



Genworth Mortgage Insurance

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January 10, 2014

**Announcement SVC 2014-1**  
**Genworth Publishes *Default Management Servicing Guide* with Updates**

Dear Valued Customer,

Genworth Mortgage Insurance has revised its *Default Management Servicing Guide*, effective January 10, 2014. Log on to our website at [MIservicing.genworth.com](http://MIservicing.genworth.com) to access the *Guide*, which includes the following material updates:

- Effective for default servicing activities occurring on or after January 10, 2014 Genworth is aligning its *Default Management Servicing Guide* with the Consumer Financial Protection Bureau's Mortgage Servicing Rule (CFPB Rule) and GSE default servicing requirements (GSE Guidelines). Exceptions to the CFPB rules and GSE Guidelines for Servicers utilizing manual dialing methods for delinquent loan servicing are set forth in Section 2, Loss Mitigation Exception Matrix.

This *Guide* replaces the March 1, 2012 and October 1, 2012 *Default Management Servicing Guides* for all servicing activities occurring on or after January 10, 2014. Please refer to the applicable March 1, 2012 and October 1, 2012 *Default Management Servicing Guides* for required servicing occurring prior to January 10, 2014.

If you have any questions please call the Genworth ActionCenter<sup>®</sup> at 800 444.5664

Sincerely,

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

Joe Hullinger  
Vice President, Operations