

BULLETIN:

Long Term Care Insurance Processing Update

genworth.com

May 20, 2013

As we communicated on May 10, we are experiencing application processing issues as we transition into a new underwriting and case management workflow. We are aware of the hardships these issues are causing you, including the lack of concrete information.

Here is guidance on what to expect for the next two weeks:

- **Cycle time from receipt to policy issue.** Expect cycle times of up to 50 days.
- **Phone calls**
 - Average wait times are 35 minutes.
 - We know case status is important to managing business and clients. To allow us to assist as many callers as we can during this time, we ask that you limit status requests if possible.
- **Application Processing**
 - We have made strong progress on this front. We are seeing that 50% are making it to screening within two days of receipt. The other 50% are encountering issues and may take up to 10-12 days to get to screening.

We are determined to get back to normal as quickly as possible and appreciate your partnership and patience as we diligently work to that goal. We will update you regularly on our progress.

Reminder

We are receiving and imaging applications every day, and there is no backlog in that part of the process. **We respectfully ask that you NOT resend applications on the same client to us multiple times as this creates additional research and quality control issues.**

Please contact your LTC New Business Team with any questions.

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