

Trustmark Life + Care[®]

Frequently asked questions

What does "Life" refer to in Trustmark Life + Care?

Permanent life insurance to age 121

What does "Care" refer to in Trustmark Life + Care?

Caregiving received by the insured which, based on the plan design, can include both professional caregiving and caregiving from a family member.¹

How does Trustmark Life + Care work?

Trustmark Life + Care is permanent life insurance that pays a death benefit to the beneficiary. Plus, Trustmark Life + Care pays cash benefits when receiving qualifying caregiving services – whether that care is provided by a professional or by a family member.¹ It's two-in-one protection – that can be used for employees' savings and their families.

When are caregiving services payable?

Caregiving services are payable when a doctor certifies required assistance with 2 of 6 ADLs or have a severe cognitive impairment (such as Alzheimer's) and the policyholder is receiving care from a professional or family member.¹ Care benefits are payable after 90 days of qualifying care has been received; to qualify the policyholder must meet the conditions for payment.

What is the difference between professional caregiving and family caregiving benefits?

Professional caregiving allows the policyholder to collect 4% of the face amount per month while family caregiving allows collection of 2% of the face amount per month. The policyholder can collect up to the full face amount in benefits and can only collect one benefit at a time.

Is there ability to switch between professional caregiving and family caregiving?

Yes, policyholders can switch between family caregiving and professional caregiving on a monthly basis and keep collecting benefits, up to the maximum of the certificate's face amount. Only one benefit can be collected at a time.

Will caregiving benefit claim payouts proportionately reduce the death benefit?

Care benefits paid do not reduce the death benefit and face amount. The full death benefit is available to beneficiaries even after receiving care benefits.

Why does the benefit summary explain that the maximum care benefit amount is twice (or two times) the certificate's death benefit face amount?

The extension of care benefits feature provides another benefit pool, equal to the face amount!

Will my TLC life insurance benefit ever reduce?

With the death benefit reduction, the death benefit reduces to 33%³ of the face amount at age 70 or the 10th certificate anniversary, whichever is later. However, care benefits never reduce and remain at the same level into the later years.

Plans with a death benefit reduction built-in allow us to offer a higher death benefit during working years, when policyholders are likely to have more expenses. Caregiving benefits are based on the face amount and never decrease due to age for the duration of the certificate.

Voluntary Benefits

How long will it take Trustmark to handle a caregiving claim?

Once qualified, we typically process caregiving claims within five business days of having all necessary information to validate the claim.

Is it possible to receive an advance on the death benefit if a doctor determines a terminal illness?

Yes, the plan has a terminal illness benefit that allows advancement up to 50% of the death benefit if the policyholder is diagnosed with having less than 24 months to live.

Are there options to convert the plan?

Yes, there are options to convert after having coverage for at least 10 years. Policyholders may elect to pay no additional premiums and convert the plan into either extended term or reduced paid-up life insurance (death benefit only). Extended term and reduced paid-up benefits are detailed in the Schedule of Guaranteed Nonforfeiture Benefits in the certificate.

Can policyholders take their plan with them if they change jobs?

Yes, as long as the policyholder continues to pay premiums directly to Trustmark they can keep their coverage at the same rate and benefits if they change jobs or retire.

Is there an age limit on applying for certain benefits?

Yes, a maximum issue age applies to certain benefits; coverage issued at age 70 or later may differ from what is described here. The plan design will contain details on available benefits.⁴

Are medical questions asked at time of application?

When there is a guaranteed issue offer in place, employees age 18–70 may not have to answer medical questions at time of application up to benefit amount limits. If guaranteed issue is not available or if the policyholder is applying for a benefit amount higher than the guaranteed issue limit, three medical questions are asked on the application.

*The Caregiving benefit is an acceleration of the death benefit and is not Long-Term Care Insurance

When completing the application, what is the best way to answer, "Has the proposed insured used tobacco in the last 12 months"?

This question refers to tobacco use of any kind within the last 12 months.

What age is used to determine premium rates?

Rates are based on the policyholder's age on the effective date, which is the date coverage begins (and is shown on the certificate). Example: the policyholder's birthday is December 15th and they enroll on December 1st for a January 1st effective date, the rate they pay will be the rate for their age as of January 1st.

If the policyholder lives to be 100 years old or older, will their beneficiary still be able to receive a life insurance benefit?

Yes, the beneficiary will receive a life insurance benefit. When the policyholder continues to pay for their certificate, the certificate will be fully paid for at age 100. They will no longer owe premium payments at that point and the life insurance will last until age 121.

Are their family coverage options?

The plan design will contain details on available family coverage options.⁵

Spouse coverage options:

- Spouses (through age 70) may be eligible to apply for coverage capped at a portion of the policyholder's benefit amount
- Employee purchase is required in order to cover additional family members

What can benefits be spent on?

Anything! We pay policyholders directly, so they can use the money for anything they want.

To verify that your plan has the following benefits included, please see your benefit summary or premium rates communication materials (or your benefits representative) for details.

¹family caregiving benefit

²death benefit restoration

³death benefit reduction amount percentage

⁴issue age 70–75 benefits

⁵dependent benefits