



3100 Albert Lankford Dr.
Lynchburg, VA 24501

Important Update July 31, 2023 from

Customer service
999.999.9999
M-TH: 8:30AM – 6PM EST
FRI: 9AM – 6PM EST
genworth.com

[NAME]
[ADDR2]
[ADDR]
[CITY, ST ZIP]



Dear [NAME]:

Genworth was recently notified by PBI Research Services (PBI) that **your personal information was involved in a data security event** that took advantage of a vulnerability in the widely-used MOVEit file transfer software that PBI uses. PBI is a third-party vendor that Genworth uses to satisfy regulatory obligations to scan various databases to determine whether a customer may have passed and triggered death benefits under a life insurance policy or annuity contract. We also use PBI to identify deaths that have occurred across our other lines of insurance, as well as the deaths of insurance agents to whom we pay commissions.

PBI advised that the event occurred from May 29, 2023 to May 30, 2023. On June 2, 2023, PBI implemented the patches (or fixes) provided by Progress Software, the producer of MOVEit. On June 16, 2023, PBI advised Genworth that specific Genworth files containing policyholder and agent information were compromised.

For customers, the exposed information includes one or more of the following: social security number, first and last name, date of birth, zip code, state of residence, policy number, the role of the individual (ex. Annuitant, Joint Insured, Owner, etc.), and general product type. For agents, the exposed information includes one or more of the following: social security number, first, middle, and last name, date of birth, full address, and a preferred full address.

While no Genworth information systems or business operations were impacted by this event, we take very seriously our responsibility to protect the data you entrust to us—and we expect the same from our vendors. Unfortunately, a vulnerability in the MOVEit software was exploited, enabling the PBI security event.

To help you monitor for identify theft, PBI is providing 24 months of credit monitoring, fraud consultation, and identity theft restoration services from Kroll , free of charge. Please watch for a letter from PBI in an envelope with the PBI logo with activation instructions for this coverage. If you have not received the mailing by August 15th (or you discarded it), you can call Genworth (888.436.9678) to learn how to activate your credit protection services.

You can visit genworth.com/moveit for up-to-date FAQs on the security event and Genworth’s response, as well as tips on protecting your identity. Please also see our **Guide to Protecting Yourself from Identity Theft**. While the MOVEit event has impacted many organizations globally, Genworth remains focused on protecting your personal information within our own systems and those of our vendors.

Thank you very much,

Tom McInerney
President & CEO
Genworth

1 Your letter from PBI will provide you with your specific data elements.
2 <https://enroll.krollmonitoring.com>

Guide to Protecting Yourself from Identity Theft

You should remain vigilant and review your financial statements, credit card bills and free credit reports for errors or suspicious or unusual activity. If you suspect you are a victim of identity theft, you can report this to law enforcement, including your Attorney General, local police, and the Federal Trade Commission. The Federal Trade Commission can also provide information about the steps you can take to avoid identify theft, and can be reached at 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261; www.identitytheft.gov; and 600 Pennsylvania Avenue NW, Washington, D.C. 20580.

You may want to consider placing a fraud alert and/or credit freeze on your credit file by calling any of the consumer reporting agencies. They will notify the other agencies to do the same. A fraud alert tells creditors to contact you before they open a new account in your name or change your existing accounts. A fraud alert will, however, make it harder to take advantage of ‘instant credit’ offers from retailers. A free credit freeze will restrict access to your credit file, making it harder for identity thieves to open new accounts in your name. You can request a credit freeze online, by phone, or by mail. You will also need to answer questions to verify your identity and will need to provide your Social Security Number, a copy of your photo ID, and proof of your residence.

Equifax	Experian	TransUnion
https://www.equifax.com/personal/creditreport-services/	https://www.experian.com/help/	https://www.transunion.com/credithelp
1-888-298-0045	1-888-397-3742	1-800-916-8800
Equifax Fraud Alert P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert P.O. Box 9554 Allen, TX 75013	TransUnion Fraud Alert P.O. Box 2000 Chester, PA 19016
Equifax Credit Freeze P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze P.O. Box 9554 Allen, TX 75013	TransUnion Credit Freeze P.O. Box 160 Woodlyn, PA 19094

You can get a free credit report once a year from each of the three agencies. Go to annualcreditreport.com or call 877-322-8228. You may order one, two or all three credit reports at the same time or you may stagger your requests over a 12-month period to keep an eye on the accuracy and completeness of the information in your reports.

Residents of Maryland

You can obtain information about how to avoid identity theft from the Maryland Attorney General, 200 St. Paul Place, 16th Floor, Baltimore, MD 21202. 888-743-0023. www.oag.state.md.us/idtheft/index.htm
E-mail: idtheft@oag.state.md.us.

Residents of New Mexico

The federal Fair Credit Reporting Act provides you certain rights regarding your credit. You may review these rights at https://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf.

Residents of Rhode Island

You may contact the Rhode Island Attorney General at www.riag.ri.gov; 1-401-274-4400; and 150 South Main Street, Providence, RI 02903. You also have the ability to file or obtain a police report. Fees may be required to be paid to the consumer reporting agencies. There are approximately 9,028 Rhode Island residents who are Genworth customers who are impacted by this security event.