

Complaint - Better Business Bureau
They want to raise my monthly payment, which has been \$93/month for 25 years, to \$200/mo. For next year then \$300/mo the next year.

Desired Resolution
Maintain acceptable rate.

Consumer Business Dialog
Business
Response is attached.

[BBB converted the PDF attachment and copied it below; thus, formatting irregularities may occur.]

This letter is in response to the complaint filed in your office by ***** * ****. Mr. **** applied for and was issued a \$100,000... Universal Life with \$50,000 Other Insured Rider for ***** **** and \$10,000 Child Rider on any covered children and Accidental Death Benefit issued August 24, 1989.

The Universal Life plan has an adjustable premium. The policy owner can pay whatever premium they like as long as it covers the cost of insurance and policy fees or there is sufficient accumulation value to pay them. As the insured ages the cost of insurance increases and if the premium is not increased then the Accumulation Value begins to dwindle and will eventually be depleted and the policy will lapse. We have enclosed copies of annual statements for the past 10 years which shows the accumulation value dwindling and also warns him that he was not paying enough. On April 26, 2014, we received a request from Mr. **** for a Partial Surrender from the accumulation value of \$5,700 which was sent to his bank account as requested. This also added to the accumulation value being dwindling and reduced his coverage to \$92,250. We mailed a letter to Mr. **** on November 7, 2014 advising of the minimum premiums that would be required to keep the policy in force for the next five years. We have enclosed a copy of this letter for your review.

If Mr. **** is interested in reducing the policy coverages or removing riders to lower the cost of the policy, we would be happy to go over these options with him.