

Lender Update



May 10, 2017

Subject: Lender Support Available For Homeowners Impacted By Flooding

Genworth Canada will provide support to our lenders who have borrowers that are impacted by the current localized flooding in various regions of Canada.

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

We recognize the current situation in these affected communities makes this risk very real for homeowners. Therefore, borrowers who qualify under the lender's internal guidelines and our Homeowner Assistance Program can receive up to six (6) months of relief beginning May 10, 2017. HOAP will allow borrowers to recover and focus on rebuilding their lives and home in their community.

Requests received after December 31, 2017 due to flooding, will be considered under our regular Homeowner Assistance Program. To speak with a Homeowner Assistance Specialist to discuss your borrower's eligibility for this assistance, please call 1-800-511-8888 or email HomeAssist@genworth.com.

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

If you have any other questions, please contact your Business Development Leader.

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Regards,

A handwritten signature in black ink that reads "Debbie McPherson".

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