

15375



Data Security Team
PO Box 1280
Lynchburg, Virginia 24505-1280
DataSecurityTeam.Genworth@genworth.com
Genworth.com

Notice of Data Breach

7/10/2019

from Genworth Life Insurance Company,
Genworth Life and Annuity Company, or
Genworth Life Insurance Company of New York

RE: Case Number

Dear:

Genworth respects your privacy and works hard to protect your confidential information. We are writing you about an error in mailing correspondence that may affect you.

What Happened:

On June 25, 2019, we were notified that a correspondence dated June 19, 2019, relating to your Long Term Care policy was sent to an unauthorized party following an erroneous address update to your policy.

What Information Was Involved:

The correspondence included your name, address, benefit amount, claim number and Long Term Care policy number.

What We Are Doing:

In response to this incident, we have corrected your address in our system and provided feedback to the associate involved. Please note, this notification was not delayed due to a law enforcement investigation.

We have no indication your information was misused, however, as a courtesy, we would like to offer a one-year subscription of credit monitoring and resolution services with ID Experts®, at no cost to you. With this protection, ID Experts®, will help you resolve issues if your identity is compromised.

What You Can Do:

If you are interested, please contact our office and we will provide the enrollment code needed to take advantage of the ID Experts® subscription. Even if you decide not to accept our offer, we encourage you to take steps to protect yourself from the risk of identity theft or other potential harm as described in the enclosed Guide.

For More Information:

If you have any questions or need further assistance, please contact us at 866.381.2906 Monday - Friday, 8:30 a.m. to 5:00 p.m. Eastern Time.

Sincerely,

Genworth Data Security Team

Guide to Protecting Yourself from Identity Theft

Fraud Alert: 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.

Free Credit Freeze: 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. If you choose to request a freeze online or by phone, the agency must place the freeze within one (1) business day. If you request a lift of the freeze, the agency must lift it within one (1) hour. If you choose to make your request to place or lift a credit freeze by mail, the agency must place or lift the credit freeze within three (3) business days of receipt of your request.

Equifax
877-478-7625
PO Box 740241
Atlanta, GA 30374-0241
www.equifax.com

Experian
888-397-3742
PO Box 9532
Allen, TX 75013
www.experian.com

TransUnion
800-680-7289
PO Box 6790
Fullerton, CA 92834-6790
www.transunion.com

Review Credit Reports: We recommend that you remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring your credit reports. 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.

Review your credit reports carefully. Look for accounts you did not open and for inquiries from creditors you do not recognize. Look for wrong information, such as a wrong home address, the wrong employer or a wrong social security number. If you see anything you do not understand or that looks odd or unusual, call the credit agency at the telephone number on the report.

Even if you do not find any suspicious activity at first, continue to regularly review your credit reports, bank, credit and other account statements for any unauthorized or suspicious activity. Identity thieves sometimes do not use information right away.

If You Become a Victim of Identity Theft: If you find suspicious activity on your credit reports or believe your personal information is being misused:

- Call your local police or sheriff's office and file a report of identity theft. Get a copy of the police report because many creditors will want it.
- File a complaint with the FTC at ftc.gov/idtheft or by calling 877-ID-THEFT. Your complaint will be accessible to law enforcers for their investigations.
- Report identity theft or fraud to your financial institutions.
- Report identity theft or fraud to the consumer reporting agencies.

You can obtain additional information about the steps you can take to avoid identity theft from the following:

For California Residents:

Visit the California Office of Privacy Protection (www.privacy.ca.gov) for additional information on protection against identity theft

For Kentucky Residents:

Office of the Attorney General of Kentucky
700 Capitol Avenue, Suite 118
Frankfort, Kentucky 40601
www.ag.ky.gov
Telephone: 1-502-696-5300

For Iowa Residents:

Office of Iowa Attorney General
1305 E. Walnut, Des Moines, IA 50319
www.iowaattorneygeneral.gov
Telephone: 1-888-777-4590.

For North Carolina Residents:

Office of the Attorney General of North Carolina
9001 Mail Service Center
Raleigh, NC 27699-9001
www.ncdoj.com/
Telephone: 1-919-716-6400

For Maryland Residents:

Office of the Attorney General of Maryland
Consumer Protection Division
200 St. Paul Place
Baltimore, MD 21202
www.oag.state.md.us/Consumer
Telephone: 1-888-743-0023

For New York Residents:

The provisions of the insurance component of the credit monitoring may be restricted in New York.

For West Virginia Residents:

You may call 888-GENWORTH to learn what types of information Genworth maintains about individuals and what information Genworth maintains about you.

For all other US Residents:

Identity Theft Clearinghouse
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
www.consumer.gov/idtheft
1-877-IDTHEFT (438-4338)
TDD: 1-202-326-2502

For Massachusetts Residents:

You have the right to obtain any police report filed. Massachusetts consumers can place a security freeze on their credit report, prohibiting a credit reporting agency from releasing any information from the report without written authorization.

If you have been a victim of identity theft, and you provide the credit reporting agency with a valid police report, it cannot charge you to place, lift or remove a security freeze. In all other cases, a credit reporting agency may charge up to \$5 each to place, lift or remove a security freeze. Victims of identity theft must send a written request to each of the credit bureaus (Equifax, Experian, TransUnion) by regular, certified or overnight mail and include name, address, date of birth, social security number, and credit card number and expiration date for payment, if applicable. Each credit bureau has specific requirements to place a security freeze.

Review these requirements on the websites for each prior to sending your written request. The credit bureaus have three business days after receiving your request to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within five business days and provide you with a unique personal identification number (PIN) or password, or both that can be used by you to authorize the removal or lifting of the security freeze.