



November, 2012

Dear Smith Group Client:

We are pleased to provide the 3<sup>rd</sup> Quarter 2012 Earnings Conference Call Summary for leading group LTD carriers.

This report is based on insurers' quarterly earnings releases. The data and information upon which this summary is based are readily available in the public domain. Sources include press releases, statistical supplements, SEC filings, and earnings conference calls. As a service to its reinsurance and consulting clients, Smith Group compiles this earnings information, analyzes group LTD statistics, and identifies notable trends.

This summary is not intended to make predictions about insurers or their results.

Direct inquiries to:  
Joe Skvorak  
[jskvorak@smithgroupe.com](mailto:jskvorak@smithgroupe.com)  
707 Sable Oaks Dr.  
South Portland, ME 04106  
(207) 879-5680

**Prudential Financial**

Profit (not reported by business line):

Line of Business	3Q12 Profit (\$000,000)	3Q11 Profit (\$000,000)	3Q12 Loss Ratio	3Q11 Loss Ratio
Group Disability	NA	NA	93.9%	94.0%
Group Life	NA	NA	90.7%	89.3%

EP/Sales:

Line of Business	3Q12 EP (\$000,000)	3Q12 Sales (\$000,000)	3Q11 EP (\$000,000)	3Q11 Sales (\$000,000)
Disability	\$231	\$28	\$218	\$17
Life	\$1,010	\$18	\$1,064	\$23

**Notable Statements**

- The Group Insurance business reported adjusted operating income of \$35 million in the current quarter compared to \$45 million a year ago. Current quarter results benefited by \$7 million from refinements in Group life and Disability reserves, reflecting our annual review, while results for the year-ago quarter benefited by \$22 million from a similar review.
- Group Insurance sales for the quarter were \$46 million compared to \$40 million a year ago. Most of our Group Insurance sales are recorded in the first quarter based on the effective date of the business. We announced our exit from the long-term care insurance market in July and are focusing on our core group life and disability coverages, where we are exercising pricing discipline on new business and as cases come up for renewal.

**Analyst Questions**

- In the disability business, margins are still pretty depressed but you've seen a couple of quarters of improvement now, so just what's your expectations for that business? And as you are raising prices, what do you see in the market in terms of competitor behavior? Is the pricing environment overall getting better or is it not?

Response: I think it's still, on the disability side, relatively competitive, but we do see pricing going up. We are certainly raising pricing consistent with what we've said before. So, while we're not pleased with the overall number yet in disability, we're pleased that our efforts are beginning to have some tractions. We've had four quarters of declining benefit ratio. It's not back to the 88% to 92% range where we want to be. But what we said on Investor Day is that we're taking aggressive action and that we have been, for over a year now, to grind down that ratio back to where it should be. And we've made some progress this quarter, particularly in claims management. Cases that are terminated were ones with relatively high severity, meaning the average reserve amount released had

increased. On the other hand, new claims incidence and severity continue to remain high consistent with where the economy is today. So, while we can't predict accurately the rate of improvement in our disability ratio, we have been and we'll continue to do whatever it takes to get the ratio back to where it should be. But said differently, this will not be a linear process. It has been for the past four quarters, but it won't necessarily be. We're in year one of a multiyear process and the economy isn't helping, so while the trend line down will continue, you can expect there to be variation quarter-to-quarter, but over the long term, we'll get the ratio back to where it needs to be.

## Unum

Profit (Before FIT and net realized investment Gains/Losses):

Line of Business	3Q12 Profit (\$000,000)	3Q11 Profit (\$000,000)	3Q12 Benefit Ratio	3Q11 Benefit Ratio
Unum US	\$216.3	\$209.2	\$73.0	\$72.8
LTD/STD	\$74.5	\$72.7	\$84.9	\$85.5
Life & AD&D	\$56.1	\$52.3	\$72.3	\$70.0
US Supp & Vol	\$85.7	\$84.2	\$51.5	\$51.1
Unum Limited	\$27.5	\$34.7	\$77.7	\$78.8
Colonial	\$68.7	\$66.7	\$52.9	\$52.6

## EP/Sales

Line of Business	3Q12 EP (\$000,000)	3Q12 Sales (\$000,000)	3Q11 EP (\$000,000)	3Q11 Sales (\$000,000)
Unum US	\$1,111.9	\$122.8	\$1,074.4	\$117.8
LTD	\$392.4	\$23.6	\$393.7	\$22.0
STD	\$120.1	\$14.1	\$115.2	\$12.4
Life	\$297.3	\$24.5	\$277.6	\$25.2
AD&D	\$29.2	\$2.2	\$27.7	\$2.6
Voluntary/Supp	\$272.9	\$58.4	\$260.2	\$55.6
Unum UK	\$175.2	\$17.0	\$175.5	\$21.3
LTD	\$102.9	\$10.4	\$107.3	\$9.9
Life	\$56.4	\$5.6	\$52.1	\$9.0
Other	\$15.9	\$1.0	\$16.1	\$2.4
Colonial	\$299.4	\$78.4	\$283.7	\$83.2
Acc/Sick/Dis	\$181.8	\$51.6	\$174.3	\$55.9
Life	\$52.2	\$14.4	\$47.0	\$14.4
Cancer & CI	\$65.4	\$12.4	\$62.4	\$12.9

## Notable Statements

### Unum U.S.

- The Unum US premium income grew 3.5% this quarter as we can continue to see positive sales momentum in our target markets and strong persistency across our major

product lines. Risk results also remain generally stable, helping to produce a 3.4% increase in operating income for the third quarter

- Operating income in the Unum US group disability line was \$74.5 million in the third quarter, compared to \$72.7 million last year. The benefit ratio was 84.9% in the quarter, down from the year-ago level of 85.5%.
- In the Group Life and AD&D line, operating income increased 7.3% to \$56.1 million in the quarter, benefiting from an increase of 6.9% in premium income, as well as higher net investment income and lower operating expenses, which offset an increase in the benefit ratio.
- In the supplemental and voluntary line, operating income increased 1.8% to \$85.7 million, with solid growth in premium income of 4.9%, offsetting a slight increase in the benefit ratio.
- In the third quarter, we lowered the discount rate for new claim incurrals on Group LTD by 50 basis points. As we've outlined in the past, a discount rate reduction of this magnitude reduces quarterly earnings by about \$6.5 million.
- The impact of the discount rate change was largely negated by several factors related to risk trends this quarter, namely stable paid incidence trends, a lower average size of new claims and continued very good claim recovery experience, as well as our ongoing price discipline on new sales and renewals.
- As we look to our growth trajectory in Unum US, we continue to see positive momentum in our sales results again this quarter, with 4% overall sales growth, driven by 10% growth in our Group Disability Line and 5% growth in our Supplemental and Voluntary Lines.

## **Unum UK**

- Results of our Unum UK operations continue to underperform our expectations in the quarter. The business in general remains very profitable, and has produced a 12% return in equity so far in 2012, with our Group Disability business continuing to generally meet our expectations. Our Group Life results though are disappointing, and we are taking aggressive pricing actions and repositioning our Life Block to address this issue.
- Results in the Group Life Line of business were negatively impacted by higher claim volumes and higher average claim sizes.
- Results from the Group Disability Line improved on a year-over-year basis due to favorable claim incidence and claim recovery rates. As we have discussed with you in recent quarters, results in Unum UK can be inherently more volatile than most of our other lines of business because of the size of the policies we write, and the relative size of this block of business.

- In order to restore the profitability of this business, we'll need to aggressively raise prices, particularly with our Group Life policies. We're working to do so with double-digit rate increases and expect to see improved results looking out over the next several quarters.

## **Colonial**

- Colonial Life reported an increase in operating income of 3% this quarter to \$68.7 million. Premium income increased by 5.5% and the benefit ratio was slightly higher than a year ago. While Colonial sales results were down somewhat, which is an area of focus for our team, we continue to enjoy strong persistency across most of our market segments.
- The benefit ratio remained relatively stable at 52.9% this quarter, compared to 52.6% in the year ago quarter, with higher mortality in the Life Line of business, but favorable experience in the cancer and critical illness and accident, sickness and disability lines.
- New sales in total were down this quarter by 5.8%, while new sales in our core commercial market segment were down less than 2%. We experienced large declines in the large commercial market and in the public sector market. We didn't see any dramatic changes in the market in the quarter, just a continuation of decent sales trends within existing accounts, but challenging trends with new account sales.

## **Analyst Questions**

- As it relates to the sales environment, the sale trends in Colonial kind of slowed down a little bit, and then also in U.S. in Group Life. So can you talk a little bit about, if anything in the competitive environment that has changed or maybe just some tough comparisons or one-off sales from last quarter that slowed the trajectory down?

Response: At Colonial, we continue to see the primary pressure in our sales on the large case side of things, as Rick pointed out, and also sales to new accounts. We are pleased, on a year-to-date basis with our sales to existing accounts, and very, very pleased with our strong persistency of our business that help generate that 5.5% premium growth. We still are experiencing some economic headwinds in our core markets. Things have been well-documented in terms of continued high unemployment, and just general level of uncertainty for businesses, but we're not seeing any fundamental gaps in our capabilities and we believe very strongly that we can overcome the market pressures with disciplined execution of our sales strategy. We're taking a number of actions to improve our sales results, we've recently combined our sales and marketing areas under new leadership. We feel that's going to enhance synergies and our speed to market, we're continuing to stay focused on growing our agency distribution system and enhancing their overall capabilities. We've rolled out a number of new products and services over the last few months, and through those combined actions we feel very confident we can regain sales momentum going forward.

For Group Life sales, this third quarter in general, is the smallest quarter of the year in terms of sales, so you're going to get a little bit of volatility. Also, particularly in the larger case end of the market this quarter, we didn't see anything particularly attractive, at least in terms of the way in which we approach disciplined pricing. Core sales were still up, so no, I don't see anything really going on that's unusual in the Group Life marketplace. I just think you can get a little bit of that kind of volatility in the third quarter because it's the smallest one.

- I'm just wondering about the interplay between the macro environment and unemployment and perhaps the better claim recovery you've seen in U.S. group disability. Is that a function of people finding work, or feeling more secure that there's a job for them?

Response: It's awful hard to pinpoint it to anything related to the economy. I don't think the employment picture in general has gotten all that much better. I do think it's a difficult economic environment to be on a fixed income, and so I think there's probably motivation to recover. But I also think the diligence and hard work and efforts of our claims management people in establishing customer relationships, working with claimants, employers and physicians and working to accommodate them and help them get back to work are all factors as well, and we've had consistent strong claim recovery performance, over the last off number of years, and it just continues.

### Standard Financial Group

Profit (Operating income, pre-tax, excluding after-tax realized investment gains or losses):

Line of Business	3Q12 Profit (\$000,000)	3Q11 Profit (\$000,000)	3Q12 Ben Ratio	3Q11 Ben Ratio
Insurance Services	\$62.4	\$65.0	79.7%	80.7%

### EP/Sales

Line of Business	3Q12EP (\$000,000)	3Q12 Sales (\$000,000)	3Q11 EP (\$000,000)	3Q11 Sales (\$000,000)
LTD	\$199.1	\$6.5	\$200.5	\$22.1
STD	\$52.5	\$3.2	\$52.4	\$6.9
Life & AD&D	\$218.3	\$6.2	\$224.7	\$23.5
Other	\$19.7	\$4.6	\$20.5	\$11.2
ERR	(\$6.5)	----	(\$4.0)	---
Total EB	\$483.1	\$20.5	\$494.1	\$63.7

### Notable Statements

- The group insurance benefit ratio was 79.7% for the third quarter of 2012, which was a 100 basis point improvement, compared to 80.7% for the third quarter of last year, and sequentially better by over 800 basis points.

- A comparatively lower benefit ratio was primarily due to better than expected claim recoveries and lower incidence rates within our group LTD business. Sequentially, we also saw some improvement in severity. While we continue to see improvement in claims incidence, the levels remain high when compared to historical averages.
- We are addressing the impact of higher incidence with pricing increases that we announced in mid 2011, and we're nearly half way through re-pricing our business. Along with the pricing actions, we continued to dedicate resources in claims management further enhancing our expertise and working with claimants to get them back to work. I believe we have the best claims management team in the business.
- During the third quarter, group insurance premiums decreased 2%, compared to the third quarter of last year, reflecting the effect of the pricing actions we are taking to address the continued elevated group, long-term disability claims incidence, and the low interest rate environment on both new and renewal business. The market remains competitive and our pricing increases have put pressure on both new sales and renewals.
- Lack of employment and wage growth within our group insurance business continues to be a significant headwind to growing premiums, and we don't see this changing soon. Employment levels among our existing customers decreased about 1.6% from the third quarter of last year, continuing the trend we saw throughout 2010 and 2011. This economy is not yet growing on a broad-based and sustainable basis.
- Our discount rate used for newly established long-term disability claim reserves remained at 4% for the third quarter of 2012. This represents a 100 basis point decrease from the 5% discount rate used for the third quarter of last year. The lower discount rate used for this quarter resulted in a corresponding decrease in quarterly pre-tax income of \$7.2 million and an increase in the group insurance benefit ratio of approximately 150 basis points.
- To offset the effects of the lower interest rate environment and profitability, we announced last quarter a low single-digit price increase in our group insurance business. We will continue to monitor interest rates closely and we will take additional pricing action to address the low returns as appropriate.
- There is no question that we, together with the rest of industry, are navigating a difficult period of low employment level, elevated claims incidence, prolonged low interest rates and general economic uncertainty.

### **Analyst Questions**

- On incidence, how would you compare the incidence this quarter versus the incidence that you saw in the first and the second quarters?

Response: You know Mark it's an area that we have seen some gradual improvement in, really since the big uptick we saw in the first quarter 2011. We obviously, like to see that

improve more quickly, but we're seeing that come down overtime and it's some we're going to watch very closely.

- Question on claim recoveries. Would you attribute the experience that you saw this quarter to anything in particular? Is it just good luck or is there anything structural in terms of better trend that you think may have some sustainability?

Response: We think we help people return to work better than anybody in the industry, it's an expertise area and a higher level of specialty than most people realize. At the same time, you have a certain number of claims every quarter that return and get better without any help from us at all. And so well, we look at the recoveries throughout the year and we're pleased with the pattern there, but any given quarter it can jump around.

- Question on sales, if you look at the year-over-year sale change particularly in LTD and group life, first, second, and third quarters, the year-over-year change has actually gotten worse. And I guess, I would have thought that it might improve a little bit, as some competitors had put through rate increases. And so, I'm trying to kind of think through this. And how would you characterize the environment? I mean, again your year-over-year sales are going down, others are putting in pricing increases, how should we interpret this?

Response: When you take a look at our group life sales year-over-year its important to remember that we saw stronger group life sales in 2011 and they just haven't repeated in '12, mostly around large case. In the first half of the year, last year we saw significant large case life sales and those haven't repeated. So that's a fair bit of what's gong on there. When I look at the sales environment out there right now, one of the things that we're seeing is that there is some price firming going on but we still see outlier quotes and we see some evidence of significant discounting still on, on any given case.

## **Aetna**

Profit (Operating income, pre-tax, excluding after-tax realized investment gains or losses):

Line of Business	3Q12 Profit (\$000,000)	3Q11 Profit (\$000,000)
Group Insurance (Life, Disability, LTC)	\$29.3	\$37.9

## EP

Line of Business	3Q12 Earned Premium (\$000,000)	3Q11 Earned Premium (\$000,000)
Group Insurance	\$530.8	\$489.0

## Analyst Questions

- On the Group Insurance results, it looks like those were down pretty significantly year-over-year. If you can talk about the key factors that drove that. And was there any reserve strengthening in there? Or do you expect that this is sort of the new run rate for Group Insurance margins?

Response: No, it is not the new run rate. We actually had one month during the quarter with unusually high claim activity, jumbo claim activity, in the group life business. We think that was a statistical anomaly and the business is going to hit its plan for the year.

## Principal Financial Group

Profit (Operating income, post-tax, excluding after-tax realized investment gains or losses):

Line of Business	3Q12 Profit (\$000,000)	3Q11 Profit (\$000,000)	3Q12 Loss Ratio	3Q11 Loss Ratio
Specialty Benefits	\$22.6	\$25.6	71.8%	70.5%
Group Disability	---	---	85.6%	69.1%
Group Life	---	---	74.9%	77.1%

\*Life & Health Division includes Individual Life, Health Insurance and Specialty Benefits

Line of Business	3Q12EP (\$000,000)	3Q12 Sales (\$000,000)	3Q11 EP (\$000,000)	3Q11 Sales (\$000,000)
Disability	\$73.5	\$16.7	\$68.2	\$9.8
Life	\$81.6	\$11.8	\$77.5	\$12.2

## Notable Statements

- Specialty Benefits' premium and fee growth of 5%, a solid result given continued pressure on employment levels. Third quarter 2012 adjusted operating earnings at \$18 million were down \$3 million from the third quarter 2011. This was primarily driven by the higher group disability claims in the quarter, which we consider to be normal quarterly volatility. Overall loss ratios for the year continued to be in our targeted range. On a trailing 12-month basis, pre-tax operating margins of 9% is in line with our long-term expectations of 8% to 12%.

## Analyst Questions

- First, I want to concentrate on the disability issue in the quarter, maybe a deeper dive there. Maybe you could offer , I realize that we're only three weeks into quarter, maybe what's going on there so far through October?

Response: We do think it's a bit of an anomaly and not a trend here. We did see an elevation in both incidence as well as severity. Loss ratio, roughly 80% to 85%. Trailing twelve months would be closer to the 75%. And ideally, we'd like to see this number closer to 70%. So we did do a deep dive on this business and looked hard at occupation, diagnosis, plan types. And what we think we have here is just a situation of just normal volatility and would anticipate that it straightens out. Also, remember that disability represents only about 20% of our overall specialty benefits line of business as measured by operating earnings. And that when we kind of look at what's happened so far in the fourth quarter, we're maybe trending back towards a more normal run rate for loss ratios.

## Cigna

Profit (Income from continuing operations, excluding realized investment gains/losses, after taxes):

Line of Business	3Q12 Profit (\$000,000)	3Q11 Profit (\$000,000)
Group Disability & Life	\$60	\$62

## EP

Line of Business	3Q12 EP (\$000,000)	3Q11 EP (\$000,000)
Disability	\$350	\$314
Life	\$338	\$319

## Notable Statements

- In Group Disability and Life, our revenue growth was 8% over the third quarter of 2011, and we reported solid earnings, demonstrating the value of our health and productivity programs for Cigna clients and customers.
- For Group Disability and Life, third quarter results were in line with our expectations in a difficult environment. Group premiums and fees increased 9% over the third quarter of 2011, driven by 11% growth in disability premiums and fees. Third quarter earnings in our group business were \$62 million, reflecting favorable life claims experience, which was partially offset by unfavorable claims experience in the disability business. Results in this quarter also include a net favorable impact of \$5 million after-tax related to reserve studies completed during the quarter.

**Assurant**

Profit (Net operating income after tax, before net realized gains and losses and the after tax effect of one time events.):

Line of Business	3Q12 Profit (\$000)	3Q11 Profit (\$0000)	3Q12 Loss Ratio	3Q11 Loss Ratio
Employee Benefits* (includes DRMS)	\$13,246	\$13,607	68.6%	70.4%

\* Employee benefits includes dental, disability & life

EP/Sales

Line of Business	3Q12 EP (\$000)	3Q12 Sales (\$000)	3Q11 EP (\$000)	3Q11 Sales (\$000)
LTD & STD	\$105,212	\$11,649	\$112,534	\$10,098
Life	\$46,453	\$8,484	\$49,438	\$7,565

**Notable Statements**

- Assurant's employee benefit continues to navigate through a challenging environment, characterized by low interest rates and continued economic uncertainty among small businesses. Voluntary products remain our growth engine in employee benefits and accounted for nearly half of new sales and more than a third of earned premiums in the quarter. These results demonstrate the success of our distribution approach that emphasizes key brokers, as well as our expanded voluntary offerings and capabilities.
- At employee benefits, net operating income declined by about 3% compared to the third quarter of last year, reflecting slightly higher disability loss experience, which can often be volatile from quarter-to-quarter. Overall disability incidence rates remain stable and dental experience was excellent consistent with recent trends.

Looking ahead, persistent high unemployment, low payroll growth and lower interest rates continue to present challenges that we will have to navigate. However, our broad product suite and robust administrative and enrollment tools make our voluntary products attractive options for businesses with less than 500 employees.

**MetLife**

Profit (Operating Earnings after tax, before after-tax investment gains/losses):

Line of Business	3Q12 Profit (\$000,000)	3Q11 Profit (\$000,000)	3Q12 Loss Ratio	3Q11 Loss Ratio
Group, Voluntary and Worksite	\$283	\$153	---	---
Group Life	---	---	88.1%	98.5%

EP

Line of Business	3Q12 EP (\$000,000)	3Q11 EP (\$000,000)
Group Non-Medical *	\$1,555	\$1,372
Group Life	\$1,379	\$1,311

\*Group Non-Medical includes dental, disability, long-term care, AD&D, critical illness and vision.

**Hartford**

Profit (Pre-Tax and DAC)

Line of Business	3Q12 (\$000,000)	3Q11 (\$000,000)
Group Benefits (Disability, Life, Other)	\$37	\$27

EP/Sales

Line of Business	3Q12 EP (\$000,000)	3Q12 Sales (\$000,000)	3Q11 EP (\$000,000)	3Q11 Sales (\$000,000)
Group Disability	\$411	\$25	\$452	\$36
Group Life	\$468	\$24	\$501	\$53

- The Hartford was among the first to recognize and respond to the adverse incidence and termination trends. However, given the three year contract terms in this line, it takes longer for the results of pricing actions to fall to the bottom line. In the third quarter, core earnings trends benefited slightly from an improvement in termination rates, although they do remain lower than historical levels. Improving terminations, combined with our pricing initiatives, should slowly expand margins.

- Although below historic levels, we're pleased with the trends we're seeing in the segment. Core earnings were \$23 million, up 15%, due to improved loss trends. The loss ratio was 79.3%, an improvement over prior year's 80.1% and reflected better LTD results, offset by less favorable mortality in Group Life this quarter. As a result of our sustained pricing actions over the past two years, Group Benefits premiums declined 7%

year-over-year. We expect this trend will continue into 2013 due to the impact of our renewal pricing strategies on persistency. Year-to-date, persistency has averaged 62%.

### Lincoln Financial

#### Profit (Post tax)

Line of Business	3Q12 Profit (\$000,000)	3Q11 Profit (\$000,000)	3Q12 Loss Ratio	3Q11 Loss Ratio
Group Protection	\$16	\$27	75.7%	71.8%
Group Disability	---	---	76.3%	70.4%
Group Life	---	---	76.8%	72.1%

#### EP/Sales

Line of Business	3Q12 EP (\$000,000)	3Q12 Sales (\$000,000)	3Q11 EP (\$000,000)	3Q11 Sales (\$000,000)
Group Protection	\$473	\$97	\$440	\$75
Group Disability	---	\$41	---	\$34
Group Life	---	\$41	---	\$31

### Notable Statements

- Group Protection business had a challenging quarter from a bottom line standpoint reporting income from operations of \$16 million. Top line performance remains strong with operating revenues up nearly 8% over the prior year quarter, while the nonmedical loss ratio of 75.7% was elevated by both mortality and morbidity with a total impact of \$10 million.
- Obviously, a tough quarter for the Group business, but after analyzing the quarter's results, we do expect that the loss ratio should migrate down into our targeted range in the fourth quarter. While I do believe that the current economic environment is creating more volatility than we are used to seeing, I'm encouraged that when you look at the results averaged over a number of quarters that we do see loss ratios more in line with expectations.

### Analyst questions

- I had a question first on, just your Disability business. And overall, obviously, pretty strong results this quarter, but the Disability margins did weaken a lot. And I remember a couple of years ago, you had an issue where margins compressed; they had been improving. So just wondering what drove the uptick in loss ratios in both the Disability and maybe to a lesser extent, the Group Life business. And then secondly, just on capital deployment, you've been buying back stock at a steady pace. I just wanted to see what your appetite would be for acquisitions or block transactions because there are certainly several of them in the market. And if you are interested in those, what areas would you be interested in, in terms of the businesses?

Response: First off, back to my remarks, I do believe that the economic environment we're in is giving you a little more quarter-to-quarter volatility that we're used to. But when you look at it over time, I think you're seeing results that, on average, are within our targeted range. Severity was a little higher than we probably would normally expect. So we dug through the business. We've done a ton of analysis and don't see anything systemic about that other than sort of an ordinary blip. In fact, I think if you look at the LTD loss ratios, this quarter really stands out compared to the four or five quarters before it which were all very reasonable loss ratios. So we don't see a systemic nature in what occurred this quarter but it was little bit a severity.

## Sun

### Profit (Net income after tax):

Line of Business	3Q12 Profit (\$000,000)	3Q11 Profit (\$000,000)
Employee Benefits Group (U.S.)	\$12	\$22

### EP/Sales

Line of Business	3Q12 EP (\$000,000)	3Q12 Sales (\$000,000)	3Q11 EP (\$000,000)	3Q11 Sales (\$000,000)
Employee Benefits Group (U.S.)	\$528	\$97	\$530	\$62

- In the United States, we're achieving the key milestones we set for ourselves both in Employee Benefits and Voluntary Benefits. Combined sales were up 56% over the prior year with the voluntary segment up 167%. We increased long-term disability rates for renewals and new business by 8% in the quarter, and that follows an increase in short-term disability rates of 3% to 7% from last December.
- We continue to build distribution in our group business, and have added 27 experienced hires year-to-date, bringing us to 170 sales reps, close to our year-end target of 173. Growth in voluntary benefits sales is coming as the distribution team added in the first half of the year is gaining positivity, aided by the launch of six new products this year. We completed the first enrollment test, using iPads to enroll employees. This distinctive capability, leveraged in part from our Canadian Group Retirement business, led to a significant increase in enrollment volumes.

Company	Earnings	Sales	EP
Prudential	Not reported by line of business	Dis: \$28M (↑64.7% ) Life: \$18M (↓21.7%)	Dis: \$231M (↑6.0%) Life: \$18M (↓21.7%)
Unum	LTD/STD: \$74.5(↑2.5%) Life/AD&D: \$56.1M (↑7.3%) Limited: \$27.5M (↓20.7%) Colonial: \$68.7M (↑3.0% )	U.S Brokerage LTD:\$23.6M(↑7.3%) STD: \$14.1M(↑13.7%) Life: \$24.5M(↓2.8%) AD&D: \$2.2M(↓15.4%) Vol:\$58.4M(↑5.0%) Unum Limited LTD: \$17.0M(↓20.2%) Life: \$5.6M(↓37.8%) Colonial Acc/Dis: \$51.6M(↓7.7%) Life: \$14.4M (flat) Can/CI: \$12.4M(↓3.9%)	U.S. Brokerage LTD: \$392.4M (flat) STD: \$120.1M (↑4.3%) Life: \$297.3M (↑7.1%) AD&D: \$29.2M (↑5.4%) Vol: \$272.9M(↑4.9%) Unum Limited LTD: \$102.9M (↓4.1%) Life: \$56.4(↑8.3%) Colonial Acc/Dis: \$181.8M (↑4.3%) Life: \$52.2M (↑11.1%) Can/CI: \$65.4M(↑4.8%)
Standard	Group: \$62.4M (↓4.0%)	LTD: \$6.5M (↓70.6%) STD: \$3.2M (↓53.6%) Life/AD&D: \$6.2M (↓73.6%)	LTD: \$199.1M (flat) STD: \$52.5M (flat) Life/AD&D: \$218.3M (↓2.8%)
Aetna	Group: \$29.3M (↓22.7%)	Group:N/A	Group: \$530.8M (↑8.5%)
Principal	Specialty Benefits: \$22.6M (↓11.7%)	Dis: \$16.7M (↑70.4%) Life: \$11.8M (↓3.3%)	Dis: \$73.5M (↑7.8%) Life: \$81.6M (↑5.3%)
Cigna	Group Dis & Life: \$60M(↓3.2%)	N/A	Dis: \$350M (↑11.5%) Life: \$338M (↑6.0%)
Assurant	Employee Benefit: \$13.2M(↓2.7%)	LTD/STD: \$11.6M(↑15.4%) Life: \$8.5M (↑12.1%)	LTD/STD: \$105.2M (↓6.5%) Life: \$46.5M (↓6.0%)
Met	Non Medical: \$283M (↑85%)	Not reported by line of business	Non-Med: \$1,555M (↑13.3%) Life: \$1,379(↑5.2%)
Hartford	Group: \$37M (↑37.0%)	Dis: \$25M (↓30.6%) Life: \$24M (↓54.7%)	Dis: \$411M (↓9.1%) Life: \$468M (↓6.6%)
Lincoln	Group Protection: \$16.0M (↓40.7%)	Dis: \$41.0M(↑20.6%) Life: \$41.0M (↑32.3%)	Group Protection: \$473M (↑7.5%)
Sun	U.S. Employee Benefits Group: (\$12M) (↓45.5%)	U.S. Employee Benefits Group: \$97M (↑56.5%)	U.S. Employee Benefits Group: \$528M (flat)