



## SERVICING MANUAL

Genworth Mortgage Insurance Corporation (in all states except New York)  
Genworth Residential Mortgage Insurance Corporation (in New York)

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## INTRODUCTION

Genworth Mortgage Insurance Corporation's goal is to provide you with not only Mortgage Insurance coverage, but also unsurpassable customer service. In that spirit, we have prepared this manual to assist you in understanding the Mortgage Insurance process and procedures for Genworth insured loans, performing workouts and submitting claims.

The purpose of this manual is to better serve you; if you have any questions or comments regarding this guide, please call the Genworth ActionCenter® at **800-444-5664**. The ActionCenter® is staffed by a team of highly trained information specialists who are available from 8 a.m. to 8 p.m., Eastern Standard Time, to provide assistance, answers and action on any MI subject.

***We have provided the information in this manual in order to help you better understand and utilize our billing, delinquency, loss mitigation and claim services. The information in this booklet references the most widely used Genworth Master Policy (MP 201-1/95), which may differ from your particular master policy. Your master policy is the agreement between your company and Genworth, and the terms of that policy apply to all loans insured under it. Consult your specific master policy if you have questions concerning its contents. Please remember that the Genworth Master Policy is subject to change without notice. Insurance written under any future or revised master policies will be subject to the requirements of that particular master policy.***

## **GENWORTH SERVICING WEBSITE**

Genworth's Servicing Website at <http://miservicing.genworth.com> offers customers access to portfolio information on loans insured by Genworth. The site is accessible through any Internet connection and provides secure access to data through the use of individual IDs and passwords associated with the customer's Genworth organization number. Features on the website offer customers access to both general servicing information and processes and Loss Mitigation information and processes. The areas of the website are:

### **Insurance Servicing :**

#### **CERTILINK<sup>SM</sup>**

Features include:

- Verify premium has been received and applied by Genworth
- Check the renewal date and premium amount of the insurance
- Confirm who we show as servicer of the loan
- Process a servicing transfer
- Correct the loan number
- Cancel Genworth Mortgage Insurance
- Activate insurance, when loans close, (Zero Monthly product only)
- Inquire the amount of premium due on the date you cancel a certificate

#### **Premium Payment History**

Features include:

- View a history of renewal premium payments on certificates

#### **Premium Billing on the Web**

Features include:

- View or print a monthly renewal billing

#### **L.I.S**

Features include:

- View L.I.S. of certificates

### **Delinquency Reporting and Claims:**

#### **Delinquencies Reporting**

Features include:

- View previously submitted delinquent loan information
- Report delinquent loan information

#### **Claims**

Features include:

- Submit claims
- View the status of previously submitted claims

## **GENWORTH SERVICING WEBSITE (cont.)**

### **e-Bid**

Features include:

- Access Genworth's online foreclosure bidding system

### **Homeowner Assistance Program**

Features include:

- Submit workout information for Genworth approval
- Inquire on the status of previously submitted workout information
- View and print workout forms
- Verify M1 coverage
- Link to our borrower website

# **B**

## **KEY CONTACTS**



## KEY DEPARTMENTS

### Policy Servicing

800 334.9270

- Initiating, Maintaining and Cancelling MI Coverage
- Certilink<sup>SM</sup>

### Delinquency Reporting

800 334.9270

- Reporting the Delinquent Loan
- Delinquency Reporting Online

### Loan Workout Center

800 455.0871

- Servicing the Delinquent Loan
- e-LMO Fast Track<sup>TM</sup>

### Claims Department

800 334.9270

- Submitting a Claim for Loss
- Submitting Claims Online
- e-Bid

### Investigation Department

800 334.9270

- Quality Control

### ActionCenter<sup>®</sup>

800 444.5664

- Notices
- Forms
- User IDs and Passwords
- Encryption Software

# **PRIMARY INSURANCE**

**C**

# **INITIATING MI COVERAGE**

## SUBMITTING THE INITIAL PREMIUM

Insurance must be activated within ten (10) days after the loan closes as stated in your master policy.

Insurance may be activated through several means:

- A copy of the commitment/certificate including the loan close date, any loan number update, amount of premium being remitted which is signed by an authorized representative and includes customer contact information may be mailed along with a check payable to Genworth Mortgage Insurance Corporation for the initial premium to the address provided on the commitment/certificate.
- A copy of the commitment/certificate including the loan close date, any loan number update, which is signed by an authorized representative and includes customer contact information may be mailed without initial premium if the loan is insured under Genworth's Zero Monthly Premium MI product. If the loan is insured under Zero Monthly, no initial premium amount is printed on the commitment/certificate. These commitment/certificates should be mailed to the address printed on the commitment/certificate or may be faxed to the number provided on the commitment.
- Zero Monthly Certificates may be activated via Certilink<sup>SM</sup> by using the activation feature on this website. The loan close date for a selected certificate, any updated lender loan information and the borrower's first payment date is entered. Once submitted, this information is updated in our database overnight. Coverage cannot be activated via Certilink<sup>SM</sup> on loans that are not insured under the Zero Monthly product.
- Sending an EXCEL file via e-mail to [Certinfo@genworth.com](mailto:Certinfo@genworth.com) may also activate insurance for the Zero Monthly product. The file format is: certificate number, loan number and loan close date (dd/mm/yyyy).
- If you would prefer to wire funds once a month for premium on all loans closed in that month, call our automated Hotline at **800 334.9270, x2323** for further information.

**Tender of initial premium or loan close date for the Zero Monthly Premium MI product, constitutes a representation and certification by the insured or its agent that (a) all special conditions set forth in the commitment have been satisfied and that (b) the loan is not in default on the date the initial premium/loan close date is received.**

## CONSTRUCTION TO PERMANENT LOANS

Genworth will accept premium and place insurance in force with the loan closing date and initial premium if required prior to completion of the dwelling if the following conditions apply:

- There is only one loan closing (the loan covers both construction and permanent financing).
- The borrower (homebuyer) has executed the note and is responsible for the payments due.

The first renewal premium will be based on the loan closing effective date and the initial term. Genworth will only honor a claim if the borrower (not the builder) is in default and the dwelling is completed per plans and specs prior to submission of the claim.

A payment history or copy of the note may be required, depending upon the answer to the following questions:

- Who is obligated for repayment of the construction/permanent loan?  
If the answer is someone other than the homebuyer, we do not insure until the loan is in the homebuyer's name.
- Will there be another loan closing after construction is completed?  
If the answer is "yes," we do not insure until after the second loan closing date.
- Is the borrower required to make interest-only payments during the construction period?

If the answer is "yes," a current satisfactory payment history is required for Genworth to insure the loan.

If the answer is "no," the terms and conditions during the construction period will determine whether a payment history is required.

**D**

## **MAINTAINING MI COVERAGE**

## **Renewal Billing**

All renewal billings are generated monthly. Whether electronic or paper, the billing formats include both monthly and annual renewal billing types. Annual premium renewals are billed in the month preceding the actual month the annual premium is due on the individual certificates. Monthly premium renewals are billed currently (in the same month the billing is generated). For instance, a March billing would include annual certificates where the premium is due in April and monthly certificates where the premium is due in March.

Lender Paid MI (LPMI) and Borrower Paid MI (BPMI) are billed on the same bill and separated so that all LPMI certificates are together and all BPMI certificates are together, for paper bills. Automated billing formats include codes to identify LPMI and BPMI certificates based on the respective format of your computer system or service bureau.

Failure to pay renewal premiums on any certificate will result in the automatic cancellation of Mortgage Insurance on the certificate, as defined in the Master Policy.

## **Types of Renewal Plans**

### **Monthly Premium MI:**

- Renewal premium due each month
- Amortized (declining) renewal plans
  - Premium based on the loan balance at the anniversary month (month the loan closed) of the loan
  - Loan balance updated in our system annually, in the anniversary month of the loan
  - The unpaid principal balance of the loan should be supplied to Genworth in the eleventh month (month prior to the anniversary month). Servicers will need to supply the balance, on that billing statement, and calculate the renewal premium due
- Level (constant) renewal plans
  - Premium always based on the original loan amount

### **Annual Premium MI:**

- Renewal premium due once each year
- Amortized (declining) renewal plans
  - Premium based on the current balance at the time of renewal
  - The unpaid principal balance of the loan should be supplied to Genworth. The billing notice will indicate only the premium rate and servicers should supply the balance and calculate the renewal premium due
- Level (constant) renewal plans
  - Renewal premium due will remain the same for the first ten (10) years and then decrease to a lower renewal rate for the remaining life of the insurance



## **Types of Renewal Plans (cont.)**

### **Single Premium MI:**

- Single premium plans provide Mortgage Insurance for the life of the loan and no renewal premiums are due
- **It is important that any servicing transfers be reported to Genworth so that the current servicer information can be maintained**
- **It is critical that Genworth be notified when coverage should be cancelled (Please refer to your company's Homeowners Protection Act guidelines and policies)**

## Zero Monthly Premium MI and Monthly Premium MI

Zero Monthly Premium MI begins once the servicer/lender/closing agent notifies Genworth that the loan has closed and supplies the closing date. The product characteristics are:

- Coverage begins when loan closes (Notification of loan closing must be submitted to Genworth) **No initial premium is paid at loan closing**
- First renewal premium is due on the **1<sup>st</sup> day of the month following loan closing**
- First renewal premium is billed during the month the premium is due

Monthly Premium MI begins once the servicer/lender/closing agent notifies Genworth that the loan has closed, supplies the closing date AND Genworth receives the initial premium due. The product characteristics are:

- Coverage begins when loan closes **AND initial premium is received by Genworth**
- First renewal premium is due **30 days from the loan closing date**
- First renewal premium is billed during the month the premium is due

## **Billing Methods**

Genworth accepts various renewal billing methods in an effort to accommodate all servicer systems and capabilities. The preferred billing method, both from a processing productivity viewpoint and from a data integrity viewpoint is one that is fully automated and requires less or no manual intervention.

Billing methods of this type include:

### **EDI (Electronic Data Interchange)**

- An industry wide standard format is used which has been adopted by all MI companies using the MISMO (Mortgage Industry Standards Maintenance Organization) agreed upon formatting language

### **Electronic Billing Formats**

- Genworth offers other forms of electronic files for servicers and/or service bureaus who have specific required formats and methods of communication

### **Online Billing**

- Access your bill online at <http://www.miservicing.genworth.com> through the Certilink<sup>SM</sup> system. Your bill is available the day following your chosen billing cycle date.

### **Billing via EXCEL<sup>®</sup> (Delegated Underwriting)**

- Your billing file is sent to a specified email address via a password-protected format the day following your chosen billing cycle date.

For more information concerning these or other automated billing formats and for information on the ACH or Wire payment methods please contact the Genworth MI Hotline at 800 334.9270 ext. 2323.

### **Paper Billing Format**

- Genworth also offers a paper billing method for those customers that have not implemented automated processes.

## **Renewal Premium Due When Insurance Is Cancelled**

It is the Insured's, or its agent's responsibility, to ensure all premiums due are remitted to Genworth; therefore, your cancellation process must include the calculation of premiums due. Following is an example calculation for monthly product:

- Premium is paid through the end of March 2004. Borrower pays off the loan on May 14, 2004. Determine the premium due by comparing the paid through date to the pay off date. In this example, one month's premium is owed for the month of April. In addition, if the premium plan is non-refundable, premium is also owed for the month of May. If the premium plan is refundable, premium is due for 13 days in May. You would calculate the partial month due by dividing the monthly premium by the number of calendar days in the renewal month and then multiplying that amount by 13.
- In order to ensure that all premium owed is paid, you may utilize the payoff function in Certilink<sup>SM</sup> (See Section A2) or call your Servicer Account Specialist at 800 334.9270. For customers using service bureaus (Fidelity or Mortgage Serv), you would always select to pay premium at the time a cancellation is processed in your servicing system.

## **Overdue Notices**

**Overdue notices** are sent monthly at the time your bill is generated. Insurance coverage will cancel due to non-payment if the premium is not received. Instructions are provided with the overdue notice.

Please note, that while we provide you with overdue notices, according to our Master Policy, Genworth reserves the right to cancel coverage for nonpayment of renewal premium unless the loan is delinquent. When the loan cures, all unpaid renewal premiums are due.

**Genworth utilizes an imaging system for processing overdue notices; therefore, when sending these notices to Genworth please do not use a highlighter.**

## **Premium Due on Delinquent Loans**

Premium **is not** due on a certificate reported to Genworth as delinquent. When the loan is brought current, all past due premiums should be remitted to Genworth. Failure to remit premiums at the time the loan is cured could result in coverage being cancelled for non-payment.

If the loan remains delinquent and results in foreclosure with a claim being submitted, any overpayment of premiums will be refunded or premiums due will be deducted from the claim payment.

## **CERTIFICATE CHANGES**

Please notify Genworth immediately of any changes to an insured loan and submit the appropriate documentation to your Servicing Account Specialist.

### **MODIFICATIONS**

Genworth's Master Policy states that any modification to the original terms of the mortgage loan must have prior written approval by Genworth (except modifications called for by the loan documents and which do not require prior approval of the loan holder). To obtain a Notice of Modification or letter, please contact the ActionCenter® at 800 444.5664. The following information is required when submitting a Notice of Modification or letter:

- Borrower's name
- Certificate number
- Lender loan number
- Property address
- New and old P&I payment
- New and old interest rate
- Mortgage instrument type
- Verification that loan is current

Please mail the above information to:

Genworth Mortgage Insurance Corporation  
Attn: Policy Servicing  
6601 Six Forks Road  
Raleigh, NC 27615

**For modification on delinquent loans, contact the Loan Workout Center at 800 455.0871.**

### **CONVERTIBLE ARMs**

If a loan has a conversion option in the mortgage note, Genworth does not require prior approval.

### **ASSUMPTIONS**

An assumption notice can be obtained by contacting the ActionCenter® at 800 444.5664. If you are requesting an assumption with release of liability on a Genworth certificate, please submit a completed Assumption Notice or letter and credit package for the new borrower to your local Genworth Service Center. For specific requirements in your area, please contact your local Genworth Service Center. If your assumption is without the release of liability, please complete the Assumption Notice and fax it to 888 291.2144 or mail it to:

Genworth Mortgage Insurance Corporation  
Attn: Policy Servicing  
6601 Six Forks Road  
Raleigh, NC 27615

**For assumptions on delinquent loans, contact the Loan Workout Center at 800 455.0871.**

## **PARTIAL RELEASE**

When you send a request for a partial release, our objective is to review the documentation and decide whether or not the release would adversely affect the marketability or value of the property. In all cases except property taken by “eminent domain”, the following information is required:

- A letter outlining the following:
  - Why the release is being requested
  - Whether money is to be exchanged, and if so, the amount
  - The details regarding the release (reason, who will receive land being released, amount of land being released, etc.)
- 12 month payment history
- Copy of the original Security Instrument (Deed or Mortgage), and original Appraisal
- Survey outlining the property to be released relative to the location of the house.
- A new appraisal stating the value of the portion being released and the value of the remaining property.
- Copy of pending sales contract

Please mail the above information to:

Genworth Mortgage Insurance Corporation  
Attn: Policy Servicing  
6601 Six Forks Road  
Raleigh, NC 27615

### **Conditions for Approval include but are not limited to:**

- The loan must have no thirty (30) day delinquencies in the immediate three (3) months and no more than one (1) thirty (30) day delinquency in the past year.
- Genworth may require that funds received from the sale of property be applied to reduce the outstanding loan balance.

**We reserve the right to require additional documentation depending upon the circumstances of the release.**

In the case of “eminent domain”, a new appraisal is not necessary. However, Genworth’s Master Policy states that if a property is taken by “eminent domain”, any funds are to be applied to the outstanding loan balance to the extent permitted by the laws of the state in which the property is located.

**For partial release on delinquent loans, contact the Loan Workout Center at 800 455.0871.**



## **PARTIAL RELEASE (contd.)**

### **WAIVERS**

Waivers are a result of previously undisclosed easements and/or encroachments. When Genworth approves a waiver request, we are agreeing to continue insurance on a loan for that parcel of property.

When sending a waiver request, the following documentation is required:

- A statement from the appraiser that the changes do not adversely affect the value of the property.
- A survey outlining the changes.

Please mail the above information to:

Genworth Mortgage Insurance Corporation  
Attn: Policy Servicing  
6601 Six Forks Road  
Raleigh, NC 27615

## COVERAGE CHANGES

To consider a certificate for an **increase** in coverage, the following is required:

- A written request
- A contact name with telephone and fax number
- Effective date of change (loan closing date or the date the request is received)
- 12-month payment history.

Please mail the above information to:

Genworth Mortgage Insurance Corporation  
Attn: Policy Servicing  
6601 Six Forks Road  
Raleigh, NC 27615

Once the increase in coverage is approved, Genworth will fax the servicer an amended commitment/certificate that will reflect the increased coverage and premium amount. Coverage increases will not be approved if the loan has been 30 days delinquent within the past 3 months or more than one (1) thirty (30) day delinquency in the past year.

To consider a certificate for a **decrease** in coverage, the following is required:

- A written request (the effective date is the date Genworth processes your request)

Once the written request is received, we will process it and fax the servicer a new commitment/certificate which will reflect the decreased coverage and premium amount. If the certificate has an annual renewal, we will calculate the differences in premium for the time remaining in the present term and issue a refund, if any, to the servicer. If the certificate has a monthly term, the decreased coverage and premium will be effective at the next renewal. No refunds of premium will be processed for prior premiums paid.

## ADDRESS CHANGES

If an error occurred and the address on the certificate of insurance is different from the loan documents, a request to change must be submitted in writing with a copy of the appraisal.

If the certificate of insurance reflects a lot and block number and a servicer has a street address, a request to change must be submitted in writing along with a copy of the original appraisal. Sometimes the state will change an address and if this occurs we will need to receive a copy of the letter from the state prior to making the change.

## SERVICING TRANSFERS

As stated in Genworth's Master Policy, it is the seller's responsibility to give Genworth prior notice of all servicing transfers. Advising us of servicing transfers will help ensure that billing statements are sent to the proper servicer and will help prevent possible cancellation of coverage. However, if you have recently acquired a loan and if you have not received a bill for a particular certificate, please notify your Servicing Account Specialist so that we may check our records and make any appropriate servicing changes.

If you have any questions concerning servicing transfers, please contact your Servicing Account Specialist at 800 334.9270.

Genworth can accept servicing transfers via various formats. For further information, contact your Servicing Account Specialist at 800 334.9270.

If you'd like to use our form, you may copy the form (Page D12) or call the Genworth ActionCenter® at 800 444.5664 for a supply.

**Genworth utilizes an imaging system for processing servicing transfers; therefore, when sending these notices to Genworth please do not use a highlighter.**

Servicing transfers may also be submitted on-line through Certilink<sup>SM</sup> or through the transmission of the standard EDI 266 Transaction.



## Genworth Mortgage Insurance

P.O. Box 981063  
El Paso, TX 79998-1063  
800 444.5664  
Fax 888 964.9159

### **SERVICING TRANSFER NOTICE**

Please complete and return only if you have released the servicing of loan(s).  
All renewal billing/correspondence will be sent to the new servicer.

\_\_\_\_\_  
Current Servicer's Name

\_\_\_\_\_  
New Servicer's Name

\_\_\_\_\_  
Address (P.O. Box, Street)

\_\_\_\_\_  
Address (P.O. Box, Street)

\_\_\_\_\_  
City                  State                  Zip

\_\_\_\_\_  
City                  State                  Zip

\_\_\_\_\_  
Contact Name (Please Print)

\_\_\_\_\_  
Contact Name (Please Print)

(\_\_\_\_) \_\_\_\_\_  
Phone Number

(\_\_\_\_) \_\_\_\_\_  
Phone Number

Date of Transfer: \_\_\_\_/\_\_\_\_/\_\_\_\_\_  
                            Month    Day    Year

Certificate Number (10 Digit Number)	New Servicer's Loan Number	Borrower's Full Name (Last, First, Middle Initial)

\_\_\_\_\_  
Authorized Signature  
1/9/2007

\_\_\_\_\_  
Title  
D12

\_\_\_\_\_  
Date

## REINSTATEMENTS

**Cancelled Commitments** occur when coverage has not been activated prior to the expiration date printed on the commitment. Call Genworth's National Processing Center at 800 672.7717 for reinstatement requirements for a cancelled commitment. Do not send a premium payment until you have received notification that the Commitment will be reinstated.

**Cancelled Certificates** occur as a result of nonpayment of premium or at a servicer's request. If a certificate is cancelled, the following documentation is needed to consider reinstatement. Please forward this information to your Servicing Account Specialist.

- Written request to reinstate coverage.
- A twelve month, current and satisfactory mortgage payment history. "Current" refers to a history which shows the last twelve months' payment record through the current month. "Satisfactory" refers to the loan having no payments more than 30 days late within the last three months and no more than one payment more than 30 days late within the past twelve months. (Payment histories may not be submitted as Excel spreadsheets.)
- We retain the right to request a current certification of value or current appraisal.
- If the cancellation was due to us processing a servicer's cancellation request and unearned premium was issued, the full amount of the refund will be required in addition to the information listed above.
- If a reinstatement is approved, all premiums must be paid prior to insurance coverage being reinstated.
- You may use the certification form (Page D14) rather than submit a 12-month Mortgage payment history for our review. When using this form, you are giving us a warranty that the history meets our requirements and the insurance is eligible for reinstatement. Should the loan subsequently go to claim status, you will be asked to provide the payment history showing that the loan met the reinstatement requirements at certification.



## Genworth Certification Form

I am requesting reinstatement of the certificate(s) of insurance on the loan(s) listed below:

Certificate #	Borrower	Loan #	Loan Balance	Loan Close Date

I have reviewed the last 12 months payment history (or history from inception of loan if not seasoned for a year) of the above listed loans, and I certify that, as of the date of this certification, the above loans meet the requirements listed below:

No loan has a payment more than 30 days late in the last three months and no loan has more than one payment 30 days late in the past 12 months.

I am aware in the event that the certification proves to be inaccurate, with respect to a loan, Genworth reserves the right to rescind coverage or adjust any claim filed with respect to such loan.

Signature: \_\_\_\_\_

Name (please print): \_\_\_\_\_

Title: (please print)\_\_\_\_\_

Company: (please print)\_\_\_\_\_

Date: \_\_\_\_\_ Telephone: \_\_\_\_\_

Please return via fax to 800 291.2144

**E**

## **CANCELLING MI COVERAGE**



## **CANCELLING MI COVERAGE**

Genworth Mortgage Insurance Corporation processes cancellation refunds when notified by the servicer either in writing or by automated means. All cancellation requests must provide the following information:

- Borrower's name
- Loan number
- Genworth's ten (10) digit certificate number
- Date of cancellation
- Reason for cancellation
  - Paid in Full
  - LTV Drop
  - Other (please explain)
- Address to which any applicable refund should be mailed

**All cancellation refunds are made payable to the borrower or servicer and mailed to the address provided.**

Cancellation requests received from borrowers will be forwarded to the servicer.

Paper cancellation requests may be faxed to 888 964.9159 or mailed to:

Genworth Mortgage Insurance Corporation  
Attn: Policy Servicing  
6601 Six Forks Road  
Raleigh, NC 27615

A copy of the form given (Page E3) may be reproduced and used to submit paper cancellation request.

## Electronic Forms of Cancellation Request

- Certilink<sup>SM</sup> - Genworth Servicing Website (**See Section A2**)
- EDI transmissions (For further information, please contact the ActionCenter<sup>®</sup> at 800 444.5664.)
- Excel files containing all of the required information may be sent by e-mail to [Certinfo@Genworth.com](mailto:Certinfo@Genworth.com).
- **Please contact the ActionCenter<sup>®</sup> if you wish to use PGP (Pretty Good Privacy) encryption software. PGP is standard software that allows electronic information to be encrypted. If you choose not to use PGP, we strongly urge that at a minimum the files be password protected since private consumer information is contained on the file. If password protection is used, a second communication must be provided containing the password.**
- For loans covered under the Homeowners Protection Act, cancellations will be effective as of the date requested and applicable refunds processed.
- For loans not covered under HPA, cancellation dates that are more than 90 days prior to the date the request is received will be manually processed as a “partnership”. Partnership means that Genworth will refund any applicable unearned premium within the prior 90 days and refund one-half of any premium paid prior to 90 days. The servicer will be required to pay the additional one-half. All partnership refunds will be sent to the servicer.
- Occasionally, cancellations are not requested timely by the servicer. We recognize that these defects occur and will process the request as quickly as possible. These requests are processed in the order received to prevent giving preferential treatment to any servicer. Our processing goal on all requests of this type is eighteen (18) days from receipt.



Genworth Mortgage Insurance  
Corporation  
P.O. Box 177800  
Raleigh, NC 27619  
800 334.9270  
919 846.4100

### CANCELLATION NOTICE

\_\_\_\_\_  
Lender Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
City

\_\_\_\_\_  
State

\_\_\_\_\_  
Zip

\_\_\_\_\_  
Current Borrower's Name

\_\_\_\_\_  
Assuming Borrower's Name

Master Policy Number	Certificate Number	Lender Loan Number

---

#### IN ORDER TO PROCESS - ALL THE ABOVE MUST BE COMPLETED

Effective Date of Cancellation \_\_\_\_\_

Reason for Cancellation \_\_\_\_\_

Refund Check Should be Payable to: \_\_\_\_\_

Was Loan Ever Assumed?

YES -----

NO-----

If yes, from whom: \_\_\_\_\_

First Name

Middle Name

Last Name

#### LENDER AUTHORIZATION

Authorized Signature \_\_\_\_\_

Date \_\_\_\_\_

Title \_\_\_\_\_

Lender's Telephone Number (\_\_\_\_) \_\_\_\_\_

---

#### GENWORTH PERSONNEL ONLY

DATE RECEIVED \_\_\_\_\_

Effective Date of Cancellation \_\_\_\_\_

Completed By: \_\_\_\_\_

**F**

**REPORTING THE**

**DELINQUENT LOAN**

## PRIMARY INSURANCE

### REPORTING THE DELINQUENT LOAN

A Notice of Delinquency or first report of a delinquent primary insured loan must be filed within ten (10) days after either of the following occurs:

1. The loan is three (3) payments in default:

**A loan is three (3) payments in default** if the monthly installment due on January 1 remains unpaid at the close of business on March 1. In this example, the Notice of Delinquency would be due to Genworth by March 10.

or

2. Proceedings have commenced affecting the loan, the property or the insured's or borrower's interest in the Mortgaged property (e.g., bankruptcy).

**First payment defaults must be reported within forty-five(45) days after the default. Consult your specific Pool policy for timing requests.**

All Certificates can be reported by:

1. Data File (ASCH text file)
2. Online – serving.genworth.com
3. Phone – 1-800-334-9270
4. Fax – 919-846-4514 or 919-846-3125
5. Paper

Please mail paper reports to:

Genworth Mortgage Insurance Corporation  
Attn: Delinquency Reporting  
6601 Six Forks Road  
Raleigh, NC 27615

Loans insured under both a Genworth Primary and Pool Certificate of Insurance should only be reported under the Primary Certificate of Insurance. Your loan insured under Genworth's Pool Certificate of Insurance will be updated concurrently.

Loans insured under both a Genworth Primary and Pool Certificate of Insurance should follow requirements of the **Bulk/Pool** Master policy with regard to your initial Notice of Delinquency.

**We encourage you to notify Genworth of a delinquency earlier than the Master Policy requires. This will enable us to review the file and determine if steps can be taken to avoid foreclosure. Failure to report the initial Notice of Delinquency as required by your Master Policy will result in curtailment of interest upon submission of your Claim for Loss.**

**Monthly reporting of delinquent status information should continue until the borrower is no longer in default or until a Claim for Loss has been filed with Genworth. If you fail to report a monthly update on a delinquent loan, Genworth will notify you regarding your oversight and request updated delinquency information.**

## REPORTING THE DELINQUENT LOAN BY DATA FILE

The Data Files can be sent over the Internet using the following methods: FTP dropbox, email, Advantis or other secure network websites such as Lender websites. Additionally, Data Files can be received by NDM transmission from Service Bureaus.

Genworth's Data File Reporting service eliminates the need to manually complete delinquency notices. Instead, these reports are prepared automatically in an ASCII text format in the generally accepted MBA Data File layout. The automated reporting also completes the Monthly Reporting requirements on previously delinquent certificates. Automated reporting can also be used to report bankruptcy and foreclosure information. Each month, simply provide us with a data file containing the status of each of your delinquent loans – from the day the problem loan is reported to the day one of the following occurs: a claim is filed, the loan is paid in full, or becomes current. This service helps us track delinquent loans without the need for paper reporting.

**Monthly reporting of delinquent status information should continue until the borrower is no longer in default or until a Claim for Loss has been filed with Genworth. If you fail to report a monthly update on a delinquent loan, Genworth will notify you regarding your oversight and request updated delinquency information.**

The Genworth required data file format is based on a standardized format developed by a joint task force from the Mortgage Bankers Association and the Mortgage Insurance Companies of America, both industry trade groups. This automated reporting format is used throughout the private MI industry.

Genworth's Data File Reporting Service assists in reporting delinquencies to Genworth at the earliest possible date. And the earlier Genworth knows of a problem loan, the better our opportunity to help you cure the delinquency.

If you are not reporting delinquencies to Genworth by Data File but are interested in doing so, all you need is the capability to track delinquent loans by computer, either in-house or through an outside supplier. For more information please call Delinquency Reporting at 800 334.9270.

## REPORTING DELINQUENT LOANS ONLINE

Submit new NOD and edit or update information on existing certificates using our online tool. You can transmit information to Genworth using the tool as many times during the month as necessary; however, you can only transfer information once a day. Here's how:

### Logging On

- Log on to <http://www.miservicing.genworth.com>
- Enter your username and password
  - **First time user?** Call the ActionCenter at 800 444.5664 to get a Username and Password
- Select **Delinquency Reporting and Claims**
- Select **Delinquency Reporting**
  - A **Delinquency Reporting Certificate List** displays certificates that previously have been submitted

### Navigating the tool

- To **Search** for a certificate, enter the certificate number in the box provided and select **Get Certificate**
- To **Sort** the list, click the desired radio button and select **Change Sort**
- To **Select** an existing certificate, click the desired certificate number to display the **Delinquency Reporting-Monthly Delinquency Status Page**

### Editing Information and Tips

- Edit the necessary information in the data fields provided
  - **To report a loan as Cured or PIF** Update only the due date and click the **Cured or PIF** Radio button.
  - If you change the unpaid principal balance, an error message will display
  - Comments entered display in the Genworth, REO notepad
- Select **Save and Ready to Submit**, **Save and Next** or **Exit** button
  - **Save and Ready to Submit** will save the data entered on the first certificate that you updated and will navigate back to the Delinquency Reporting Certificate List. From there, select **Submit** at the top of the list to submit the single certificates OR to submit more than one certificate, edit other certificates on the list, then select Submit. The system will indicate the numbers of certificates that you successfully submitted.
  - **Save and Next** will save the single certificate data that you just updated, then the system will navigate you to the next certificate on the list for editing. When you have completed updating each certificate select **Save and Ready to Submit**.
  - **Exit** will allow you to exit the list without updating the data.

### Entering a New Notice of Delinquency

- Select the **New NOD** button
- Enter the required data



## COMPLETING THE NOTICE OF DELINQUENCY

### POINTS TO REMEMBER:

- Item 1:** The **MI Certificate Number** has ten (10) digits and can be found on the original certificate of insurance.
- Item 2-4:** Enter the **Servicer Loan Number, Servicer Name, and Servicer Address**.
- Item 5:** Check the appropriate **Investor**, if applicable.
- Item 6-12:** Enter the **Mortgagor** and **Co-Mortgagor** information: name, social security number, property address, mailing address (if different than property address), and telephone numbers.
- Item 13:** **Current Principal Balance** should reflect only the remaining loan amount.
- Item 14:** **Total Delinquent Amount** is the amount needed to reinstate the loan.
- Item 15:** **Bankruptcy File Date/Chapter** should be completed if applicable.
- Item 16:** Enter the month, day and year of the **Loan Due for Date**. This date should correspond to the delinquent payment the borrower is now due to pay. Loans in bankruptcy should reflect the actual Loan Due Date, not the Post Petition Due Date.
- Item 17:** Check the **Reason for Non-Payment**.
- Item 18:** Check whether this is a **First Payment Default** or not.
- Item 19:** Check the appropriate **Occupancy Status**, if known.
- Item 20:** Enter the **Date of Last Mortgagor Conversation**, if known.
- Item 21:** Check to indicate **Servicer's Next Action**.
- Item 22:** **Describe Servicer's Collection Efforts** by providing any detail information regarding the delinquency to assist the Genworth Workout Representatives in evaluating the borrower's situation to determine the best solution to resolve the delinquency.
- Item 23-24** Always provide a **Servicer Contact** and **Servicer Telephone Number**.
- Item 25:** Enter the **Date** of form completion.

**Genworth utilizes an imaging system for processing Notices of Delinquency; therefore, when sending these notices to Genworth please do not use a highlighter.**

# NOTICE OF DELINQUENCY

## First Lien

GENWORTH MORTGAGE INSURANCE CORP.

Contact # 800 334.9270 Delinquency  
Reporting

MI CERTIFICATE NUMBER: \_\_\_\_\_ 1. \_\_\_\_\_ SERVICER LOAN NUMBER: \_\_\_\_\_ 2. \_\_\_\_\_

SERVICER NAME: \_\_\_\_\_ 3. \_\_\_\_\_

SERVICER ADDRESS: \_\_\_\_\_ 4. \_\_\_\_\_

STREET CITY STATE ZIP  
5. INVESTOR (Check One): ☐ FHLMC ☐ FNMA ☐ OTHER

MORTGAGER NAME: \_\_\_\_\_ 6.-12. \_\_\_\_\_

FIRST MIDDLE LAST MORTGAGOR SOCIAL SECURITY NUMBER

CO-MORTGAGER: \_\_\_\_\_

FIRST MIDDLE LAST CO-MORTGAGOR SOCIAL SECURITY NUMBER

PROPERTY ADDRESS: \_\_\_\_\_

STREET CITY STATE ZIP

MAILING ADDRESS IF DIFFERENT: \_\_\_\_\_

STREET CITY STATE ZIP

TELEPHONE NUMBERS: Home ( ) \_\_\_\_\_ Work ( ) \_\_\_\_\_ Ext. \_\_\_\_\_

CURRENT PRINCIPAL BALANCE (exclude all delinquent interest, etc.): BANKRUPTCY 15.  
\_\_\_\_\_ 13. \_\_\_\_\_

TOTAL DELINQUENT AMOUNT: \_\_\_\_\_ 14. \_\_\_\_\_

File Date:

\_\_\_\_/\_\_\_\_/\_\_\_\_  
Chapter: \_\_\_\_\_

MONTH DAY YEAR  
LOAN DUE FOR DATE: \_\_\_\_\_ 16. \_\_\_\_\_

REASON FOR NON-PAYMENT (Check One): 17.

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Unemployment     | <input type="checkbox"/> Temporary Loss of Income | <input type="checkbox"/> Moved/Vacated              |
| <input type="checkbox"/> Marital Problems | <input type="checkbox"/> Bankruptcy               | <input type="checkbox"/> Dissatisfaction w/Property |
| <input type="checkbox"/> Illness          | <input type="checkbox"/> Excessive Use of Credit  | <input type="checkbox"/> Energy/Environment Cost    |
| <input type="checkbox"/> Death            | <input type="checkbox"/> Casualty Loss            | <input type="checkbox"/> Servicer Problem           |
| <input type="checkbox"/> Business Failure |   | (Explain Below)                                     |

Is this a First Payment Default? 18.

☐ Yes ☐ No

OCCUPANCY STATUS (Check One):

- ☐ MORTGAGOR 19.  
☐ TENANT  
☐ VACANT

MONTH DAY YEAR

DATE OF LAST MORTGAGOR CONVERSATION: \_\_\_\_\_ 20. \_\_\_\_\_

SERVICER'S NEXT ACTION WILL BE (Check One): 21.

- |   |  |
|---|--|
| <input type="checkbox"/> Loan Modification/Workout                | <input type="checkbox"/> Foreclosure   |
| <input type="checkbox"/> Recommend Mortgagor List for Sale        | <input type="checkbox"/> Negotiate Payment Plan                                |
| <input type="checkbox"/> Offer to Take Voluntary Conveyance (DIL) | <input type="checkbox"/> Promise to Pay ____ Date: If available ____/____/____ |
|   | <input type="checkbox"/> Pending Refinance                                     |

DESCRIBE SERVICER'S COLLECTION EFFORTS:

22.

SERVICER CONTACT: 23.

SERVICER TELEPHONE NUMBER: ( ) \_\_\_\_\_ 24. \_\_\_\_\_ Ext. \_\_\_\_\_ DATE: \_\_\_\_\_ / \_\_\_\_\_ 25. \_\_\_\_\_ / \_\_\_\_\_

## MONTHLY DELINQUENCY LOAN STATUS REPORT

After you report the initial Notice of Delinquency form, a monthly status update is required until the loan is brought current or a Claim for Loss is received by Genworth. It is not necessary to continue submitting a Notice of Delinquency form.

If you report by Paper or Online, Genworth will provide a Monthly Delinquency Loan Status Report (Page F12) reflecting the delinquent loans reported by your institution. This report is provided to assist you in complying with the monthly status update requirement. You should complete this report and return it to Genworth within ten (10) days. Failure to receive such a Monthly Delinquency Loan Status Report does not relieve the insured of the responsibility to provide monthly updates. If you are utilizing a Data File to report your delinquencies, or have requested that we do not provide paper, you will not receive a monthly Delinquency Report.

All delinquent loans you have reported should appear on Genworth's Monthly Delinquency Loan Status Report during the month following your initial Notice of Delinquency. If not, you should contact Delinquency Reporting at **800 334.9270**.

## MONTHLY DELINQUENCY LOAN STATUS REPORT

### POINTS TO REMEMBER:

- Items 1-6:** Please verify the information printed in these spaces and make corrections if necessary.
- Item 7:** Enter the information source date.
- Item 8:** Check here only if the loan has been brought current or paid off. If title has been acquired through foreclosure **DO NOT** report as "Paid Off". This type of reference causes Genworth to consider the loan cured which eliminates it from future status reports and may create subsequent problems in the processing of your claim.
- Item 9:** If servicing has been transferred, enter the new servicer's name and address. You should also complete a Loan Sale/Servicing Transfer Form and submit to our Policy Servicing Department to ensure proper handling of the loan.
- Item 10:** If the loan remains delinquent, check this item and verify or complete items 11-13.
- Item 11:** Current principal balance should reflect only the remaining loan amount.
- Item 12:** Enter the month, day and year of the Loan Due For Date. This date should correspond to the delinquent payment the borrower is now due to pay. Loans in bankruptcy should reflect the actual Loan Due Date, not the Post Petition Due Date.
- Item 13:** Check the appropriate occupancy status, if known.
- Item 14:** Check item that applies and fill in pertinent information.
- Items 15-19:** Verify and correct all information listed in these items.
- Item 20:** Use this section to record your most recent collection efforts. This section should also be used to notify us of any additional information regarding the delinquency (e.g., the length of a forbearance plan).
- Items 21-22:** Always provide a servicer contact and telephone number.
- Item 23:** Enter the date of form completion.

**Genworth utilizes an imaging system for processing Monthly Delinquency Loan Status reports; therefore, when sending these notices to Genworth please do not use a highlighter.**

**Monthly Delinquency Loan Status Report**  
**800 334.9270 Delinquency Reporting**

FOR THE MONTH OF

Mortgage Insurance Company

**GENWORTH MORTGAGE INSURANCE CORPORATION**

P.O. BOX 177800  
 RALEIGH, N.C. 27619

Servicer Name 1.	Servicer Loan Number 2.
Servicer Address 3.	

Mortgagor Name 4.	MI Certificate Number 5.
Property Address 6.	

7. LOAN STATUS AS OF \_\_\_/\_\_\_/\_\_\_(MM/DD/YY)

8. ☐ Cured (Loan brought current or paid off by the mortgagor, not foreclosed/REO.)

If cured, indicate reason: ☐ Current ☐ Paid Off

9. ☐ Servicing Transferred (Loan has been sold to another Servicer.)

If known, Servicer Name \_\_\_\_\_

Address, City, State \_\_\_\_\_

10. ☐ Remains Delinquent - Complete the following:

Current Principal Balance (exclude all delinquent interest, etc.) \$ 11.	Loan Due For Date (MM/DD/YY) 12.	Occupancy Status (Check One) <input type="checkbox"/> Mortgagor <input type="checkbox"/> Tenant 13. <input type="checkbox"/> Vacant			
<b>Delinquent Status (Check One)</b> <input type="checkbox"/> Loan Modification/Workout <input type="checkbox"/> Recommend Mortgagor List For Sale <input type="checkbox"/> Offer To Take Voluntary Conveyance (DIL) 14. <input type="checkbox"/> Negotiate Payment Plan <input type="checkbox"/> Promise To Pay - Date, if available ___/___/___ <input type="checkbox"/> Pending Refinance <input type="checkbox"/> Bankruptcy - File Date _____ Chapter _____ <input type="checkbox"/> Active Foreclosure - Complete the following:					
Date To Attorney For Foreclosure 15.	Date Foreclosure Proceedings Filed N/A	Sale Scheduled Date 16.	Date Title Acquired 17.	Redemption Expiration Date (if applicable) 18.	Claim File Date 19.

COMMENTS: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 20.

COMPLETED BY		
Servicer Contact Name 21.	Telephone Number 22.	Date Completed By Servicer 23.

## FORECLOSURE BIDDING INSTRUCTIONS

Genworth requires that a servicer get bidding instructions for all Investors except Fannie Mae. For any Fannie Mae loans, Genworth requires that Fannie Mae bidding guidelines be followed.

Servicers can get bidding instructions from two sources:

1. The Genworth Website at <http://www.miservicing.genworth.com>. To get assigned a user ID for the E-Bid Website, call the ActionCenter<sup>®</sup> at 1-800-444-5664.

or

2. Call or email the Claims Department at 1-800-334-9270 to get verbal or written instructions with written confirmation.

If you have any questions or need additional information about how to access E-Bid, please call the Claims Department at 1-800-334-9270.

## Using e-Bid Online

### Logging On

- Log on to <http://www.miservicing.genworth.com>
- Enter your username and password
  - First time user?** Call the ActionCenter at 800 444.5664 to get a Username and Password
- Select **Delinquency Reporting and Claims**
- Select **e-Bid**
- Enter the **Certificate Number** for the affected loan
- Select **Search**
  - Certificate information will display
- Verify loan information, then select **Submit**
- **Enter the required information:**
  - **Current Property Value:** Appraisal, BPO or Sheriff Appraisal amount
  - **Total Debt including all fees: UPB, interest, expenses, etc.**
  - **Scheduled Foreclosure Sale Date**
- **If there is a variance between the current value and the original appraised value, select the appropriate reason:**
  - **Property Damage Beyond normal wear and tear**
  - **Depreciating Area**
  - **Unknown**
  - **Other**
  - Add comments if applicable
- Select **Search**
  - An e=Bid or contact information for further instructions will appear

### For Additional Information and Assistance

- Contact the ActionCenter at 800 444.5664 for assistance with Username and Password issues
- Contact our Claims Department at 800 334.9270 for website assistance and information about delinquencies and claims.

# **G**

## **SERVICING THE DELINQUENT LOAN**

Please refer to our separate *Default Management Servicing Guide* for complete details. Log on to [www.MIservicing.genworth.com](http://www.MIservicing.genworth.com) or contact your Servicer Relations Representative or The ActionCenter® at 800 444.5664.



**H**

**SUBMITTING A CLAIM**

**FOR LOSS**

## **Based on Genworth Mortgage Insurance Primary Insurance Policy**

### **WHEN TO FILE A CLAIM FOR LOSS**

The Claim for Loss must be filed within 60 days following the earlier of:

- The conveyance of Title to the Insured
- The redemption of the property by the borrower or a third-party
- The conveyance of Title to a third-party as permitted by the terms of the policy.

The servicer should file claims according to the above guidelines during any redemption period. Failure to file a Claim for Loss within the time limit required could result in an adjustment to your final claim payment.

Sample instructions and form for a Claim for Loss are on Pages H3 through H8.

In addition, you may submit your claim for loss through the following automated means:

- Genworth Website at <http://www.miservicing.genworth.com>
- EDI 260 Transaction
- The Fidelity Servicing Platform
- The First American C Max Platform

Please contact Genworth's Claims Department at 800 334.9270 for additional information.

## **Based on Genworth Mortgage Insurance Pool Insurance Policy**

### **WHEN TO FILE A CLAIM FOR LOSS**

If Primary Insurance is required, (Loan to Value is greater than 80%), the Insured must submit and settle its Claim for Loss under the Primary Policy before a Claim for Loss may be filed under the Pool Policy. If both Primary and Pool coverage is with Genworth, only one Claim for Loss form needs to be submitted in order to process both your Primary and Pool claims. If the Primary coverage is with another Mortgage Insurance carrier, the Pool insurance Claim for Loss should be filed with Genworth within sixty (60) days after the Primary Claim for Loss has been settled. Otherwise the claim should be filed:

- Within sixty (60) days from the expiration date of any applicable redemption period.
- Within sixty (60) days from the date of an approved sale, preforeclosure sale, third-party sale at foreclosure, acquisition of the property by the Primary Insurance carrier, or a foreclosure sale.

Failure to file a Claim for Loss within the time limit required could result in an adjustment to your final claim payment.

Sample instructions and form for a Claim for Loss are on Pages H3 through H10.

In addition, you may submit your claim for loss through the following means:

- Genworth Website at <http://www.miservicing.genworth.com>
- EDI 260 Transaction
- The Fidelity Servicing Platform

Please contact Genworth's Claims Department at 1-800-334-9270 for additional information.

## **FILING A CLAIM FOR LOSS**

The Claim for Loss form must be completed in full, must include the signature of an authorized representative and include the date of claim filing. Failure to complete the Claim for Loss in its entirety will result in a delay of your claim settlement.

### **CLAIMABLE ITEMS INCLUDE:**

- Unpaid principal balance
- Accrued interest at the contract rate
- Attorney's fees not to exceed 3% of total principal and interest
- Hazard insurance premiums advanced from default through claim submission (prorated through date of claim settlement)
- Real estate taxes due and advanced from default (prorated through date of settlement)
- Reasonable preservation of property expenses
- Special assessments
- Statutory expenses
- Appraisal/broker's opinion of value

### **THE CLAIM SHOULD BE REDUCED BY:**

- Funds in escrow account at default
- Rent moneys received
- Other funds received to reduce the total indebtedness, such as Primary Mortgage Insurance proceeds or FHA/VA proceeds
- Partial claim advances
- Hazard insurance refunds
- Any proceeds from a Genworth approved sale of property, must also be deducted from the total claim amount

### **NONCLAIMABLE EXPENSES INCLUDE:**

- Restoration expenses with Genworth's approval
- Cosmetic repairs to the property without Genworth's approval
- Late charges
- Penalty interest or compounded interest
- Taxes and insurance paid from borrower's escrow account
- Interest due to Investor after Claim for Loss settled
- Attorney's fees in excess of 3% of the unpaid balance of the insured loan and accumulated interest
- Owner's title policies
- In-house attorney's fees in excess of \$500
- Attorney referral fees
- Mortgage Life Insurance
- Mortgage Insurance premiums
- Delinquent Real Estate taxes prior to default Page H16 for details)

## CLAIM FOR LOSS INSTRUCTIONS

### GENERAL INFORMATION

When filing a Claim for Loss with Genworth, the Uniform Mortgage Insurance Claim for Loss form may be used for primary, pool, preliminary, supplemental or partial claims. Complete lines 1 through 24 for each type of claim.

If filing a preliminary Claim for Loss, complete lines 25 and 26 with interest from loan default date through end of the month of claim submission.

If submitting a supplemental claim, list additional expenses not previously claimed on the appropriate line(s) and subtotal these expenses on line 34. Then complete lines 35 through 39, if appropriate, and subtotal on line 40. Enter the total claim amount on line 41. A breakdown of any supplemental expenses should be shown in the Expense Information section on the reverse side of the Claim for Loss form. Receipts for these expenses must be included when you submit your claim to Genworth.

If filing for a partial claim payment, list the total amount of the advance requested on lines 34 and 43. Explain the reason for the advance on line 44 (Comments) or on a separate sheet.

The following information must be submitted on the stated lines when filing a Genworth Claim for Loss:

**Line #1** - Type of insurance policy under which the claim is being filed (primary or pool).

**Line #2** - Type of claim being filed (initial, preliminary, supplemental, partial or ExpressFunding<sup>SM</sup>)

**Line #3** - Mortgage insurer's name.

**Line #4** - Indicate the date that the claim is being submitted to Genworth.

**Line #5** - Mortgage insurer's address.

**Line #6** - Mortgage insurer's telephone number.

**Line #7, 9 & 11** - Name, address and phone number of the company that should receive the claim proceeds, unless superseding instructions are indicated in lines 20 through 22.

**Line #8** - Insured's loan number.

**Line #10** - Genworth certificate number.

**Line #12** - Not applicable

**Line #13** - Enter the full name of the borrower(s).

**Line #14** - Enter the percent of insurance coverage that applies to the insurance certificate.

**Line #15** - Not applicable

**Line #16** - Full address of the property; including the unit number if applicable.

**Line #17-19** - Servicer's name, loan number, and address if different from the insured's information listed on lines 7, 8, 9 and 11.

**Line #20-22** - Indicate the name, address, and loan number of payee designated to receive the insurance proceeds.

**Line #23-24** - List the investor's name and loan number if different from the insured or payee. Otherwise leave these lines blank and proceed to line 25.

#### **CLAIMABLE ITEMS**

**Line #25** - Outstanding principal balance of the loan at the time of default (excluding interest, taxes, interest capitalization, etc.).

**Line #26** - Interest at the note rate, which has accumulated from the default date through the date of claim submission. Late charges and penalty interest are not claimable expenses.

If the interest rate has changed, please submit a copy of the note and the rate schedule. See line 49 for calculating interest on an ARM loan. Enter the number of days, interest rate, and per diem rate. Genworth uses a 365-day year in calculating the per diem.

**Line #27** - Subtotal Claimable items on lines 25 and 26.

#### **EXPENSE INFORMATION**

See lines 50-55 to itemize the following expenses.

**Line #28** - Actual attorney fees incurred, must not exceed 3% of line 27. Identify on the payment history if paid out of escrow or attach receipts. In-house attorney fees are claimable up to \$500.

**Line #29** - Property taxes paid by your institution. Identify on the payment history if paid out of escrow or attach receipts. Indicate date taxes are paid through and prorate through the date of claim submission. Penalties are not claimable.

**Line #30** - Hazard insurance premium(s) paid by your institution. Identify on the payment history if paid out of escrow or attach receipts. Indicate the date the insurance premium is paid through and prorate through the date of claim submission.

**Line #31** - Preservation of property expenses including normal maintenance, lawn care, heating, clearing away debris, etc. Receipts must be included with the claim. Restoration expenses such as painting, carpet cleaning, etc. are not claimable expenses without prior approval by Genworth.

**Line #32** - Statutory disbursements such as publication fees, filing fees, recording fees, etc. Receipts must be included with the claim.

**Line #33** - This line is for additional expenses not included above, such as broker's opinion of value (BOV), appraisals or other miscellaneous expenses. Include a copy of the appraisal or BOV if expenses are claimed and attach receipts.

**Line #34** - Subtotal Expensed Items on lines 28 through 33.

#### **DEDUCTIBLE ITEMS**

**Line #35** - Enter the escrow balance at default.

**Line #36** - Rent and other receivables. Indicate any funds received that are not reflected in the escrow account.

**Line #37** - Money in any pledged account pertaining to the loan (savings, buy-downs, or other funds held for insured).

**Line #38** - Indicate all hazard insurance premium refunds, or any insurance proceeds that exceed the cost of restoring and repairing the property.

**Line #39** - Include all other deductions not within the above categories on lines 35 through 38.

**Line #40** - Subtotal Deductible Items from lines 35 through 39.

**Line #41** - Total Claim Amount (line 34 minus line 40).

**Line #42** - If a pool claim, indicate the amount of primary settlement or VA/FHA proceeds and attach copy of primary Claim for Loss settlement check and settlement letter. If a presale, indicate net proceeds from sale of property and attach copy of closing statement and proceeds check.

**Line #43** - Subtract amount on line 42 from the total claim amount on line 41.

**Line #44** - Any comments that may further explain the above entries and/or provide information related to processing the claim.

#### CLAIM AUTHORIZATION

#### Lines #45-48

**PLEASE CERTIFY THAT ALL STATEMENTS SUBMITTED ARE TRUE, CORRECT, AND COMPLETE. IN ADDITION, THE INSURED CERTIFIES THAT THE PROPERTY IS NOT SUBJECT TO ANY ENVIRONMENTAL CONTAMINATION OR HAZARDS. AN AUTHORIZATION SIGNATURE, CONTACT NAME, TITLE, AND PHONE NUMBER VERIFYING THIS INFORMATION ARE REQUIRED.**

#### INTEREST ON ARM LOANS

This section is provided for ARM loans. If additional space is needed, please attach a separate sheet of paper.

**Line #49** - Enter the unpaid principal balance shown on line 25.

#### Interest Calculation

Enter each applicable ARM interest rate and date in effect. Calculate the number of days involved, and enter the total interest accrued for that period. Repeat the calculation for each interest rate in effect through the date of claim submission.

#### Total

Enter the total amounts for each interest rate period to calculate the total accumulated interest on the mortgage. This amount should be entered on line 26 (accumulated interest) on the front of the form.

#### INFORMATION

**Lines #50-55** - Provide a breakdown of the expense totals you are claiming on lines 28 through 33. Indicate the date paid, a description, and the amount where applicable. If additional space is needed please attach a separate sheet of paper.

#### REQUIRED ENCLOSURES

**Line #56** - No documentation is required except in the case of a pre-sale. The following documentation is required:

Closing Statement from pre-sale and copy of settlement check.

As provided for in the applicable Genworth Master Policy, Genworth reserves the right to require additional documentation and may limit or discontinue this program at any time.

**ACCESS  
INFORMATION**

**Line #57** - Please complete the requested information regarding access to the property. If occupied, please state the name of the occupant. In addition, indicate the name of the contact person the key can be acquired from and their telephone number.



<b>UNIFORM MORTGAGE INSURANCE CLAIM FOR LOSS</b>		<b>For Insurer Use Only</b>
1. Insurance Type <input type="checkbox"/> Primary <input type="checkbox"/> Pool	2. Claim Type <input type="checkbox"/> Initial <input type="checkbox"/> Supplemental <input type="checkbox"/> Other _____	
3. Mortgage Insurance Company	4. Date This Claim Submitted	
5. Mortgage Insurance Company Address	6. Mortgage Insurer Telephone Number	
7. Insured's Name	8. Insured's Loan Number	
9. Address	10. Certificate Number	
11. City                      State                      Zip Code	12. Master Policy Number	
13. Borrower Name(s)	14. % Coverage Coverage	15. Type Coverage
16. Property Address (Including City, State, Zip Code)		
17. Servicer Name (If Different than Insured's Name)	18. Servicer Loan Number	
19. Servicer Address (Including City, State and Zip Code (If Different than Insured))		
20. Payee Name (If Different than Insured' Name)	21. Payee Loan Number	
22. Payee Address (Including City, State and Zip Code) (If Different Than Insured)		
23. Investor Name (If Different than Payee's Name)	24. Investor Loan Number	
<b>Claimable Items:</b>		
25. Unpaid Principal Balance (Interest paid through ___/___/___)		\$ _____
26. Accumulated Interest: (From ___/___/___ to ___/___/___ = _____ Days @ _____ %)		_____
<b>27. Sub-Total Principal and Interest (Line 25 Plus Line 26)</b>		<b>\$ _____</b>
<b>Expense Information:</b>		
28. Attorney's Fees		\$ _____
29. Property Taxes (Paid through ___/___/___)		_____
30. Hazard Insurance Premiums (Paid through ___/___/___)		_____
31. Property Preservation Costs		_____
32. Statutory Disbursements		_____
33. Other Disbursements		_____
<b>34. Sub-Total Claimable Items (Total Lines 27 Through 33)</b>		<b>\$ _____</b>
<b>Deductible Items:</b>		
35. Escrow Account Balance		\$ _____
36. Net Rental Proceeds		_____
37. Pledged Savings, Buydowns, or Other Funds Held for Insured		_____
38. Insurance Proceeds		_____
39. Other Deductions (Attach Explanation)		_____
<b>40. Sub-Total Deductible Items (Total Lines 35 Through 39)</b>		<b>\$ _____</b>
<b>41. Total Claim Amount (Line 34 Minus Line 40)</b>		<b>\$ _____</b>
<b>42. Less Adjustments, if any (Attach Explanation)</b>		<b>\$ _____</b>
<b>43. Adjusted Claim Amount (Line 41 Minus Line 42)</b>		<b>\$ _____</b>
44. Comments:		
<b>Claim Authorization:</b>		
<i>I hereby certify that the statements contained herein are true, correct and complete. I understand that a claim will not be complete until all applicable documents have been received by the Insurer. We are not aware of any facts indicating that the subject property is or might be subject to any environmental contamination or hazard, except as disclosed in accompanying attachments.</i>		
45. Authorized Signature _____	46. Contact Name (Type of Print) _____	
47. Title Department _____	48. Phone _____	

49. **ARM Interest Rate Information** Unpaid Principal Balance (from line 25) \$ \_\_\_\_\_

	Rate	From	To	Number of Days	Amount
1.	_____%	____/____/____	____/____/____	_____	\$ _____
2.	_____%	____/____/____	____/____/____	_____	_____
3.	_____%	____/____/____	____/____/____	_____	_____
4.	_____%	____/____/____	____/____/____	_____	_____
				<b>Total (enter on Line 26)</b>	<b>\$ _____</b>

**Expense Information:**

Type	Date Paid	Description	Amount
50. Attorney's Fees	_____ _____ _____	_____ _____ _____	\$ _____ _____ _____
<b>Total (enter on Line 28)</b>			<b>\$ _____</b>
51. Property Taxes	_____ _____	_____ _____	\$ _____ _____
<b>Total (enter on Line 29)</b>			<b>\$ _____</b>
52. Hazard Insurance Premiums	_____ _____	_____ _____	\$ _____ _____
<b>Total (enter on Line 30)</b>			<b>\$ _____</b>
53. Property Preservation Costs	_____ _____ _____ _____	_____ _____ _____ _____	\$ _____ _____ _____ _____
<b>Total (enter on Line 31)</b>			<b>\$ _____</b>
54. Statutory Disbursements	_____ _____ _____ _____	_____ _____ _____ _____	\$ _____ _____ _____ _____
<b>Total (enter on Line 32)</b>			<b>\$ _____</b>
55. Other Disbursements	_____ _____ _____ _____	_____ _____ _____ _____	\$ _____ _____ _____ _____
<b>Total (enter on Line 33)</b>			<b>\$ _____</b>
56. Required Enclosures:	Additional Enclosures (If Applicable):		
<input type="checkbox"/> Evidence of good and Merchantable (or Marketable) Title	<input type="checkbox"/> Rent or Receiver Account History		
<input type="checkbox"/> Loan Payment History	<input type="checkbox"/> Bankruptcy Documents		
<input type="checkbox"/> Expense Documentation	<input type="checkbox"/> Buydown Agreement		
<input type="checkbox"/> Copy of Original Note	<input type="checkbox"/> Assumption Agreement		
<input type="checkbox"/> Copy of Original HUD-1 Statement	<input type="checkbox"/> Closing Statement From Most Recent Sale		
<input type="checkbox"/> Copy of Documents Commencing Foreclosure	<input type="checkbox"/> Documents Pertaining to Preservation and/or Establishment of		
	<input type="checkbox"/> Deficiency Judgment		
	<input type="checkbox"/> Copy of Primary MI Claim for Loss and Settlement Check		

57. Is property ☐ Vacant or ☐ Occupied? If occupied, please state name of occupant \_\_\_\_\_

Key to property may be obtained from \_\_\_\_\_ Telephone \_\_\_\_\_  
(\_\_\_\_)

For your protection California law requires the following to appear on this form: ANY PERSON WHO KNOWINGLY PRESENTS A FALSE OR FRAUDULANT CLAIM FOR PAYMENT OF A LOSS IS GUILTY OF A CRIME AND MAY BE SUBJECT TO FINES AND CONFINEMENT IN STATE PRISON.

The following statement applies to insured parties residing in and to those who make claims with respect to insured loans secured by properties located in New Jersey: ANY PERSON WHO KNOWINGLY AND WITH THE INTENT TO DEFRAUD ANY INSURANCE COMPANY OR OTHER PERSON FILES AN APPLICATION FOR INSURANCE OR STATEMENT OF CLAIM CONTAINING ANY MATERIALLY FALSE INFORMATION, OR CONCEALS, FOR THE PURPOSE OF MISLEADING, INFORMATION CONCERNING ANY FACT MATERIAL THERETO, COMMITS A FRAUDULENT INSURANCE ACT, WHICH IS A CRIME.

Other jurisdictions have laws that apply to insured parties and to those who make claims with respect to properties located in their respective areas which: MAKE IT A CRIME FOR PERSONS WHO KNOWINGLY AND WITH INTENT TO INJURE, DEFRAUD OR DECEIVE ANY INSURANCE COMPANY TO FILE A STATEMENT OF CLAIM CONTAINING FALSE, INCOMPLETE OR MISLEADING INFORMATION, SUCH PERSONS ARE SUBJECT TO PROSECUTION AND PUNISHMENT FOR INSURANCE FRAUD. PENALTIES MAY INCLUDE FINES AND/OR IMPRISONMENT.

Among these jurisdictions are: Alaska, Delaware, Florida, Idaho, Indiana, Nevada, New Hampshire, New York and Ohio.

**THE COMPLETED PAPER CLAIM FOR LOSS SHOULD BE MAILED TO:**

**GENWORTH MORTGAGE INSURANCE CORPORATION**

**6601 SIX FORKS ROAD**

**RALEIGH, NC 27615**

**OR**

**FAX TO 919 846.4514**

**Please contact our Claims Operations Department**

**at 800 334.9270**

**If you have any questions or would like additional information.**

## CLAIM FILING TIME FRAMES

The following time frames have been established for the number of days allowed from default to the date the claim is filed. The days listed include redemption time where applicable as noted by an asterisk (\*). When Genworth has primary coverage only, submit your claim as soon as foreclosure is complete, prior to the expiration of the redemption period. These time frames are provided as a guideline only, as each claim is received and is reviewed on an individual basis.

Alabama	690*	Kentucky	450*	North Dakota	360*
Alaska	720*	Louisiana	420	Ohio	480
Arizona	510*	Maine	900*	Oklahoma	450
Arkansas	690*	Maryland	480	Oregon	450
California	450*	Massachusetts	390	Pennsylvania	510
Colorado	450	Michigan	360*	Rhode Island	330
Connecticut	420	Minnesota	540*	South Carolina	420
Delaware	450	Mississippi	360	South Dakota	540*
District of Columbia	360	Missouri	690*	Tennessee	330
Florida	450	Montana	780*	Texas	300
Georgia	330	Nebraska	360	Utah	570
Hawaii	450	Nevada	360	Vermont	540
Idaho	690*	New Hampshire	330	Virginia	360
Illinois	720*	New Jersey	720*	Washington	390
Indiana	510	New Mexico	690*	West Virginia	360
Iowa	630*	New York	540	Wisconsin	540
Kansas	720*	North Carolina	360	Wyoming	420*

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\*\* When Genworth has primary or pool coverage, submit your claim as soon as foreclosure is complete, prior to expiration of the redemption period.

## FORECLOSURE TIMES AND REDEMPTIONS BY STATE

STATE	F/C TIME	NORMAL REDEMPTION TIME	USUAL F/C METHOD
Alabama	3-4	12	NJ
Alaska	4-7	12	NJ
Arizona	3-9	6(A)	NJ
Arkansas	3	0J-12NJ	J
California	4-7	12J-3NJ	NJ
Colorado	7	0	J
Connecticut	6-8	0 SF	J
Delaware	7	0	J
Dist. Of Columbia	4-7	0	NJ
Florida	7	0	J
Georgia	3	0	NJ
Hawaii	7-8 (months)	0	J
Idaho	9	6	NJ
Illinois	10	6	J
Indiana	9-12	0	J
Iowa	7-11	6	J
Kansas	4	12 (see attached)	J
Kentucky	7	0	J
Louisiana	6	0	J
Maine	10	12	J
Maryland	5	90 days to ratify sale	NJ
Massachusetts	5	0	NJ
Michigan	3	6J-1NJ	NJ
Minnesota	4-6	6	NJ
Mississippi	4	0	NJ
Missouri	3	12	NJ
Montana	6-9	12 (J)	NJ
Nebraska	4	0	NJ
Nevada	4	0	NJ
New Hampshire	3	0	NJ
New Jersey	10-12	6	J
New Mexico	5	10 (1FNMA/ FHUMC INST)	J
New York	10-18.	0	J
North Carolina	4-5	0	J
North Dakota	4	2B	J
Ohio	8-10	0	J
Oklahoma	7	0	J
Oregon	5-7	12J-0NJ	NJ
Pennsylvania	9-12	0	J
Rhode Island	3	0	NJ
South Carolina	6-7	0	J
South Dakota	4	6	NJ
Tennessee	3-4	0	NJ
Texas	2-3	0	NJ
Utah	5	6NJ	NJ
Vermont	10	6SF	J
Virginia	4	0	NJ
Washington	5	8-12J/0NJ	NJ
West Virginia	4	0	NJ
Wisconsin	4	6 no def. 12 def.	J
Wyoming	3	3	NJ

**J - Judicial Foreclosure** - A court orders the foreclosure and supervises the sale and disbursement of the proceeds. It is available in every state and is needed to obtain a deficiency judgment.

**NJ - Non-Judicial Foreclosure** - There is public sale of the property, conducted by the lender or holder, without court supervision. It is usually quicker and less costly, but is only available in about half of the states.

**SF - Strict Foreclosure** - Does not involve a foreclosure sale, but the court may set up a redemption period starting from the default date.

**A** - In most cases 6 months; if abandoned or used for grazing or agricultural purposes - 30 days.

**B** - If less than 10 acres is involved and the claim 2/3 of the original loan, short-term redemption of 2 months is provided; there can be no deficiency judgment. Otherwise 1 year for redemption.

## **KANSAS FORECLOSURE LAW**

The bill amends K.S.A. 1993 Supp. 60-2414 to provide that if a default occurs before 1/3 of the original indebtedness has been paid, the court shall order a three-month (rather than a six month) redemption period. In addition, the statute now provides that if the court finds that the owner has suffered a loss of income due to adverse economic conditions beyond his control prior to the expiration of the three-month redemption period, the court may extend the redemption period by an additional three months.

## **PROTECTION AND PRESERVATION**

In order to protect the Insured's rights under the policy, the servicer should ascertain the occupancy status and condition of the property immediately following the conveyance of Title to the Insured. Also, the servicer should take appropriate measures to assure that title is good and marketable and assure that the property is preserved and protected. Therefore, it is the servicer's responsibility to advance:

- Normal and customary hazard insurance premiums
- Real estate taxes that come due and payable on or after the day of default
- The cost of engaging in foreclosure and eviction proceedings
- Reasonable attorney fees not exceeding 3% of the outstanding principal balance and accumulated interest
- Reasonable expenses necessary for the protection and preservation of the property

Although prior approval for advances is not required by Genworth, the servicer is encouraged to obtain prior approval since Genworth reserves the right to disallow advances if in Genworth's judgment the advances were not reasonable or necessary.

## **EXCLUSIONS FROM LIABILITY**

Genworth shall not be liable for, extend to or cover the following:

- Breach of conditions and insured's Obligations
- Negligence
- Fraud and Misrepresentation
- Incomplete Construction
- Non-Approved Servicer
- Physical Damage
- Environmental Condition
- Balloon Payment; Due on Sale Acceleration
- Refund of Premium

Consult the applicable master policy or contact the Claims Department at 800 334.9270 for additional information.



## **LISTING AND SALE OF REO PROPERTIES**

Immediately after the Insured has obtained title to a property and the property is vacated, the servicer should obtain a Broker's Opinion of Value or Appraisal and list the property for sale at fair market value. Any offers received prior to the settlement of the Claim for Loss must be presented to Genworth for approval or rejection. Failure to timely list properties for sale or to present offers to Genworth may result in an adjustment to the final claim settlement.

## **DELINQUENT REAL ESTATE TAXES PRIOR TO DEFAULT**

When a loan has an established escrow account, real estate taxes are paid from the escrow account prior to and after the default of the mortgage loan. However, in the case of a non-escrowed mortgage loan, the borrower may not have paid real estate taxes when they were due. Typically this occurs in California where mortgage loans are predominantly non-escrow but can also occur in other states.

The servicer has the responsibility for protecting the first lien position of the insured mortgage loan and providing good and marketable title to Genworth prior to the claim payment. In order to meet the above requirements the servicer must diligently service the loan by having tax searches done following the due date of each tax installment and take the appropriate action to ensure that the borrower pays any past due installments.

It has been Genworth's practice to allow, as part of the claim, the most recent and second installment of delinquent taxes that was due immediately prior to default. (e.g., On California non-escrow loans if the loan is due for August 1994, Genworth would allow the April 1994 and the December 1993 tax installments as claimable if they were delinquent at the time the mortgage loan went into default.) We have reviewed our position on this and are willing to compromise further when appropriate even though the Master Policy does not require that we do.

The second installment will only be allowed as claimable if the servicer provides evidence at the time the Claim for Loss is filed that diligently efforts were made to contact the borrower in reference to delinquent taxes. Evidence must include collection histories and copies of certified letters to the borrowers in which the borrower is reminded that failure to pay real estate taxes when due could result in acceleration of the mortgage loan. Evidence may also include copies of repayment plans signed by the borrower in the event the servicer chooses to advance funds to pay this installment. Any payments by the borrower under such repayment plan must be shown as credited against the advance. If after attempts to remedy the situation, the borrower does not pay the delinquent taxes or is uncooperative in repaying an advance made by the servicer, the servicer should establish an escrow account according to the laws of the jurisdiction.

If all else fails the Insured may accelerate the loan balance. The acceleration of a loan is specifically excluded from liability under the First Lien Residential Master Policy (Form MP201 (Rev.1)). However, if the acceleration of a loan is completed due to the failure of the borrower to pay real estate taxes on non-escrow loans, Genworth will accept liability. No other instances of loan acceleration will be included as a liability under the Master Policy. The acceleration of a loan must be reported to Genworth upon commencement of the action.

# **BULK/POOL INSURANCE**

# **I**

## **INITIATING MI COVERAGE**

## SUBMITTING THE INITIAL PREMIUM

An initial premium should be paid at the time the Bulk/Pool closes unless otherwise stated in the Bulk/Pool Master Policy or Letter of Agreement.

### BULK/POOL WIRE/ACH TRANSFER INSTRUCTIONS

Please use the instructions below for all Wire/ACH transfers of premium for Bulk/Pool insurance to Genworth Mortgage Insurance Corporation.

BANK:	Deutsche Bank Trust Company America
ADDRESS:	New York, NY
ABA NUMBER:	021001033
FOR ACCOUNT of:	Genworth Mortgage Insurance Corporation
ACCOUNT NUMBER:	<b><u>50-256-960</u></b>

When creating your wire transfer, please include in the transaction description portion:

1. Premium for Month of \_\_\_\_\_.
2. Your Name and Telephone Number
3. Genworth Mortgage Insurance Corporation Bulk/Pool Number and Your Series Number

When paying by check, please send all checks and supporting documentation to the following address:

Genworth Mortgage Insurance Corporation  
PO Box 277229  
Atlanta, GA 30384-7229

Along with your Wire/ACH or premium, please submit an Excel file to [bulkpremiumprocessing@Genworth.com](mailto:bulkpremiumprocessing@Genworth.com) in the following format listing the details of your payment on a certificate level the day you send premium.

### REMITTANCE EXCEL FILE FORMAT

<u>Maximum # Of Characters</u>	<u>Column</u>	<u>Description</u>
11	A	Genworth Pool Policy Number
16	B	Lender Loan Number
10	C	Genworth Certificate Number
11	D	Unpaid Principal Balance (Rounded to Nearest \$) Premium Amount is Based on this Balance
1	E	Cancellation Code (C=Cancel, Black=Active)
10	F	Cancellation Date (04/10/2004)
10	G	Premium Amounts (Include Decimal and Cents)

The e-mail address for your remittance file is [bulkpremiumprocessing@Genworth.com](mailto:bulkpremiumprocessing@Genworth.com). Any questions, please contact Policy Servicing's Bulk/Pool area at 800 334.9270.

**J**

## **MAINTAINING MI COVERAGE**

## RENEWAL PREMIUM BILLING

Genworth Mortgage Insurance Corporation offers flexible billing options. The details on each are below.

- Invoice Billing

This is a one-page invoice, which includes the Bulk/Pool number and the renewal rate. You supply the outstanding principal balance and the premium payment you are paying. Along with this, you can submit an Excel file or a paper trial balance. The Excel file process will expedite our processing for you. The format is below:

### REMITTANCE EXCEL FILE FORMAT

<b>Maximum # Of Characters</b>	<b>Column</b>	<b>Description</b>
11	A	Genworth Pool Policy Number
16	B	Lender Loan Number
10	C	Genworth Certificate Number
11	D	Unpaid Principal Balance (Rounded to Nearest \$) Premium Amount is Based on this Balance
1	E	Cancellation Code (C=Cancel, Black=Active)
10	F	Cancellation Date (04/10/2004)
10	G	Premium Amounts (Include Decimal and Cents)

The e-mail address for your remittance file is [bulkpremiumprocessing@Genworth.com](mailto:bulkpremiumprocessing@Genworth.com). Any questions, please contact Policy Servicing's Bulk/Pool area at 800 334.9270.

- Paper Billing Statement

This is a listing of each certificate within the Bulk/Pool for which premium is due. You will need to complete the paper billing by filling in the outstanding principal balance of each certificate along with the premium you are paying on each certificate.

## **RENEWAL PAYMENT METHODS**

Renewal premium payments may be made by ACH/Wire transfers. The ACH/Wire instructions for Bulk/Pool premiums are below.

### **GENWORTH MORTGAGE INSURANCE CORPORATION**

#### **ACH / WIRE TRANSFER INSTRUCTIONS**

Please use the instructions below for all Wire/ACH transfers of premium for Bulk/Pool insurance to Genworth Mortgage Insurance Corporation.

BANK:	Deutsche Bank Trust Company America
ABA NUMBER	021001033
ADDRESS:	New York, NY
FOR ACCOUNT OF:	Genworth Mortgage Insurance Corporation
ACCOUNT NUMBER:	<b><u>50-256-960</u></b>

When creating your wire transfer please include in the transaction detail portion:

- 1. Premium for Month of \_\_\_\_\_**
- 2. Your Name and Telephone Number**
- 3. Genworth Bulk/Pool Number and Your Series Number**

When paying by check, please send all checks and supporting documentation to the following address:

Genworth Mortgage Insurance Corporation  
PO Box 277229  
Atlanta, GA 30384-7229

Any questions, please contact Policy Servicing's Bulk/Pool area at 800 334.9270.



## RENEWAL PREMIUM BILLING CYCLES

All renewal billings are generated on the 1<sup>st</sup> business day of each month. The renewal billings are created based on the following schedules.

- **Monthly Renewals** – Billed in current month of certificate premium due date.
- **Monthly Fill Up** – Billed in current month of certificate premium due date.
- **Quarterly Renewals** – Billed one (1) month prior to the certificate premium due date.
- **Annual Renewals** – Billed one (1) month prior to the certificate premium due date.

**Renewal premiums are due within thirty (30) days of the certificate premium due date.**

It is important that Genworth be notified of any address changes that would affect where the renewal billings and correspondence are to be mailed. These changes can be e-mailed to us at [bulkpremiumprocessing@Genworth.com](mailto:bulkpremiumprocessing@Genworth.com).

## RENEWAL PREMIUM CALCULATION

The renewal premium due is calculated by multiplying the total principal balance in force for the Pool by the renewal rate. For example:

\$1,000,000 (total actual principal balance) x. 0030 (renewal rate) = \$300.00 premium due

Genworth insures each certificate based on the outstanding principal balance of each such certificate; therefore, it is necessary to report the actual balances of each certificate and the premium paid per certificate.

## OVERDUE NOTICES

**Overdue notices** are sent on 30-day and 60-day intervals. You will need to review each certificate on the overdue listing and notate as outlined below:

1. If a payment was recently made, provide date and amount of disbursement.
2. If coverage is no longer needed, mark cancel and indicate paid in full date.
3. If you are unable to identify, please indicate CID (Can Not Identify).

## REINSTATEMENTS

**Cancelled Certificates** occur as a result of nonpayment of premium or at a Master Servicer's request based on the Pool's Master Policy guidelines. If a certificate is cancelled, the following documentation is needed to consider reinstatement:

- Written request to reinstate coverage.
- A twelve month, current and satisfactory mortgage payment history. "Current" refers to a history that shows the last twelve months payment record through the current month. "Satisfactory" refers to the loan having no payments more than 30 days late within the last 90 days and no more than one payment more than 30 days late within the past twelve months.
- We retain the right to request a current certification of value or current appraisal.
- If a reinstatement is approved, all back premium will be due prior to insurance being put back in force.
- You may use the certification form (Page D14) rather than submit a 12-month Mortgage payment history for our review. When using this form, you are giving us a warranty that the history meets our requirements and the insurance is eligible for reinstatement.

Please forward the above information to your Servicer Account Specialist.

## **PARTIAL RELEASE**

When you send a request for a partial release, our objective is to review the documentation and decide whether or not the release would adversely affect the marketability or value of the property. In all cases except property taken by “eminent domain”, the following information is required:

- A letter outlining the following:
  - Why the release is being requested
  - Whether money is to be exchanged, and if so, the amount
  - The details regarding the release (reason, who will receive land being released, amount of land being released, etc.)
  - 12 month payment history
  - Copy of the original Security Instrument (Deed or Mortgage), and Appraisal
  - Survey outlining the property to be released relative to the location of the house.
  - A new appraisal stating the value of the portion being released and the value of the remaining property.
  - Copy of pending sales contract

### **Conditions for Approval include but are not limited to:**

- The loan must have no thirty (30) day delinquencies in the immediate three (3) months and no more than one (1) thirty (30) day delinquent in the past year.
- Genworth may require that funds received from the sale of property be applied to reduce the outstanding loan balance.

**We reserve the right to require additional documentation depending upon the circumstances of the release.**

In the case of “eminent domain”, a new appraisal is not necessary. However, Genworth’s Master Policy states that if a property is taken by “eminent domain”, any funds are to be applied to the outstanding loan balance to the extent permitted by the laws of the state in which the property is located.

**For partial release on delinquent loans, contact the Loan Workout Center at 800 455.0871.**

**K**

## **CANCELLING MI COVERAGE**

## **CANCELLING MI COVERAGE**

Cancellation requests are to be submitted in writing by the Master Servicer of the Pool. There is no refund of premium for Bulk/Pool certificates.

### **Paid in Full Loans**

- Paid in full loans should be reported for cancellation each month.
- Requests can be submitted via Excel to our generic e-mail address:  
[bulkpremiumprocessing@Genworth.com](mailto:bulkpremiumprocessing@Genworth.com).
- The following format should be used:
  - Genworth's 10-digit certificate number
  - Paid in full date (mmddyyyy)
  - Borrower last name
  - Borrower first name
  - Property Address
- Requests can also be faxed to Genworth at fax number 800 291.2144 attention: Policy Servicing Bulk/Pool Area.

**N**

**QUALITY CONTROL**  
**PRIMARY/BULK/POOL**



## **QUALITY CONTROL - MISREPRESENTATION**

Genworth periodically conducts a quality control review on loans that we have insured. We select for review loans that contain high risk characteristics, result in early term defaults or are identified through random sample selection techniques. If a loan is targeted for a quality control review we will contact the servicer to obtain the following documents:

- signed purchase contract
- signed residential loan application FNMA 1003
- title binder or commitment
- final title policy
- settlement statement
- note
- deed of trust or mortgage
- affidavit of purchaser and vendor
- collection efforts, if delinquent
- payment history

If the loan was underwritten through the EXCEL or Easy Submit Program or submitted to Genworth through a tape or electronic transmission we will require the full underwriting package in addition to the documents listed above.

As a Mortgage Insurance company we do not cover losses resulting from defaults on loans containing material misrepresentations (as defined in the applicable policy) or noncompliance to the applicable underwriting guidelines. See pages L2-L3 for Genworth's statements of policy regarding misrepresentation.

## STATEMENT OF POLICY REGARDING MISREPRESENTATION

### FIRST LIEN RESIDENTIAL

Genworth relies on the information provided to us by our Insured on the loan application and related origination documents in issuing the Certificate of Insurance. By acceptance of the Master Policy, our insured have agreed that the statements in the application and other documentation are the Insured's representations, and that Genworth has issued the Certificate of Insurance in reliance upon the accuracy and completeness of such documentation. Genworth believes the Insured to be responsible for the origination process, and thus views information provided by or known to a loan broker or other agent acting on behalf of, or with the consent of, the Insured as if it were provided directly by the Insured.

The extent to which Genworth has relied on inaccurate or fraudulent information would be a factor in Genworth's decision as to the appropriate course of action. We evaluate each case on its own merits. We make each decision to deny a claim or rescind coverage based on the severity and materiality of the misrepresentation.

Genworth will not adjust or deny a claim for loss, or rescind coverage, on the basis of a third-party misrepresentation if the borrower makes twelve consecutive regularly scheduled payments from his/her own funds. This practice is applicable only to insured loans where the Lender, its employees and agents had no actual knowledge of, and did not participate in, any kind of third-party misrepresentation.

As of March 31, 1997, Genworth has provided an endorsement that provides that your commitment/certificate of insurance will be covered for misrepresentations committed by third parties unless the Insured had knowledge of or participated in such third-party misrepresentation. Third-party misrepresentation is defined by a misrepresentation made by anyone other than the Insured, its agents, or employees. For purposes of this definition, the Insured agents shall be construed to include, but not be limited to, the servicers, correspondent lenders, mortgage loan brokers, appraisers, and escrow and closing agents. However, this incontestability shall not apply if the same borrower or other person has made one or more misrepresentations with respect to three or more mortgage loans insured by Genworth within twelve months before or after such misrepresentation.

## **STATEMENT OF POLICY REGARDING MISREPRESENTATION**

### **EXCEL Policy**

Genworth waives the right to rescind or deny coverage due to third-party misrepresentation unless it is determined that the same third-party has made one or more misrepresentations with respect to three or more mortgage loans insured by Genworth for the Insured within twelve months before or after such misrepresentations. Third-party misrepresentation is defined by a misrepresentation made by anyone other than the insured, its agents, or employees.

For purposes of this definition, the Insured agents shall be construed to include, but not limited to, the servicers, correspondent lenders, mortgage loan brokers, appraisers, and escrow and closing agents.

The extent to which Genworth has relied on inaccurate or fraudulent information would be a factor in Genworth's decision as to the appropriate course of action. We evaluate each case on its own merits. We make each decision to deny a claim or rescind coverage based on the severity and materiality of the misrepresentation.