

Genworth North America Corporation Provides Notice of Data Security Event

As referenced in a filing with the Securities Exchange Commission on June 22, 2023, PBI Research Services (PBI), a Genworth vendor, advised Genworth on June 16, 2023 that specific Genworth files containing policyholder and agent information were compromised on or around May 29 & 30, 2023 in a data security event that took advantage of a vulnerability identified in the widely-used MOVEit file transfer software that PBI uses. On June 2, 2023, PBI implemented the patches (or fixes) provided by Progress Software, the producer of MOVEit.

Genworth uses PBI to, among other things, satisfy applicable regulatory obligations to search various databases to identify the deaths of insured persons under life insurance policies, and to identify the deaths of insured persons under long-term care insurance, and annuity policies which can impact premium payment obligations and benefit eligibility. For life insurance policies and annuity contracts, this helps identify the possible eligibility of beneficiaries for death benefits even prior to the submission of claims, or for policies that beneficiaries may not know exist. Genworth also uses PBI for its insurance company clients for whom Genworth has assumed, reinsures, and/or administers business.

The event affected personal information for individuals who are either customers or insurance agents. 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. If deceased, the exposed information also includes the city and date of death, along with the source of that information. For agents, the exposed information includes one or more of the following: social security number, first and last name, date of birth, full address, and a preferred full address. If deceased, the exposed information also included date of death and the source of that information.

Affected individuals will receive a written letter from PBI with instructions on how to access 24 months of credit monitoring and identity restoration services from Kroll, a global leader in risk mitigation and response. These services include fraud consultation and identity theft restoration services. There will be no cost to individuals for these services, but affected individuals will need to complete the activation process. Genworth encourages affected individuals to remain vigilant against incidents of identity theft and fraud by reviewing your account statements and monitoring your free credit reports for suspicious activity and to detect errors for the next twelve to twenty-four months and to report suspected identity theft incidents as appropriate.

PBI is mailing notification letters to all affected individuals over the next few weeks. Customers and agents can visit genworth.com/moveit or call Genworth (888.436.9678) for more information.

Genworth can confirm that none of its information systems or business operations were impacted as a result of the incident with PBI. Genworth does not use the MOVEit (or similarly impacted GoAnywhere) software applications on any company system.

Genworth has implemented technical, physical, and process safeguards to maintain the confidentiality of customer information. Further, we require third parties that receive and store the personal information of our customers to take similar steps, and we work to understand the measures they have taken. While the MOVEit event has impacted various organizations globally, Genworth will continue to focus on and seek opportunities to improve how third parties protect the data of our customers.