

Lender Update

September 11, 2019

Subject: Support Available for Homeowners Impacted by Hurricane Dorian

Genworth Canada will provide support to our lenders who have borrowers that are impacted by Hurricane Dorian.

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 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 09/11/2019. This early intervention will allow borrowers some time to recover and focus on what's important, not only their lives but also in the communities in which they live.

Requests received after 03/15/2020 due to the hurricane 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.

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

Name	Title	Phone	E-mail
Catherine Adams	V.P. Business Development	(905) 287-5375	catherine.adams@genworth.com
Mark Stamm	V.P. Business Development	(514) 347-5759	mark.stamm@genworth.com
Lisa Trudell	V.P. National Sales	(905) 287-5369	lisa.trudell@genworth.com
Marc Shendale	V.P. Business Development	(905) 287-5392	marc.shendale@genworth.com
Kiki Sauriol-Roode	V.P. Business Development	(905) 287-5379	kiki.sauriol-roode@genworth.com
Troy Brooks	V.P. Business Development	(905) 287-5537	troy.brooks@genworth.com
Annie Carpentier	V.P. Business Development	(905) 287-5539	annie.carpentier@genworth.com

Regards,



Debbie McPherson
Genworth Canada
Senior Vice President, Sales and Marketing
Phone (905) 287-5465
Email: debbie.mcpherson@genworth.com