



Genworth Mortgage Insurance
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April 8, 2016

ANNOUNCEMENT SVC 2016-1

GENWORTH CLAIM PROCESS UPDATES

In an effort to help streamline your process and further align old and new master policy work flows, Genworth Mortgage Insurance is revising its Claims and Foreclosure Bidding Servicing Guide and below is a summary of changes that will be effective June 2016.

- Rather than return an unperfected claim after 90 days, Genworth will deny the Claim if not perfected within 120 days following submission of the initial Claim.
- An appeal, with the ability to supply supporting documentation, of a Claim Denial Notice, Rescission Notice, Company Cancellation Notice or Explanation of Benefits is being extended from 90 days to 120 days following receipt of the notice.

These changes will be reflected in the next version of our *Claims and Foreclosure Bidding Servicing Guide* that will be posted on MIservicing.genworth.com and re-communicated in May and June 2016. Please distribute this information to the appropriate contacts within your organization. And remember to contact your Genworth Sales Representative, or the ActionCenter[®] at 800 444.5664, for additional information or assistance. We appreciate your business and partnership.

Sincerely,

A handwritten signature in black ink, appearing to read "Joe Hullinger".

Joe Hullinger

Vice President, Operations
Genworth Mortgage Insurance