

# Lender Update

September 25, 2018

## Subject: Support Available for Homeowners Impacted by Tornados

Genworth Canada will provide support to our lenders who have borrowers that are impacted by the current localized tornados in Ottawa and Gatineau.

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 that 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 will receive up to six (6) months of relief beginning September 24, 2018. This early intervention and collaboration will provide borrowers with some time to recover, focusing on what's important, not only their lives but also in the communities in which they live.

Requests received after March 31, 2019 due to tornados will be considered under our regular Homeowner Assistance Program.

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, please contact myself or your Business Development Leader.

Name	Title	Phone	E-mail
Catherine Adams	V.P. Business Development	(905) 287-5375	<a href="mailto:catherine.adams@genworth.com">catherine.adams@genworth.com</a>
Scott Galbraith	V.P. Business Development	(905) 287-5367	<a href="mailto:scott.galbraith@genworth.com">scott.galbraith@genworth.com</a>
Mark Stamm	V.P. Business Development	(514) 347-5759	<a href="mailto:mark.stamm@genworth.com">mark.stamm@genworth.com</a>
Lisa Trudell	V.P. National Sales	(905) 287-5369	<a href="mailto:lisa.trudell@genworth.com">lisa.trudell@genworth.com</a>
Marc Shendale	V.P. Business Development	(905) 287- 5392	<a href="mailto:marc.shendale@genworth.com">marc.shendale@genworth.com</a>
Kiki Sauriol-Roode	V.P. Business Development	(905) 287-5379	<a href="mailto:kiki.sauriol-roode@genworth.com">kiki.sauriol-roode@genworth.com</a>

Regards,



**Debbie McPherson**  
Genworth Canada  
Senior Vice President, Sales and Marketing  
Phone 905.287.5465  
Email: [debbie.mcpherson@genworth.com](mailto:debbie.mcpherson@genworth.com)