

March 16, 2020

## Subject: Support Available for Homeowners Impacted by COVID-19 (Coronavirus)

Genworth Canada will provide support to our lenders who have borrowers that are impacted by COVID-19 (Coronavirus).

Our Homeowner Assistance Program (HOAP) is a proven method to offer assistance to Genworth Canada-insured homeowners who experience sudden financial setbacks which might temporarily impact their ability to meet their mortgage obligations.

We recognize that the current situation due to COVID-19 (Coronavirus) makes this risk very real for homeowners. Therefore, borrowers who qualify under the lender's internal guidelines and our Homeowner Assistance Program will receive up to six (6) months of relief beginning 03/16/2020. This early intervention will allow borrowers some time to recover and focus on what's important.

Requests received after "09/30/2020" due to the COVID-19 (Coronavirus) will be considered under our regular Homeowner Assistance Program.

We are extending our HOAP operating hours to 9:00 PM EST to accommodate additional volume and inquiries.

To speak with one of our Homeowner Assistance Specialists, please call 1-800-511-8888 or email [HomeAssist@genworth.com](mailto:HomeAssist@genworth.com).

For more information on Genworth Canada's Homeowner Assistance Program or to submit your request online, please visit: [www.homeownerassistance.ca](http://www.homeownerassistance.ca).

If you have any questions or concerns related to this update, please feel free to contact your appropriate Genworth representative below.

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Regards,



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