



Genworth  
Data Security Team  
PO Box 320  
Lynchburg, Virginia 24505-0320  
genworth.com

November 25, 2013

Attorney General of New Hampshire  
State House Annex  
33 Capitol Street  
Concord, NH 03301-6397

Re: Notice of Breach of Security for New Hampshire  
Residents Pursuant to RDA 359-C:19 through 359-C:21

Dear Sirs/Mesdames:

We are writing you to provide notice of a breach of security involving two New Hampshire residents. Genworth will notify the affected persons and will offer them 1 year of free credit monitoring services.

On October 24, 2013, we were notified that a mailing including policy documents was inadvertently mailed to another Genworth customer. The recipient acted appropriately and notified us of the mistake.

The information included with the mailing included the individuals name, date of birth, and social security number.

Genworth is committed to protecting personal information and is taking steps to assure compliance with our existing policies. We are reviewing our internal policies, procedures and controls to determine if changes are needed

Please do not hesitate to contact me direct with any questions your might have.

Sincerely,

A handwritten signature in black ink, appearing to read "Melissa Tyree".

Melissa Tyree  
Director of Operations  
434-948-5397

cc: Notification letter



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Data Security Team  
PO Box 320  
Lynchburg, Virginia 24505-0320  
genworth.com

November 25, 2013

Name  
Street Address  
City, State Zip Code

Re: Genworth Life Insurance Company  
Policy/Contract Number: XXXXXXXXXXXX

Dear Sir/Madam:

Genworth respects your privacy and works hard to protect your confidential information. I am writing you about an issue with mailing policy information that may affect you.

On \_\_\_\_\_, we were notified that your beneficiary change form was inadvertently enclosed with a mailing to another Genworth customer. The beneficiary change form included your name, date of birth, and social security number. The recipient acted appropriately and notified us of the mistake.

While we have no indication your information was misused, as a courtesy, we would like to offer you a **one year subscription** to ITAC Sentinel<sup>®</sup> Plus, a credit monitoring service, at no cost to you. You can enroll in these services by calling 1.866.309.7116 or by visiting the Website [www.itacsentinel.com/alert](http://www.itacsentinel.com/alert).

When you enroll, you will be prompted for your personal redemption code. Your unique personal redemption code is: XXXXXXXXXXXXX. Please have your name, address, phone number and social security number available when you call or register online

Genworth is committed to protecting personal information and is taking steps to assure compliance with our existing policies. We are reviewing our internal policies, procedures and controls to determine if changes are needed

If you have any questions or need further assistance, please contact me 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

We have arranged for you to obtain (if you wish) a free 1-year subscription to a credit monitoring service. You may also want to file a fraud alert with the credit reporting agencies. In addition, you should review your financial statements, credit card bills and credit reports for suspicious or unusual activity. If you have questions about these reports or become a victim of identity theft, report it to the Federal Trade Commission and your local police.

**Free Credit Monitoring:** Genworth will pay for a 1-year subscription to ITAC Sentinel® Plus, a credit monitoring service. This program is provided by Intersections Inc. (NASDAQ: INTX), a leading provider of consumer and corporate identity risk management services.

ITAC Sentinel ®Plus includes:

- 3-in-1 Credit Bureau Report, Scores, & Quarterly Credit Updates\*\*
- 3-Bureau Daily Monitoring with Notify Express® Alerts
- ITAC Victim Assistance®
- Card Theft Protection
- Surveillance of unsecure online locations
- Unlimited Toll-Free Personal Customer Service
- Up to \$20,000 identity theft insurance with \$-0- deductible\*

Take advantage of this offer by enrolling for the service at [itacsentinel.com/alert](http://itacsentinel.com/alert) or call 866-309-7116. Your personal redemption code is XXXXXXXXXXXX. This monitoring service is being offered to you at no cost.

**Fraud Alert:** You may want to consider placing a fraud alert 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.

Equifax  
877-478-7625  
PO Box 740241  
Atlanta, GA 30374-0241  
[www.equifax.com](http://www.equifax.com)

Experian  
888-397-3742  
PO Box 9532  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)

TransUnion  
800-680-7289  
PO Box 6790  
Fullerton, CA 92834-6790  
[www.transunion.com](http://www.transunion.com)

**Review Credit Reports:** Even if you do not take advantage of the free ITAC Sentinel offer, you can get a free credit report once a year from each of the three agencies. Go to [annualcreditreport.com](http://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](http://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.

For more information on identity theft, contact state and federal agencies. The Federal Trade Commission has information you may want to look at. Call 877-ID-THEFT or go to [ftc.gov/idtheft](http://ftc.gov/idtheft).

**Residents of Iowa**

Report suspected incidents of identity theft to local law enforcement or the attorney general. Iowa Attorney General, 1305 E. Walnut, Des Moines, Iowa 50319.  
[www.iowaAttorneyGeneral.gov](http://www.iowaAttorneyGeneral.gov).  
888-777-4590.

**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](http://www.oag.state.md.us/idtheft/index.htm)  
E-mail: [idtheft@oag.state.md.us](mailto:idtheft@oag.state.md.us).

**Residents of Massachusetts**

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.

\*Identity Theft Insurance underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

**\*\*The ITAC Sentinel<sup>®</sup> Plus scores are provided specifically to consumers to help them understand their credit. Lenders use many different credit scoring systems, and the ITAC Sentinel Plus scores are not the same scores used to evaluate your credit.**

**Residents of North Carolina**

You can obtain information about how to avoid identity theft from the North Carolina Attorney General, 9001 Mail Service Center, Raleigh, NC 27699-9001. Telephone: (919) 716-6400.

**Residents of New York**

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

**Residents of West Virginia**

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