX.

Indexing of less than 5 percent is not considered "inflation protection" in all states.

<sup>34</sup> In Pennsylvania, this benefit is referred to as "Optional Additional Purchase Benefit Rider."

<sup>35</sup> Not available in New Jersey.



*for more information*

Contact your financial representative\*

Your state's insurance department may have additional information, including a buyer's guide, explaining long-term care insurance.

\*A licensed insurance agent.

Northwestern Long Term Care  
Insurance Company is a subsidiary  
of The Northwestern Mutual Life  
Insurance Company, Milwaukee, WI  
[www.nmfn.com](http://www.nmfn.com)

90-2286 LTC (0708)

Policy forms RS.LTC.(0708) and RS.LTC.ML.(0708).  
Form RS.LTC.ML.(0708) is only available in New Jersey,  
New York and Pennsylvania.



**Northwestern Long Term Care  
Insurance Company™**

A Northwestern Mutual Company

# QuietCare<sup>®</sup>

*Policy Provisions*

TAX-QUALIFIED  
LONG-TERM CARE INSURANCE



**Northwestern Long Term Care  
Insurance Company<sup>™</sup>**

A Northwestern Mutual Company



# QuietCare<sup>®</sup>

## POLICY PROVISIONS\*

*A Northwestern long-term care insurance policy is designed to reimburse some of the costs of receiving care in either your home, your community, an alternate living facility or a nursing home.*

*Coverage provided by the policy gives you options over when, where, how much and what type of care you can receive.*

### **Eligible purchase ages**

QuietCare<sup>®</sup> long-term care insurance may be purchased between the ages of 18 and 79.

### **Facility daily benefits**

You may select a Maximum Daily Limit between \$50<sup>1</sup> and \$400<sup>2</sup> per day in \$10 increments to pay daily expenses incurred for long-term care services. QuietCare<sup>®</sup> will pay the actual charges up to your selected Maximum Daily Limit for nursing homes and alternate living facilities, which may include assisted living, Alzheimer's care, community-based residential, hospice care, and adult foster care facilities.

### **Home health and community care daily benefits**

The policy will pay actual charges up to your choice of either 50 percent<sup>3</sup> or 100 percent of your selected Maximum Daily Limit. Covered home health care services may include appropriately licensed or certified independent care providers.

<sup>1</sup> \$60 in WI, \$100 in New York.

<sup>2</sup> \$300 in FL, \$500 in AK, CT, MA, NH, NJ, NY.

<sup>3</sup> Not available in all states.

## Benefit period options

Three Years (1,095 days), Six Years (2,190 days), or Lifetime (Unlimited) Benefits are available.

## Elimination Period options

6, 12, or 25<sup>4</sup> weeks (8 weeks in Georgia)

Benefits begin to be payable after you have incurred either 6, 12, or 25 weeks (8 weeks in Georgia) of qualifying expenses. Once you have satisfied a week toward your Elimination Period, you will never have to satisfy it again.

## Benefit account value

If you choose either a *Three-* or *Six-Year* Benefit Period, a Benefit Account Value is determined by multiplying the amount of your selected Maximum Daily Limit by the number of days in the selected Benefit Period. If your daily cost of care is less than your selected Maximum Daily Limit, or you do not incur long-term care expenses on a daily basis, then the unused portion can be used to extend the period of time your coverage will last. If you select a *Lifetime* Benefit Period, the Benefit Account Value is unlimited.

## Hospice Care

Hospice care is intended for those in the final stages of needing care services. Hospice Care Services include inpatient and outpatient services that provide end of life care while alleviating the physical, emotional and social discomforts of the terminally ill. The daily benefit will

be payable prior to the Beginning Date if all other requirements for benefits are met and you are receiving hospice care. A licensed physician must certify the terminal illness and the length of the illness to be six months or less. Hospice care can be provided under a hospice care program that is state/federally certified and may be provided in the home, home of a friend or home of a relative. Hospice care that is covered by Medicare is subject to the limitation for governmental benefits payable. Reimbursed expenses for hospice care will not count in meeting the Elimination Period.

## Caregiver training benefit

If you wish to have a family member or friend provide informal assistance for you, the Caregiver Training Benefit allows for the training of this person. A benefit amount equal to five times the Maximum Daily Limit is payable for training an informal caregiver. The Caregiver Training Benefit, however, will not be paid to train an informal caregiver who will be paid to care for you.

## Respite care

Respite care is temporary relief to the informal caregiver which is provided on a 24-hour basis. Respite care benefits can be paid before the Beginning Date if all other requirements have been met. However, benefits paid for days of respite care do not count toward meeting the Beginning Date requirement. Respite care benefits may be paid for a maximum of 30<sup>5</sup> days per calendar year.

## Waiver of premium

Premiums on your policy will be waived when you are determined to have a need for long-term care – either needing hands-on or stand by assistance with at least two Activities of Daily Living (ADLs) or needing substantial supervision due to a severe cognitive impairment. Premiums will be waived until the next policy anniversary. If a premium is waived on the policy anniversary, the annual premium is waived. Premiums will not be waived after there is no longer a need for long-term care. For those who have a need for long-term care while outside the United States and Canada, premiums will be waived until the next policy anniversary, and up to one additional policy anniversary.

## Bed reservation

If you are in a nursing home or an alternate living facility and need to leave for whatever reason, QuietCare® will cover your room and board expenses up to your Maximum Daily Limit if an expense is incurred to hold your space. This additional coverage is available for up to 30<sup>6</sup> days per calendar year.

## Dividends

Your policy is participating. Any dividends will be used to reduce future premiums, or if not so used will be paid upon your death or cancellation of the policy.\*\*

## Alternate plan of care

If you would otherwise require qualified long-term care services from an appropriate provider of care, QuietCare® may provide benefits through other means under a written plan of care. An Alternate Plan of Care must be agreed upon by you, a licensed health care practitioner and Northwestern Long Term Care Insurance Company.

## Claim Assistance Services

You may elect to use the services of a Licensed Health Care Practitioner appointed by the Company to provide Claim Assistance Services. Claim Assistance Services are intended to facilitate assessments of the benefit eligibility and assist you in the claims process. Examples include:

- Assessing the need for long-term care and developing an appropriate plan of care
- Assisting in the completion of claim forms
- Providing annual certification of a need for long-term care
- Providing information on local provider, community and health resources
- Monitoring and periodic reassessments of your need for long term care and your plan of care

Claim Assistance Services are available at the company's expense and will not reduce the Benefit Account Value. Claim Assistance Services may be used prior to the Beginning Date. In all cases, you choose whether or not to use these Claim Assistance Services, and you select the providers of your care.

## Discounts

**Spousal Discount:**<sup>7</sup> If both you and your spouse are issued a QuietCare® long-term care insurance policy, you will receive a 15 percent discount on each policy.

**Companion Discount:**<sup>8</sup> If both you and your companion are issued a QuietCare® long-term care insurance policy, you will receive a 15 percent Companion Discount on each policy. The Companion Discount is not available when the Spousal Discount applies. A companion relationship is defined as a committed relationship of two unrelated people or two family members of the same generation as evidenced by having lived together for at least two years and intending to continue to do so.

**MultiLife Discount:**<sup>9</sup> A 5 percent discount is available on all policies issued to members of eligible employer, association or affinity group including spouses, parents, parents-in-law and retirees.<sup>10</sup>

The MultiLife Discount is available in addition to the Spousal or Companion Discount.



<sup>7</sup> In Montana, spousal discounts based on marital status are not available. A caregiver discount is available in Montana only. Please see your financial representative (a licensed insurance agent) for more information.

<sup>8</sup> Not available in all states.

<sup>9</sup> Policies issued in PA, NJ and NY with the MultiLife Discount have the form number RS.LTC.ML.(1101).

<sup>10</sup> In NJ the MultiLife Discount is available for ages 40 and above only.

## Optional policy benefits

(Available at an additional cost)

### *Automatic Benefit Increase*

Choose an amount from 3 percent to 5 percent<sup>11</sup> by which you want your Maximum Daily Limit and remaining Benefit Account Value to increase on a compounded annual basis at each policy anniversary. The cost of the future coverage increases is built in and will not cause your original premium to increase after issue.\*\*\*

### *Automatic Additional Purchase Benefit*<sup>12</sup>

This option allows the amount of your Maximum Daily Limit and remaining Benefit Account Value to increase by 5 percent compounded per policy year on each policy anniversary date, up to age 85 (or for 10 years if later)<sup>13</sup> without any additional underwriting. You decide whether or not to accept a future increase.

On each policy anniversary when coverage increases, your premium will increase based on attained age rates. Upon declining a second automatic increase, your Benefit Account Value and Maximum Daily Limit will remain level and all future increases are no longer available. When you receive benefits, the remaining Benefit Account Value and Maximum Daily Limit will automatically increase by 5 percent compounded on each policy anniversary with no age or duration limit.

<sup>11</sup> 3% & 4% are not available in HI, ID, IN, NC, PA, TN, TX.

<sup>12</sup> In PA, this benefit is referred to as "Optional Additional Purchase Benefit Rider."

<sup>13</sup> No age or duration limits in CT, IN, MD, PA, TX.

## Optional policy benefits continued

### *Survivorship Benefit<sup>14</sup>*

With the Survivorship Benefit, your QuietCare® policy will become paid up so that no future premiums will be due on your policy after the death of your spouse or companion, provided that:

- You and your spouse or companion each have a long-term care policy with this Survivorship Benefit; and
- This benefit has not terminated due to your written request or for nonpayment of premium.

Premiums will be due for at least the first seven years that this benefit is in force even if your spouse or companion dies during this time.

### *Paid-Up Non-Forfeiture Benefit*

With this benefit, a special Benefit Account Value will be determined if the premiums stop being paid on or after the third policy anniversary.<sup>15</sup> It will be equal to the greater of 100% of premiums paid to date or 30 times the Maximum Daily Limit level at the time premiums stopped being paid. An adjustment may be made to make sure the total amount paid over the life of the policy does not exceed what would have been payable at the time premiums stopped being paid.



## Exclusions and Limitations

QuietCare® does NOT pay long-term care benefits for care that is:

- The result of substance abuse or dependency, which includes drug and alcohol abuse or chemical dependency.<sup>16</sup> (This does not apply to medications taken as prescribed by a physician.)
- Received outside of the United States or the country of Canada.
- Provided by an immediate family member unless the family member provides such care as an employee of a qualified home health-care agency.
- Reimbursable under any federal, state or governmental health-care plan or law except Medicaid, unless required by law. The contract cannot reimburse expenses that are reimbursable, or would be reimbursable except for the application of a deductible or coinsurance amount, under Medicare. For determining the benefit payable, the insured's expenses will be reduced by the expenses subject to this limitation.
- Normally provided at no charge in the absence of insurance.

*After issue, no exclusion will be made for pre-existing conditions.<sup>17</sup> This is a general list of exclusions. However, state variations may apply.*

<sup>14</sup> Not available in NJ.

<sup>15</sup> In Maryland, the special Benefit Account Value will be determined after the fifth policy anniversary, not the third. This Benefit Account Value will be based on your age when the Non-Forfeiture Benefit becomes effective and the sum of all premiums you paid for the policy.

<sup>16</sup> In Arizona, California, Connecticut, Louisiana, Minnesota, Oklahoma, South Dakota and Virginia, substance abuse or dependency is alcoholism and drug addiction.

<sup>17</sup> A pre-existing condition means a condition for which medical advice or treatment was recommended by or received from a provider of health care services preceding the effective date of coverage.

## *Guaranteed renewable*

Your policy will stay in force as long as premiums are paid when due. The policy can neither be cancelled nor have its terms, other than premiums, changed by the Company.\*\*\*

## *Right to return*

You may return the policy for any reason without penalty or obligation within 30 days after you receive it. Any premium paid will be refunded.

\*Certain state insurance departments require variations in terminology to some policy features. The new terms for the features do not change how the features operate. Such changes may be "Adult Day Health Care Centers" or "Adult Day Care Facilities" replacing "Adult Day Care Centers", "Assisted Living Facilities" replacing "Alternate Living Facilities," "Elimination Period" (of 45, 90 or 180) replacing "Beginning Date" of (46, 91 or 181), and "Lifetime Maximum Dollar Amount" or "Maximum Lifetime Benefit" replacing "Benefit Account Value".

\*\*Neither the existence nor the amount of a dividend is guaranteed in any given year. Decisions with respect to the determination and allocation of divisible surplus are left to the discretion and sound business judgment of the Board of Directors. There is no guaranteed specific method or formula for the determination and allocation of divisible surplus. Northwestern Long Term Care's approach is subject to change.

\*\*\*Due to the guaranteed renewability of this product, premiums will only be changed if all policies of the same form in your class are changed and, in most states, if your state insurance department approves the change.

### **State-Specific Features & Provisions**

In **Massachusetts**, policies with a maximum daily limit of \$125 or more are issued with the policy form number RS.LTC.(1101). These policies ARE intended to satisfy Massachusetts' minimum long-term care insurance coverage requirements for certain asset and liability exemptions under the Massachusetts MassHealth (Medicaid) Program. QuietCare® policies with a maximum daily limit of less than \$125 are issued with the policy form number RS.LTCN.(1101) and ARE NOT intended to qualify for the MassHealth program.

*Your state's insurance department may have additional information, including a buyer's guide, explaining long-term care insurance.*

*This brochure is not all-inclusive. The policy provides a complete list of benefits, limitations and exclusions.*

*QuietCare® is an individual tax-qualified long-term care insurance policy that is medically underwritten. This material is produced for the marketing and solicitation of insurance.*

Northwestern Long Term Care  
Insurance Company • A subsidiary  
of The Northwestern Mutual Life  
Insurance Company • Milwaukee, WI

www.nmfn.com

90-2287 LTC (0708)

Policy forms RS.LTC.(0708) and RS.LTC ML.(0708).  
Form RS.LTC.ML.(0708) is only available in New  
Jersey, New York and Pennsylvania.



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Northwestern Long Term Care Insurance Company • A subsidiary of  
The Northwestern Mutual Life Insurance Company • Milwaukee, WI  
[www.nmfn.com](http://www.nmfn.com)

This insurance policy contains exclusions and limitations. The  
purpose of this material is for the marketing and solicitation of  
insurance. A financial representative (a licensed insurance agent of  
Northwestern Long Term Care Insurance Company) may contact you.

90-2344 LTC (0708)

Policy forms RS.LTC.(0708) and  
RS.LTC.ML.(0708). Form RS.LTC.  
ML.(0708) is only available in New  
Jersey, New York and Pennsylvania.

 **Northwestern Long Term Care  
Insurance Company™**

A Northwestern Mutual Company



## *QuietCare® Changes Over Time*

OUR STRENGTH. OUR REPUTATION. OUR INTEGRITY.

With an ever-changing Long Term Care Insurance  
(LTC) landscape, one of the most valuable benefits to owning  
Northwestern Long Term Care Insurance Company's QuietCare® is  
our commitment to doing the right thing for policyowners.

90-2344 LTC (0708)

 **Northwestern Long Term Care  
Insurance Company™**

A Northwestern Mutual Company

## 1998

### QuietCare® product introduction

QuietCare® was first introduced in 1998 by Northwestern Long Term Care Insurance Company (Northwestern LTC), which shares a commitment to the same mutual values as its parent company, The Northwestern Mutual Life Insurance Company. One example is the company's approach to "retroactivity". Northwestern LTC has a history of offering new policy features to existing policyowners when-ever possible and practical.

## 2002

### Allowed for ability to declare dividend and offered benefit upgrades

The company made all policies, including inforce policies, participating. This enhancement offered the opportunity for policy-owners to receive a reduction in premium through policy dividends if the product experience proves more favorable than pricing expectations.

Also in 2002, the company:

- increased the alternate living facility benefit to 100 percent of the nursing home daily limit
- added caregiver training
- made these features available to existing policyowners through a Benefit Upgrade Program offer

## 2003

### Automatic Additional Purchase Benefit (AAPB) amendment automatically extended to existing policyowners

The benefit was enhanced by:

- moving the last day of exercising the increasing option to the first policy anniversary from age 75, to after age 85
- allowing policy-owners to refuse the increases twice before no longer offering increases
- automatically extending enhancements to existing policyowners

## 2005

### Additional product enhancements

The policy was enhanced by:

- eliminating the mental disorder exclusion
- allowing benefits for care received in Canada
- increasing the Bed Reservation Benefit and Respite Care Benefit to 30 days per calendar year
- adding a 15 percent companion discount.<sup>1</sup>

<sup>1</sup> In approved states.

<sup>2</sup> Neither the existence nor the amount of a dividend is guaranteed in any given year. Decisions with respect to the determination and allocation of divisible surplus are left to the discretion and sound business judgment of the Board of Directors. There is no guaranteed specific method or formula for the determination and allocation of divisible surplus. Northwestern Long Term Care Insurance Company's approach is subject to change.

## 2006 – 2007

### \$3.9 million dividend announced for 2007<sup>2</sup>

The estimated dividends of \$3.9 million are expected to impact more than 31,000 long-term care policyowners in 2007.

### \$6.1 million dividend announced for 2008

An expected \$2.2 million increase over 2007's dividends from the Company

Dividends paid on long-term care policies will be used to reduce the cost of future premiums.

## 2008

### Additional product enhancements

The policy was enhanced by:

- changing from "days of service" Beginning Dates to weekly Elimination Periods
- adding a hospice care benefit
- formalization of Claim Assistance Services
- waiver of premium starting at benefit eligibility

## What does this mean for policyowners?

In each of these instances, the upgrades, amendments and enhancements were made available to existing policyowners at a price consistent with what was charged for newly issued policies.

As new and enhanced benefits to QuietCare® policies become available in the future, it is Northwestern LTC's ambition to make sure that existing policyowners are given the opportunity to acquire them at the appropriate premium, whenever possible and practical. That's simply demonstrating the values of mutuality.

