

November 6, 2009

Long Term Care Insurance (LTCI) Claims Customer Communications – Part 2

As previously communicated, LTC Claims will be implementing an Enhanced Explanation of Benefits (EOB) Statement this December. The enhanced EOBs will accompany all benefit payments made on or after December 11, 2009.

In preparation of this change, two customer communications have been created. The first communication, an EOB Stuffer, has been accompanying all EOBs created in the month of October. A copy of this EOB Stuffer was included in the October 12th News Bulletin.

The second communication is attached and is comprised of two pieces, an instructional Cover Letter and a Sample EOB Guide (2 versions – Indemnity and Reimbursement). Starting on October 23rd, we began mailing and to date we have mailed to ~9,000 claimants.

Subsequent mailings will continue to drop throughout November and early December in preparation of the December 11, 2009 implementation date. We will be mailing to ~5,000 – 6,000 claimants per week during this period.

The Sample EOB Guides have also been posted to the Claims pages of the Genworth Consumer Website at www.genworth.com/ltclaims.

Attached:

[Sample EOB Guide Indemnity](#)

[Sample EOB Guide Reimbursement](#)

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Long Term Care Insurance underwritten by:

Genworth Life Insurance Company

Genworth Life Insurance Company of New York Administrative Offices: Richmond, Virginia

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