

Claims – The Heart of LTC

Long Term Care Claims Overview



Long Term Care Insurance Underwritten by Genworth Life Insurance Company,
in New York by Genworth Life Insurance Company of New York. Administrative Office: Richmond, VA.

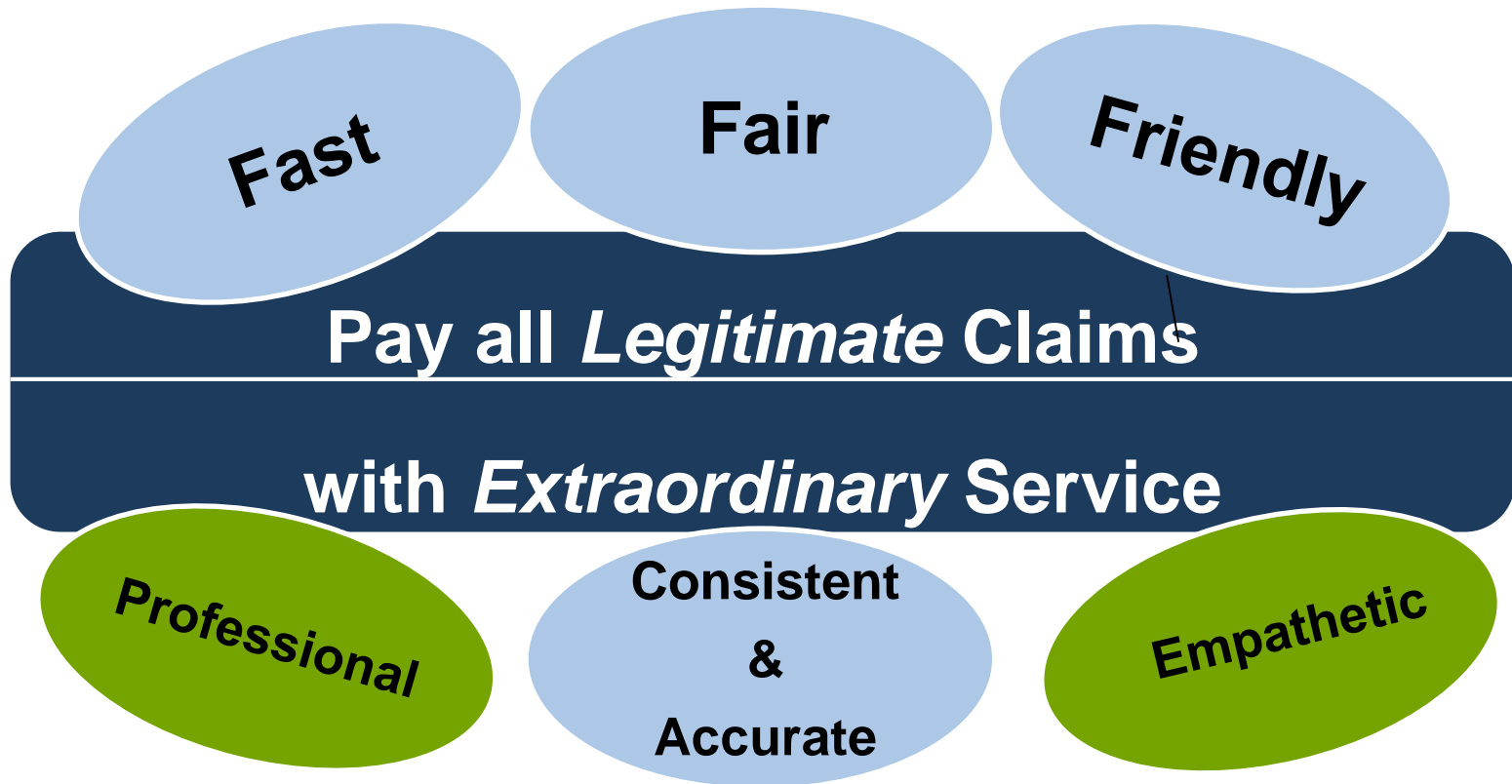
Objectives

- Overview of LTC Claims Operations
- LTC Claims Process
- LTC Claims Statistics
- Q & A



Claims – The Heart of LTC

Genworth's Value – Keeping Our Promises



We are not just paying claims, we are providing a sense of security.

LTC Claims Operations

PEOPLE

- Over 500 claims associates across 2 locations
- Extensive training program
- Specialized claims associates that are focused on delivering on our promises.



LTC Claims Operations

TECHNOLOGY

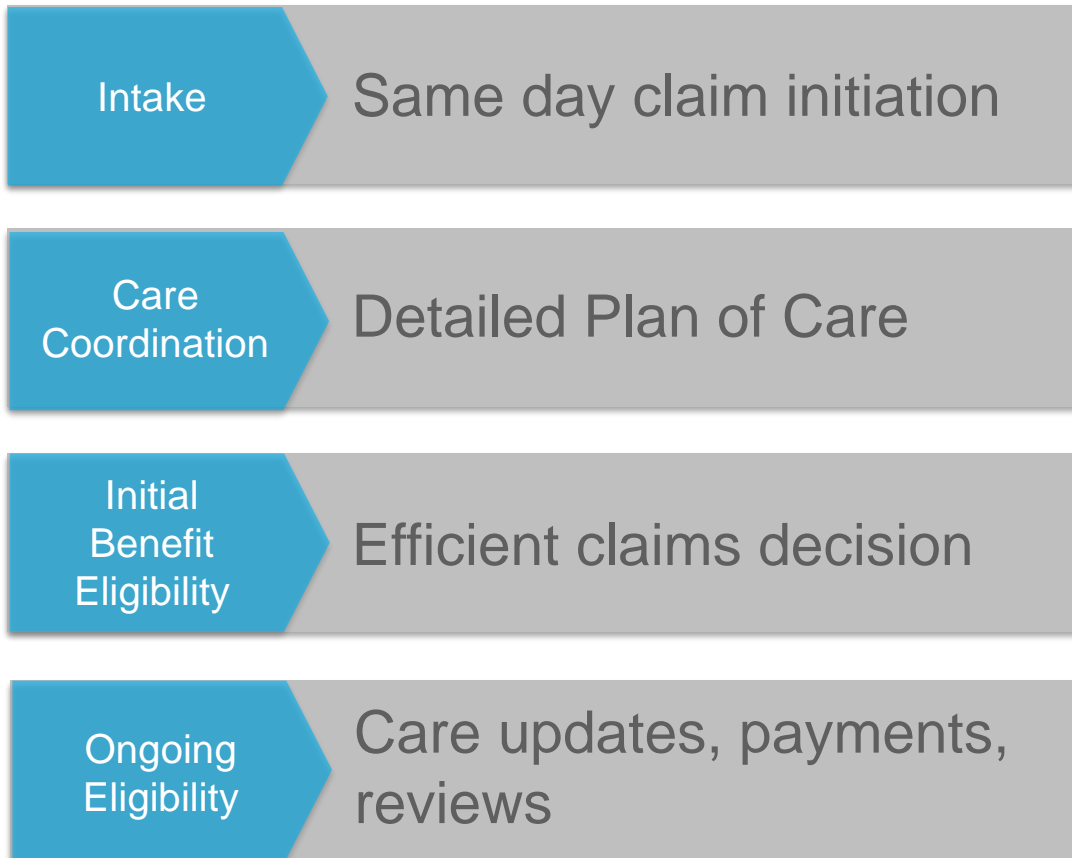
- No paper – 100% image
- Auto benefit calculations
- Comprehensive file documentation
- Customer friendly letters
- Claim payments via Electronic Funds Transfer
- Email inboxes available to electronically submit invoices
- Online access for policyholders providing them the ability to initiate a claim online, check their claim status, and submit invoices for reimbursement.



- National network for in-home assessments
- CareScout – over 90,000 LTC facilities and providers
- Facility and home care referrals
- Detailed Plans of Care
- Facility inquiry program



The Claims Process – Overview

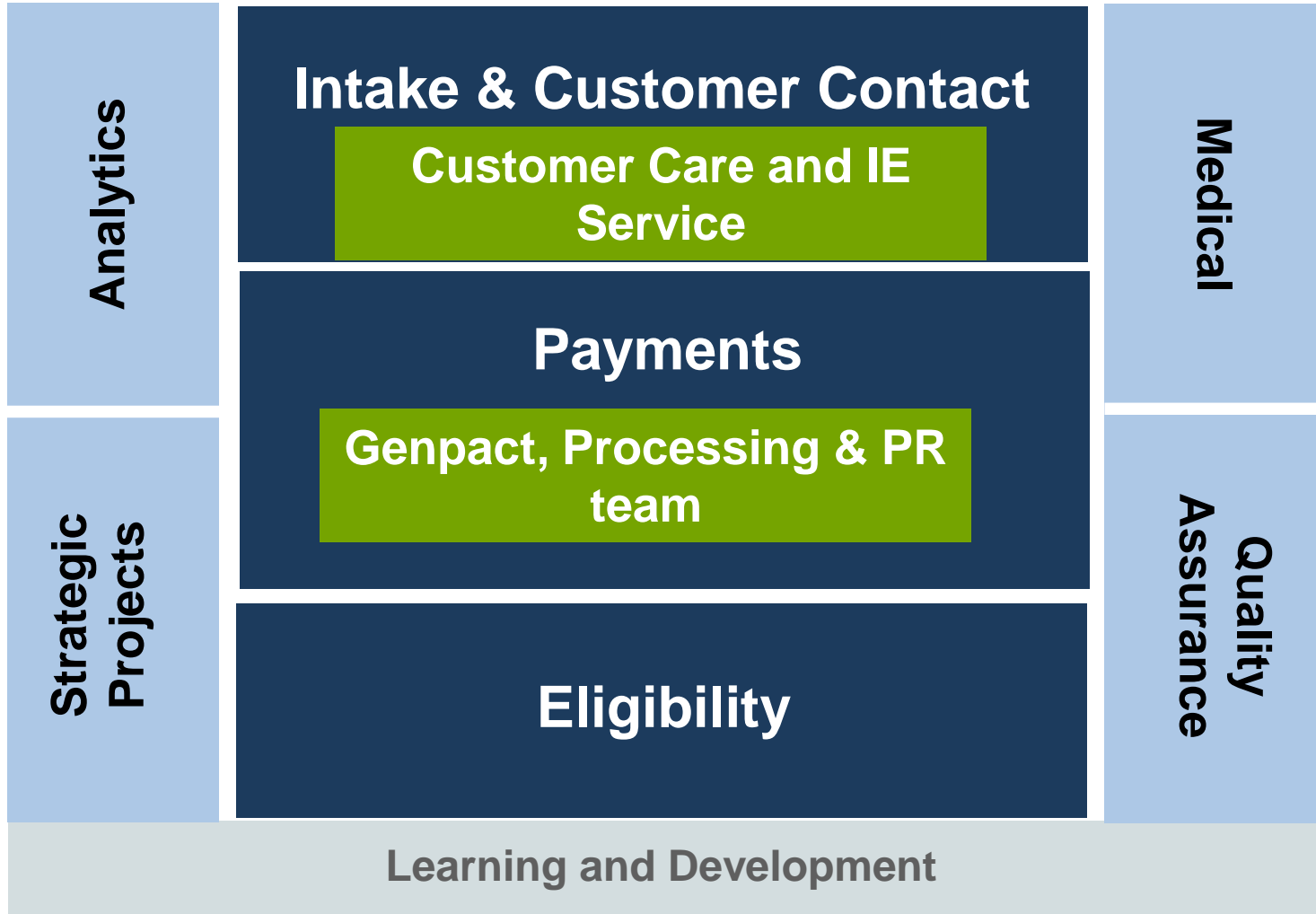


Dedicated toll free telephone coverage

- Toll-free phone number: (800) 876-4582
- Hours:
 - 8:30 AM-6:00 PM EST, Mon-Thurs
 - 9:00 AM-6:00 PM EST, Fri

Our Operating Model

- Core Process
- Support Function
- Process teams



LTC Claims Service Improvements

Digital Capabilities

- Online Status
- Upload / Download Documents
- Open A Claim
- Preferences Center

Simplified Eligibility Process

- Fewer Requirements
- Fewer Forms
- Segmented Work/Teams
- New Workflow Platform

LTC Claims Service Improvements (cont.)

Direct to Intake

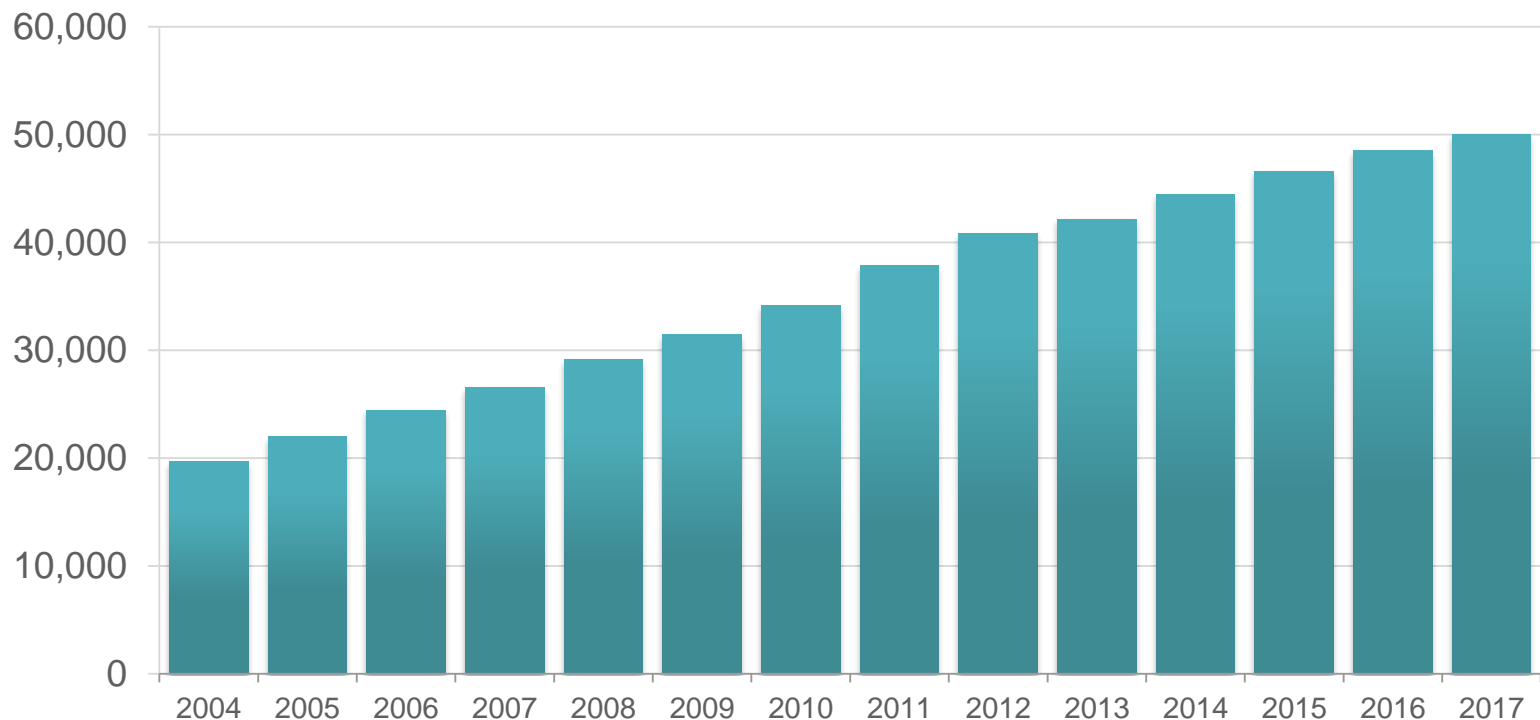
- Callers directly routed to intake via IVR system to open a claim

Digital Time Card App

- Potential To Have Paperless Home Care Invoice
- Smartphone App Enabled

LTC Claims Statistics

Active Claims at Year-End



Over \$7.1 million in benefits paid each business day

Source: Long Term Care Claims Experience Data for Genworth Life Insurance Company and affiliates – December 1974 through [December 31, 2017]

LTC Claims Statistics

- \$16.4 billion in benefits paid
- Youngest claimant: 27
- Oldest claimant: 108
- Longest claim: 22.5 years
- \$2.1M is largest single claim
- 70% of claim dollars have been paid to female claimants
- 51% of all claim dollars are paid to claimants with cognitive disorders including dementia

*Updated through December 31, 2017

Genworth Claim Duration

Diagnosis	<1 year	> 1 year
Cognitive	15%	49%
Cancer	32%	5%
Musculoskeletal	26%	15%
Brain/CNS	11%	18%
Cardiovascular	11%	9%
Respiratory/COPD	6%	5%

Type of care	<1 year	> 1 year
Home Care	82%	46%
Nursing Facility	8%	32%
Assisted Living Facility	10%	22%

- 40% of claims last less than one year due to:
 - Recovery from acute illness
 - Sudden, short-duration terminal illness
 - Single use of non care giving benefits (equip, training, etc)
- The average length of claims lasting more than a year is 4.3 years
- 18% of claims will last more than 5 years

*Long Term Care Claims Experience Data for Genworth Life Insurance Company and affiliates – December 1974 through [December 31, 2017]

Genworth Benefit Usage

Type of Care	First benefit	Latest benefit
Home Care**	68%	61%
Assisted Living Facility	13%	22%
Nursing Facility	18%	17%

*Long Term Care Claims Experience Data for Genworth Life Insurance Company and affiliates – December 1974 through [December 31, 2017]

**Home Care is a combination of the Home Assistance Benefit and the Home and Community Care Benefit

Genworth Claim Close Reasons

Type of Care	Death	Recovery	Exhaust
Home Care**	59%	34%	7%
Assisted Living Facility	67%	7%	26%
Nursing Facility	78%	6%	17%
All claims	64%	23%	13%

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**Home Care is a combination of the Home Assistance Benefit and the Home and Community Care Benefit