

EDUCATION AND EXAMINATION COMMITTEE  
OF THE  
SOCIETY OF ACTUARIES

COURSE 8 HEALTH, GROUP LIFE, AND MANAGED CARE STUDY NOTE

**COURSE 8 HEALTH, GROUP LIFE, AND MANAGED CARE CASE STUDY  
HEALTH AND GROUP LIFE EXTENSION**

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**COURSE 8: HEALTH, GROUP LIFE AND MANAGED CARE  
CASE STUDY**

**HEALTH AND GROUP LIFE EXTENSION**

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## **HEALTH AND GROUP LIFE EXTENSION**

### **I. GROUP LIFE AND DISABILITY DIVISION**

The Group Life and Disability (GLD) division is one of four primary corporate divisions of Wonderful Life Insurance Company. The GLD division offers products and services to meet policyholders' needs for financial protection, including group life, both group and individual disability income, and long-term care insurance.

The GLD division provides group life insurance to small, medium, and large size employers, including employee, spouse, child, waiver of premium, and AD&D coverages. The GLD division offers coverage amounts on employees that are based on a multiple of earnings or predetermined flat amounts. Dependent coverage products are typically based only on flat predetermined amounts. The GLD division requires individual short form underwriting on employers with less than 25 employees. No individual underwriting is required for larger employers as long as certain requirements are met. The GLD division also complies with any laws with regard to eligibility and benefits. The group life products are typically marketed through brokers and consultants.

The GLD division maintains reinsurance on any life insurance amounts in excess of \$500,000 and shares in the risk exposure with the reinsurer up to a maximum exposure to the GLD division of \$1,000,000 per life. Amounts over the maximum retained liability of \$1,000,000 can be submitted to the reinsurer on a facultative basis. Waiver of premium benefits are reinsured on the same basis. In addition, the GLD division reinsurance any AD&D amount in excess of \$250,000 on a shared basis up to a maximum retained liability of \$750,000 per certificate.

The GLD division offers a range of LTD products in both the individual and the group market. All of the GLD division's LTD business is written on a fully insured basis. The individual products comprise approximately 15% of the total LTD business. The GLD division reinsurance 50% of its exposure on both the individual and group LTD products, up to an overall total maximum disability monthly benefit of \$15,000 per employee or individual. The division has recently undergone a detailed analysis of the group LTD experience in order to understand the factors that have impacted the recent financial results and to improve the rating process.

The historical premium distribution of the group LTD block of business by elimination period is illustrated below. In 1997, the majority of the group LTD business was written

with a 180-day elimination period. In the most recent two years, the division has seen a shift in the group LTD product line to a 90-day elimination period.

Elimination Period	1997	1998	1999
90 day	30.0%	60.0%	60.0%
180 day	50.0%	30.0%	30.0%
Other	20.0%	10.0%	10.0%

Over the past few years, the GLD division has seen a large increase in the number of their clients that have introduced flexible benefits programs. The division has recently invested in system enhancements to ensure the proper level of administrative support for these flexible programs. Historically the GLD division has had a reputation in the marketplace of being fairly inflexible in terms of being able to accommodate non-standard client needs.

At the beginning of 1998, the GLD division entered the long-term care marketplace in an attempt to broaden their client base and the group services offered. Initial sales results have exceeded expectations, although current losses have been worse than anticipated. Management is aware that experience for this block of business is not yet credible and is not prepared to make substantial changes in pricing or marketing without further analysis.

Financial information is provided in this case study regarding the group life and the group long-term-disability (LTD) product lines. Detailed financial exhibits for the individual LTD and group long-term-care products are not provided. The three-year financial statements illustrated in this case study are recast for 1997 and 1998, with claims expense estimates that reflect claim run-out through the end of 1999.

All numbers found in this case study are for illustration only and may not be representative of true costs or actual relationships. Any similarities with actual company results are purely coincidental.

### ***Group Life Financial Data***

The most recent three years of experience for all the group life products (including employee, spouse, child, waiver of premium, and AD&D coverages) are illustrated in Table GLD-1. Fully insured premiums in this regulatory environment are subject to a premium tax, which is shown as an expense line item. Both commissions and premium tax are based on a percent of premium. General expense includes division overhead allocated to the product line. The increase in actuarial reserves is calculated as the year-end reserve less the beginning of the year reserve. Some of the larger employers are subject to experience rating and any amount owed in the form of dividends or experience rating refunds are maintained as a separate line item. Investment income includes earnings on the assets that support the business as well as earnings on operating income.

Group life revenues have increased at an average annual rate of nearly 12.5% over the last two years. Total claims expense and gross operating margins have varied during this

time period. General administrative expenses as a percent of revenue have been steadily increasing, although commissions and premium taxes have remained fairly steady. Operating margins for the past three years have been negative, but strong investment income results have resulted in positive operating earnings for the same period.

#### ***Group Life Actual to Tabular Experience***

The GLD division has historically used the results of an intercompany claims study to develop group life rates. Expected claim rates versus the actual experience for the group life product are illustrated in Table GLD-2.

#### ***Group LTD Financial Data***

The most recent three years of experience for group long-term-disability income products are illustrated in Table GLD-3. Fully insured premiums in this regulatory environment are subject to a premium tax, which is shown as an expense line item. Commissions and premium tax are based on a percent of premium. General expense includes division overhead allocated to the product line. The increase in actuarial reserves is calculated as the year-end reserve less the beginning of the year reserve. Some of the larger employers are subject to experience rating and any amount owed in the form of dividends or experience rating refunds are maintained as a separate line item. Investment income includes earnings on the assets that support the business as well as earnings on operating income.

Group LTD premium income for the GLD division has increased at an average annual rate of 12.5% over the last two years. Total claims expense during this period has fluctuated. General administrative expenses have increased, although commissions and premium taxes as a percentage of premium have remained fairly steady. The product line has experienced a loss at the operating margin level for the past three years. Despite strong investment income results, the product line experienced a loss at the pre- and post-tax operating earnings level in 1999.

#### ***Group LTD Claim Lag Data***

Tables GLD-4a, GLD-4b, GLD-4c, GLD-4d, and GLD-4e illustrate the claims run-out for the group LTD product line by calendar quarter, beginning with the first quarter of 1996. Earned premium for the calendar quarter is indicated in the first column. Monthly and cumulative paid claims are also shown for each incurral quarter, beginning with the quarter of incurral (duration 0), through each subsequent quarter (durations 1-15). The last available quarter of duration is the fourth quarter of 1999. The estimated open claim reserves and the incurred but not reported reserves are shown by quarter of incurral and duration. Total quarterly gross incurred claims at any particular quarter of duration equal the sum of the accumulated paid claims, the open claim reserves and the incurred but not reported reserve. Total net incurred claims for each incurral quarter at each duration are calculated as the total gross incurred claims less an accumulated investment credit on the

total reserves. For each quarter of incurral, an interest adjusted incurred loss ratio is shown at each quarter of duration.

#### ***Group LTD Incidence Rates***

Table GLD-5 illustrates the incidence of group LTD claims by quarter of incurral, beginning with the first quarter of 1997, through the fourth quarter of 1999. The number of incurred claims in each quarter is indicated, as is the associated covered lives exposure (on an annualized basis) and the resulting actual annualized incurred claims per 1,000 covered lives incidence rate. The expected annualized incurred claims per 1,000 covered lives incidence rate on an aggregate basis is also shown. The actual to expected incidence ratio is calculated for each quarter.

Group LTD incidence rates as included in the GLD division's pricing assumptions are shown in Table GLD-6. The incidence rates per 1,000 covered lives are shown by selected ages, by gender, and for the three most common elimination periods for the product line.

#### ***Group LTD Termination Rates***

The progression of group LTD claim termination is illustrated in Table GLD-7. The actual number of open LTD claims is illustrated for each quarter of incurral and subsequent durations through the fourth quarter of 1999. Table GLD-7 also illustrates the expected number of open LTD claims for each quarter of incurral and duration and the actual to expected ratio of open LTD claims.

An excerpt from a basic group LTD termination rate table is shown in Table GLD-8. The table illustrates the rate of disablement after a six-month elimination period per 1,000 covered lives for males at various ages of disability. The probability of termination of disability from either death or recovery is shown by month for the first two years following the disability. The probability of termination of disability from either death or recovery is shown by year after the first two years following the incidence of disability. The GLD division incorporates this table and similar tables into the pricing assumptions used for the group LTD product line.

**TABLE GLD-1**  
**THREE YEAR FINANCIAL STATEMENT FOR GROUP LIFE**  
(Amounts in \$1,000s)

	1997	% of Premium	1998	% of Premium	1999	% of Premium
<b>Premium Income</b>	<b>\$150,000</b>		<b>\$172,500</b>		<b>\$189,800</b>	
Paid Claims	\$112,500	75.0%	\$138,000	80.0%	\$132,800	70.0%
Increase in Actuarial Reserves	\$6,800	4.5%	\$6,900	4.0%	\$8,000	4.2%
Total Incurred Claims	\$119,300	79.5%	\$144,900	84.0%	\$140,800	74.2%
Dividends and Experience Rating Refunds	\$15,000	10.0%	\$13,800	8.0%	\$22,800	12.0%
<b>Total Claims Expense</b>	<b>\$134,300</b>	<b>89.5%</b>	<b>\$158,700</b>	<b>92.0%</b>	<b>\$163,600</b>	<b>86.2%</b>
<b>Gross Margin</b>	<b>\$15,700</b>	<b>10.5%</b>	<b>\$13,800</b>	<b>8.0%</b>	<b>\$26,200</b>	<b>13.8%</b>
General Administrative Expense	\$12,000	8.0%	\$17,300	10.0%	\$24,700	13.0%
Commissions	\$3,800	2.5%	\$4,000	2.3%	\$4,700	2.5%
Premium Tax	\$2,600	1.7%	\$3,000	1.7%	\$3,200	1.7%
<b>Total Expense</b>	<b>\$18,400</b>	<b>12.3%</b>	<b>\$24,300</b>	<b>14.1%</b>	<b>\$32,600</b>	<b>17.2%</b>
<b>Operating Margin</b>	<b>(\$2,700)</b>	<b>-1.8%</b>	<b>(\$10,500)</b>	<b>-6.1%</b>	<b>(\$6,400)</b>	<b>-3.4%</b>
Investment Income	\$22,500	15.0%	\$17,300	10.0%	\$22,800	12.0%
Other Income	\$0	0.0%	\$0	0.0%	\$0	0.0%
<b>Total Other Income</b>	<b>\$22,500</b>	<b>15.0%</b>	<b>\$17,300</b>	<b>10.0%</b>	<b>\$22,800</b>	<b>12.0%</b>
<b>Operating Earnings Before Taxes</b>	<b>\$19,800</b>	<b>13.2%</b>	<b>\$6,800</b>	<b>3.9%</b>	<b>\$16,400</b>	<b>8.6%</b>
Taxes	\$7,500	5.0%	\$2,600	1.5%	\$6,200	3.3%
<b>Operating Earnings After Taxes</b>	<b>\$12,300</b>	<b>8.2%</b>	<b>\$4,200</b>	<b>2.4%</b>	<b>\$10,200</b>	<b>5.4%</b>

**TABLE GLD-2**  
**ACTUAL TO EXPECTED GROUP LIFE CLAIM RATES**

**Group Life Monthly Claim Rates  
per \$1,000 of Coverage**

Age	Expected			Actual		
	M	F	M	1999 Volume (in \$1,000s)	F	1999 Volume (in \$1,000s)
15	0.160	0.089	0.148	\$248,800	0.084	\$154,500
20	0.124	0.035	0.110	\$1,847,300	0.032	\$1,261,800
25	0.094	0.027	0.089	\$3,056,900	0.024	\$3,163,400
30	0.085	0.041	0.078	\$4,854,100	0.037	\$4,567,500
35	0.100	0.054	0.091	\$5,744,500	0.050	\$5,837,700
40	0.153	0.084	0.137	\$6,947,100	0.079	\$3,966,400
45	0.275	0.120	0.264	\$6,382,800	0.114	\$3,949,900
50	0.449	0.230	0.436	\$5,240,400	0.216	\$1,931,500
55	0.829	0.341	0.743	\$3,023,300	0.316	\$652,700
60	1.159	0.499	1.039	\$1,074,700	0.479	\$127,900

**TABLE GLD-3**  
**THREE YEAR FINANCIAL STATEMENT FOR GROUP LTD**  
(Amounts in \$1,000s)

	1997	% of Premium	1998	% of Premium	1999	% of Premium
<b>Premium Income</b>	\$100,000		\$115,000		\$126,500	
Paid Claims	\$75,000	75.0%	\$80,500	70.0%	\$101,200	80.0%
Increase in Actuarial Reserves	\$3,800	3.8%	\$4,000	3.5%	\$9,700	7.7%
Total Incurred Claims	\$78,800	78.8%	\$84,500	73.5%	\$110,900	87.7%
Dividends and Experience Rating Refunds	\$11,000	11.0%	\$13,800	12.0%	\$12,700	10.0%
<b>Total Claims Expense</b>	<b>\$89,800</b>	<b>89.8%</b>	<b>\$98,300</b>	<b>85.5%</b>	<b>\$123,600</b>	<b>97.7%</b>
<b>Gross Margin</b>	<b>\$10,200</b>	<b>10.2%</b>	<b>\$16,700</b>	<b>14.5%</b>	<b>\$2,900</b>	<b>2.3%</b>
General Administrative Expense	\$10,000	10.0%	\$12,700	11.0%	\$17,700	14.0%
Commissions	\$2,500	2.5%	\$2,900	2.5%	\$3,200	2.5%
<b>Premium Taxes</b>	<b>\$1,700</b>	<b>1.7%</b>	<b>\$2,000</b>	<b>1.7%</b>	<b>\$2,300</b>	<b>1.8%</b>
<b>Total Expense</b>	<b>\$14,200</b>	<b>14.2%</b>	<b>\$17,600</b>	<b>15.3%</b>	<b>\$23,200</b>	<b>18.3%</b>
<b>Operating Margin</b>	<b>(\$4,000)</b>	<b>-4.0%</b>	<b>(\$900)</b>	<b>-0.8%</b>	<b>(\$20,300)</b>	<b>-16.0%</b>
Investment Income	\$12,000	12.0%	\$10,400	9.0%	\$12,700	10.0%
Other Income	\$0	0.0%	\$0	0.0%	\$0	0.0%
<b>Total Other Income</b>	<b>\$12,000</b>	<b>12.0%</b>	<b>\$10,400</b>	<b>9.0%</b>	<b>\$12,700</b>	<b>10.0%</b>
<b>Operating Earnings Before Taxes</b>	<b>\$8,000</b>	<b>8.0%</b>	<b>\$9,500</b>	<b>8.3%</b>	<b>(\$7,600)</b>	<b>-6.0%</b>
Taxes	\$3,000	3.0%	\$3,600	3.1%	(\$2,900)	-2.3%
<b>Operating Earnings After Taxes</b>	<b>\$5,000</b>	<b>5.0%</b>	<b>\$5,900</b>	<b>5.1%</b>	<b>(\$4,700)</b>	<b>-3.7%</b>

**TABLE GLD-4a**  
**GROUP LTD CLAIM RUNOUT TRIANGLE AT 12/31/1999**  
 (in \$1,000s)

<i>Incurral Quarter</i>	<i>Earned Premium</i>	<i>Item</i>	Quarter of Duration			
			0	1	2	3
1Q96	\$21,700	Claims Paid in Quarter	\$0	\$700	\$2,100	\$2,200
		Accumulated Paid Claims	\$0	\$700	\$2,800	\$5,000
		Open Claim Reserves	\$200	\$10,000	\$19,800	\$18,100
		Incurred But Not Reported Reserve	\$15,200	\$9,100	\$1,500	\$0
		Incurred Claims (Gross)	\$15,400	\$19,800	\$24,100	\$23,100
		Investment Credit @6%	\$0	\$100	\$100	\$100
		Accumulated Investment Credit	\$0	\$100	\$200	\$300
		Incurred Claims (Net)	\$15,400	\$19,700	\$23,900	\$22,800
		Interest Adjusted Incurred Loss Ratio	71.0%	90.8%	110.1%	105.1%
2Q96	\$22,500	Claims Paid in Quarter	\$0	\$800	\$2,200	\$2,300
		Accumulated Paid Claims	\$0	\$800	\$3,000	\$5,300
		Open Claim Reserves	\$200	\$10,800	\$21,100	\$19,100
		Incurred But Not Reported Reserve	\$15,800	\$9,500	\$1,600	\$0
		Incurred Claims (Gross)	\$16,000	\$21,100	\$25,700	\$24,400
		Investment Credit @6%	\$0	\$100	\$100	\$100
		Accumulated Investment Credit	\$0	\$100	\$200	\$300
		Incurred Claims (Net)	\$16,000	\$21,000	\$25,500	\$24,100
		Interest Adjusted Incurred Loss Ratio	71.1%	93.3%	113.3%	107.1%
3Q96	\$23,300	Claims Paid in Quarter	\$0	\$900	\$2,400	\$2,600
		Accumulated Paid Claims	\$0	\$900	\$3,300	\$5,900
		Open Claim Reserves	\$200	\$11,800	\$22,500	\$21,800
		Incurred But Not Reported Reserve	\$16,300	\$9,800	\$1,600	\$0
		Incurred Claims (Gross)	\$16,500	\$22,500	\$27,400	\$27,700
		Investment Credit @6%	\$0	\$100	\$100	\$100
		Accumulated Investment Credit	\$0	\$100	\$200	\$300
		Incurred Claims (Net)	\$16,500	\$22,400	\$27,200	\$27,400
		Interest Adjusted Incurred Loss Ratio	70.8%	96.1%	116.7%	117.6%
4Q96	\$24,200	Claims Paid in Quarter	\$0	\$900	\$2,300	\$2,500
		Accumulated Paid Claims	\$0	\$900	\$3,200	\$5,700
		Open Claim Reserves	\$200	\$12,100	\$22,600	\$22,400
		Incurred But Not Reported Reserve	\$16,900	\$10,100	\$1,700	\$0
		Incurred Claims (Gross)	\$17,100	\$23,100	\$27,500	\$28,100
		Investment Credit @6%	\$0	\$100	\$100	\$100
		Accumulated Investment Credit	\$0	\$100	\$200	\$300
		Incurred Claims (Net)	\$17,100	\$23,000	\$27,300	\$27,800
		Interest Adjusted Incurred Loss Ratio	70.7%	95.0%	112.8%	114.9%

**TABLE GLD-4b**  
**GROUP LTD CLAIM RUNOUT TRIANGLE AT 12/31/1999**  
 (in \$1,000s)

<i>Incurral Quarter</i>	<i>Earned Premium</i>	<i>Item</i>	Quarter of Duration					<i>14</i>	<i>15</i>
			<i>8</i>	<i>9</i>	<i>10</i>	<i>11</i>	<i>12</i>		
1Q96	\$21,700	Claims Paid in Quarter	\$1,300	\$1,200	\$1,000	\$1,000	\$900	\$700	\$600
		Accumulated Paid Claims	\$12,400	\$13,600	\$14,600	\$15,600	\$16,500	\$17,300	\$18,000
		Open Claim Reserves	\$7,700	\$5,300	\$4,300	\$3,300	\$2,400	\$1,600	\$800
		Incurred But Not Reported Reserve	\$0	\$0	\$0	\$0	\$0	\$0	\$0
		Incurred Claims (Gross)	\$20,100	\$18,900	\$18,900	\$18,900	\$18,900	\$18,900	\$18,800
		Investment Credit @6%	\$0	\$0	\$0	\$0	\$0	\$0	\$0
		Accumulated Investment Credit	\$700	\$700	\$700	\$700	\$700	\$700	\$700
		Incurred Claims (Net)	\$19,400	\$18,200	\$18,200	\$18,200	\$18,200	\$18,100	\$18,100
		Interest Adjusted Incurred Loss Ratio	89.4%	83.9%	83.9%	83.9%	83.9%	83.4%	83.4%
2Q96	\$22,500	Claims Paid in Quarter	\$1,400	\$1,300	\$1,100	\$1,100	\$1,000	\$900	\$800
		Accumulated Paid Claims	\$13,300	\$14,600	\$15,700	\$16,800	\$17,800	\$18,700	\$19,500
		Open Claim Reserves	\$8,600	\$5,700	\$4,900	\$3,700	\$2,600	\$1,800	\$900
		Incurred But Not Reported Reserve	\$0	\$0	\$0	\$0	\$0	\$0	\$0
		Incurred Claims (Gross)	\$21,900	\$20,300	\$20,600	\$20,500	\$20,400	\$20,500	\$20,400
		Investment Credit @6%	\$100	\$0	\$0	\$0	\$0	\$0	\$0
		Accumulated Investment Credit	\$800	\$800	\$800	\$800	\$800	\$800	\$800
		Incurred Claims (Net)	\$21,100	\$19,500	\$19,800	\$19,700	\$19,600	\$19,700	\$19,600
		Interest Adjusted Incurred Loss Ratio	93.8%	86.7%	88.0%	87.6%	87.1%	87.6%	87.1%
3Q96	\$23,300	Claims Paid in Quarter	\$1,500	\$1,500	\$1,200	\$1,200	\$1,200	\$1,100	\$1,000
		Accumulated Paid Claims	\$14,500	\$16,000	\$17,200	\$18,400	\$19,500	\$20,500	\$20,500
		Open Claim Reserves	\$9,500	\$6,400	\$5,300	\$3,900	\$2,800	\$1,900	\$1,900
		Incurred But Not Reported Reserve	\$0	\$0	\$0	\$0	\$0	\$0	\$0
		Incurred Claims (Gross)	\$24,000	\$22,400	\$22,500	\$22,300	\$22,300	\$22,300	\$22,400
		Investment Credit @6%	\$100	\$0	\$0	\$0	\$0	\$0	\$0
		Accumulated Investment Credit	\$800	\$800	\$800	\$800	\$800	\$800	\$800
		Incurred Claims (Net)	\$23,200	\$21,600	\$21,700	\$21,500	\$21,500	\$21,500	\$21,600
		Interest Adjusted Incurred Loss Ratio	99.6%	92.7%	93.1%	92.3%	92.3%	92.3%	92.7%
4Q96	\$24,200	Claims Paid in Quarter	\$1,500	\$1,500	\$1,200	\$1,200	\$1,200	\$1,100	\$1,000
		Accumulated Paid Claims	\$14,300	\$15,800	\$17,000	\$18,200	\$19,300	\$20,300	\$20,300
		Open Claim Reserves	\$9,600	\$6,400	\$5,400	\$3,900	\$2,800	\$1,900	\$1,900
		Incurred But Not Reported Reserve	\$0	\$0	\$0	\$0	\$0	\$0	\$0
		Incurred Claims (Gross)	\$23,900	\$22,200	\$22,400	\$22,100	\$22,100	\$22,100	\$22,100
		Investment Credit @6%	\$100	\$0	\$0	\$0	\$0	\$0	\$0
		Accumulated Investment Credit	\$800	\$800	\$800	\$800	\$800	\$800	\$800
		Incurred Claims (Net)	\$23,100	\$21,400	\$21,600	\$21,300	\$21,300	\$21,300	\$21,300
		Interest Adjusted Incurred Loss Ratio	95.5%	88.4%	89.3%	88.0%	88.0%	88.0%	88.0%

**TABLE GLD-4c**  
**GROUP LTD CLAIM RUNOUT TRIANGLE AT 12/31/1999**  
(in \$1,000s)

<i>Incurral Quarter</i>	<i>Earned Premium</i>	<i>Item</i>	Quarter of Duration						
			0	1	2	3	4	5	6
1Q97	\$23,600	Claims Paid in Quarter	\$0	\$900	\$2,200	\$2,500	\$2,000	\$1,700	\$1,600
		Accumulated Paid Claims	\$0	\$900	\$3,100	\$5,600	\$7,600	\$9,300	\$10,900
		Open Claim Reserves	\$200	\$10,000	\$18,600	\$16,500	\$12,600	\$10,800	\$8,400
		Incurred But Not Reported Reserve	\$16,500	\$9,900	\$1,700	\$0	\$0	\$0	\$0
		Incurred Claims (Gross)	\$16,700	\$20,800	\$23,400	\$22,100	\$20,200	\$20,100	\$19,300
		Investment Credit @6%	\$0	\$100	\$100	\$100	\$100	\$100	\$100
		Accumulated Investment Credit	\$0	\$100	\$200	\$300	\$400	\$500	\$500
		Incurred Claims (Net)	\$16,700	\$20,700	\$23,200	\$21,800	\$19,800	\$19,600	\$18,800
		Interest Adjusted Incurred Loss Ratio	70.8%	87.7%	98.3%	92.4%	83.9%	83.1%	79.7%
2Q97	\$24,500	Claims Paid in Quarter	\$0	\$900	\$2,300	\$2,700	\$2,200	\$1,800	\$1,700
		Accumulated Paid Claims	\$0	\$900	\$3,200	\$5,900	\$8,100	\$9,900	\$11,600
		Open Claim Reserves	\$200	\$10,700	\$20,600	\$17,800	\$13,800	\$11,400	\$9,100
		Incurred But Not Reported Reserve	\$17,200	\$10,300	\$1,700	\$0	\$0	\$0	\$0
		Incurred Claims (Gross)	\$17,400	\$21,900	\$25,500	\$23,700	\$21,900	\$21,300	\$20,700
		Investment Credit @6%	\$0	\$100	\$100	\$100	\$100	\$100	\$100
		Accumulated Investment Credit	\$0	\$100	\$200	\$300	\$400	\$500	\$600
		Incurred Claims (Net)	\$17,400	\$21,800	\$25,300	\$23,400	\$21,500	\$20,800	\$20,100
		Interest Adjusted Incurred Loss Ratio	71.0%	89.0%	103.3%	95.5%	87.8%	84.9%	82.0%
3Q97	\$25,400	Claims Paid in Quarter	\$0	\$900	\$2,500	\$3,000	\$2,300	\$2,000	\$1,900
		Accumulated Paid Claims	\$0	\$900	\$3,400	\$6,400	\$8,700	\$10,700	\$12,600
		Open Claim Reserves	\$200	\$11,400	\$22,200	\$19,400	\$15,500	\$12,200	\$9,800
		Incurred But Not Reported Reserve	\$17,800	\$10,700	\$1,800	\$0	\$0	\$0	\$0
		Incurred Claims (Gross)	\$18,000	\$23,000	\$27,400	\$25,800	\$24,200	\$22,900	\$22,400
		Investment Credit @6%	\$0	\$100	\$100	\$100	\$100	\$100	\$100
		Accumulated Investment Credit	\$0	\$100	\$200	\$300	\$400	\$500	\$600
		Incurred Claims (Net)	\$18,000	\$22,900	\$27,200	\$25,500	\$23,800	\$22,400	\$21,800
		Interest Adjusted Incurred Loss Ratio	70.9%	90.2%	107.1%	100.4%	93.7%	88.2%	85.8%
4Q97	\$26,400	Claims Paid in Quarter	\$0	\$900	\$2,300	\$2,900	\$2,200	\$2,000	\$1,900
		Accumulated Paid Claims	\$0	\$900	\$3,200	\$6,100	\$8,300	\$10,300	\$12,200
		Open Claim Reserves	\$200	\$11,200	\$22,800	\$19,900	\$15,300	\$12,100	\$10,500
		Incurred But Not Reported Reserve	\$18,500	\$11,100	\$1,900	\$0	\$0	\$0	\$0
		Incurred Claims (Gross)	\$18,700	\$23,200	\$27,900	\$26,000	\$23,600	\$22,400	\$22,700
		Investment Credit @6%	\$0	\$100	\$100	\$100	\$100	\$100	\$100
		Accumulated Investment Credit	\$0	\$100	\$200	\$300	\$400	\$500	\$600
		Incurred Claims (Net)	\$18,700	\$23,100	\$27,700	\$25,700	\$23,200	\$21,900	\$22,100
		Interest Adjusted Incurred Loss Ratio	70.8%	87.5%	104.9%	97.3%	87.9%	83.0%	83.7%

81.4%

TABLE GLD-4d  
GROUP LTD CLAIM RUNOUT TRIANGLE AT 12/31/1999  
(in \$1,000s)

Incurral Quarter	Earned Premium	Item	Quarter of Duration				15
			8	9	10	11	
1Q97	\$23,600	Claims Paid in Quarter	\$1,400	\$1,400	\$1,100	\$1,100	
		Accumulated Paid Claims	\$13,800	\$15,200	\$16,300	\$17,400	
		Open Claim Reserves	\$4,300	\$2,700	\$2,100	\$1,400	
		Incurred But Not Reported Reserve	\$0	\$0	\$0	\$0	
		Incurred Claims (Gross)	\$18,100	\$17,900	\$18,400	\$18,800	
		Investment Credit @6%	\$0	\$0	\$0	\$0	
		Accumulated Investment Credit	\$500	\$500	\$500	\$500	
		Incurred Claims (Net)	\$17,600	\$17,400	\$17,900	\$18,300	
		Interest Adjusted Incurred Loss Ratio	74.6%	73.7%	75.8%	77.5%	
2Q97	\$24,500	Claims Paid in Quarter	\$1,500	\$1,500	\$1,200	\$1,200	
		Accumulated Paid Claims	\$14,700	\$16,200	\$17,400		
		Open Claim Reserves	\$4,800	\$2,900	\$2,000		
		Incurred But Not Reported Reserve	\$0	\$0	\$0		
		Incurred Claims (Gross)	\$19,500	\$19,100	\$19,400		
		Investment Credit @6%	\$0	\$0	\$0		
		Accumulated Investment Credit	\$600	\$600	\$600		
		Incurred Claims (Net)	\$18,900	\$18,500	\$18,800		
		Interest Adjusted Incurred Loss Ratio	77.1%	75.5%	76.7%		
3Q97	\$25,400	Claims Paid in Quarter	\$1,700	\$1,600	\$1,600		
		Accumulated Paid Claims	\$16,100	\$17,700			
		Open Claim Reserves	\$5,400	\$2,700			
		Incurred But Not Reported Reserve	\$0	\$0			
		Incurred Claims (Gross)	\$21,500	\$20,400			
		Investment Credit @6%	\$0	\$0			
		Accumulated Investment Credit	\$600	\$600			
		Incurred Claims (Net)	\$20,900	\$19,800			
		Interest Adjusted Incurred Loss Ratio	82.3%	78.0%			
4Q97	\$26,400	Claims Paid in Quarter	\$1,600				
		Accumulated Paid Claims	\$15,500				
		Open Claim Reserves	\$4,700				
		Incurred But Not Reported Reserve	\$0				
		Incurred Claims (Gross)	\$20,200				
		Investment Credit @6%	\$0				
		Accumulated Investment Credit	\$600				
		Incurred Claims (Net)	\$19,600				
		Interest Adjusted Incurred Loss Ratio	74.2%				

**TABLE GLD-4e**  
**GROUP LTD CLAIM RUNOUT TRIANGLE AT 12/31/1999**  
(in \$1,000s)

<i>Incurral Quarter</i>	<i>Earned Premium</i>	<i>Item</i>	Quarter of Duration				
			0	1	2	3	4
1Q98	\$27,100	Claims Paid in Quarter	\$0	\$700	\$1,900	\$2,500	\$2,200
		Accumulated Paid Claims	\$0	\$700	\$2,600	\$5,100	\$7,300
		Open Claim Reserves	\$200	\$11,900	\$23,800	\$21,800	\$17,200
		Incurred But Not Reported Reserve	\$19,000	\$11,400	\$1,900	\$0	\$0
		Incurred Claims (Gross)	\$19,200	\$24,000	\$28,300	\$26,900	\$24,500
		Investment Credit @6%	\$0	\$100	\$100	\$100	\$100
		Accumulated Investment Credit	\$0	\$100	\$200	\$300	\$400
		Incurred Claims (Net)	\$19,200	\$23,900	\$28,100	\$26,600	\$24,100
		Interest Adjusted Incurred Loss Ratio	70.8%	88.2%	103.7%	98.2%	88.9%
2Q98	\$28,100	Claims Paid in Quarter	\$0	\$700	\$1,900	\$2,500	\$2,200
		Accumulated Paid Claims	\$0	\$700	\$2,600	\$5,100	\$7,300
		Open Claim Reserves	\$200	\$11,600	\$22,700	\$20,400	\$15,900
		Incurred But Not Reported Reserve	\$19,700	\$11,800	\$22,000	\$0	\$0
		Incurred Claims (Gross)	\$19,900	\$24,100	\$27,300	\$25,500	\$23,200
		Investment Credit @6%	\$0	\$100	\$100	\$100	\$100
		Accumulated Investment Credit	\$0	\$100	\$200	\$300	\$400
		Incurred Claims (Net)	\$19,900	\$24,000	\$27,100	\$25,200	\$22,800
		Interest Adjusted Incurred Loss Ratio	70.8%	85.4%	96.4%	89.7%	81.1%
3Q98	\$29,200	Claims Paid in Quarter	\$0	\$800	\$2,100	\$2,700	\$2,300
		Accumulated Paid Claims	\$0	\$800	\$2,900	\$5,600	\$7,900
		Open Claim Reserves	\$200	\$11,800	\$23,300	\$21,300	\$16,900
		Incurred But Not Reported Reserve	\$20,400	\$12,200	\$2,000	\$0	\$0
		Incurred Claims (Gross)	\$20,600	\$24,800	\$28,200	\$26,900	\$24,800
		Investment Credit @6%	\$100	\$100	\$100	\$100	\$100
		Accumulated Investment Credit	\$100	\$200	\$300	\$400	\$500
		Incurred Claims (Net)	\$20,500	\$24,600	\$27,900	\$26,500	\$24,300
		Interest Adjusted Incurred Loss Ratio	70.2%	84.2%	95.5%	90.8%	83.2%
4Q98	\$30,300	Claims Paid in Quarter	\$0	\$1,000	\$2,400	\$3,200	\$2,700
		Accumulated Paid Claims	\$0	\$1,000	\$3,400	\$6,600	\$9,300
		Open Claim Reserves	\$200	\$13,400	\$26,000	\$21,600	\$14,500
		Incurred But Not Reported Reserve	\$21,200	\$12,700	\$2,100	\$0	\$0
		Incurred Claims (Gross)	\$21,400	\$27,100	\$31,500	\$28,200	\$23,800
		Investment Credit @6%	\$100	\$100	\$100	\$100	\$100
		Accumulated Investment Credit	\$100	\$200	\$300	\$400	\$500
		Incurred Claims (Net)	\$21,300	\$26,900	\$31,200	\$27,800	\$23,300
		Interest Adjusted Incurred Loss Ratio	70.3%	88.8%	103.0%	91.7%	76.9%

**TABLE GLD-5**  
**INCIDENCE OF GROUP LTD CLAIMS STATISTICS BY INCURRED QUARTER**

		<b>1Q97</b>	<b>2Q97</b>	<b>3Q97</b>	<b>4Q97</b>
<b># Incurred Claims</b>		443	483	526	601
<b>Annualized Exposure in Lives</b>		600,150	622,656	646,005	670,230
<b>Annualized Claims per 1,000 Lives</b>		2.95	3.10	3.26	3.58
<b>Expected Claims Per 1,000 Lives</b>		3.50	3.50	3.50	3.50
<b>Actual/Expected</b>		84.4%	88.6%	93.1%	102.6%

		<b>1Q98</b>	<b>2Q98</b>	<b>3Q98</b>	<b>4Q98</b>
<b># Incurred Claims</b>		748	853	841	916
<b>Annualized Exposure in Lives</b>		695,364	721,440	748,494	776,563
<b>Annualized Claims per 1,000 Lives</b>		4.30	4.73	4.49	4.72
<b>Expected Claims Per 1,000 Lives</b>		3.50	3.50	3.50	3.50
<b>Actual/Expected</b>		123.0%	135.2%	128.4%	134.9%

		<b>1Q99</b>	<b>2Q99</b>	<b>3Q99</b>	<b>4Q99</b>
<b># Incurred Claims</b>		998	984	714	185
<b>Annualized Exposure in Lives</b>		805,684	835,897	867,243	899,765
<b>Annualized Claims per 1,000 Lives</b>		4.96	4.71	3.30	0.82
<b>Expected Claims Per 1,000 Lives</b>		3.50	3.50	3.50	3.50
<b>Actual/Expected</b>		141.6%	134.6%	94.1%	23.5%

**TABLE GLD-6**  
**EXPECTED GROUP LTD INCIDENCE RATES**

*Group LTD Pricing Model*  
**GLTD Annual Incidence Rates /1,000 Lives**

Age	Male			Female		
	3-month	6-month	12-month	3-month	6-month	12-month
22	1.48	0.80	0.51	1.88	1.00	0.76
27	1.57	0.89	0.59	2.04	1.16	0.98
32	1.80	1.05	0.75	2.66	1.55	1.34
37	2.34	1.37	1.03	3.95	2.32	2.21
42	3.33	2.02	1.59	5.02	3.05	3.35
47	5.38	3.56	2.92	7.00	4.63	3.79
52	8.97	6.62	5.57	9.87	7.28	6.68
57	15.04	11.87	10.01	13.54	10.68	9.51
62	21.33	16.71	13.45	16.00	12.53	10.09

**TABLE GLD-7**  
**TERMINATION OF GROUP LTD CLAIM EXPERIENCE**

