

## Genworth Mortgage Insurance Important Servicing Information on Potential Impacts of COVID19

Genworth Mortgage Insurance is actively monitoring reports about the possible spread of the coronavirus (i.e., COVID-19) in the United States. We remain committed to supporting our servicers and concerns about the potential impact on borrowers and your business. We acknowledge that COVID-19 may also impact a borrower's ability to make scheduled mortgage payments.

For all Genworth insured loans, Servicers who follow the requirements of the Consumer Financial Protection Bureau's Mortgage Servicing Rule (CFPB Rule) and GSE Default servicing requirements (GSE Guidelines) will also be in compliance with [Genworth servicing requirements](#).

Contact your Genworth Sales Representative or the ActionCenter® at 800 444.5664 with any questions.

### **Forbearance Plans:**

We support the GSEs' forbearance plan. Forbearance plans for GSE and non-GSE loans are delegated up to twelve months. Servicers are required to report the forbearance plan status using the MILAR Template as described in Section 7B of the Default Management Servicing Guide.

If you have questions or concerns regarding how to handle issues related to loan workout activities such as forbearance plans or loan modifications, please contact the Homeowner Assistance Department at 800 455.0871 or [\*\*HOA@Genworth.com\*\*](mailto:HOA@Genworth.com).