

**Genworth Life and Annuity Insurance Company**  
3100 Albert Lankford Drive  
Lynchburg VA 24501

**Genworth Life Insurance Company**  
3100 Albert Lankford Drive  
Lynchburg VA 24501

March 21, 2008

Office of Attorney General  
33 Capitol Street  
Concord, NH 03301  
Telephone (603) 271-3658  
Fax (603) 271-2110

**Re: Notice of Breach of Security for New Hampshire Residents Pursuant to RSA 359-C:20 I(b)**

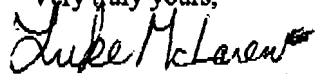
Dear Sirs/Mesdames:

Pursuant to **RSA 359-C:20 I(b)**, Genworth Life and Annuity Insurance Company ("GLAIC") and Genworth Life Insurance Company ("GLIC") are writing you to provide notice of a breach of security involving New Hampshire residents. GLAIC and GLIC received notice of this breach on February 20, 2008. As you can see from the enclosed police report, the security breach involved the theft of computer equipment that occurred during a burglary of the offices of International Brokerage Dallas ("IBD"), a Texas-based independent insurance agency.

IBD is an independent insurance agency that has contracted to sell GLAIC's and GLIC's insurance products. Regretfully, we recently learned that this independent insurance agency was burglarized around February 15, 2008, and that the burglars stole some computer equipment containing information necessary for customers' insurance applications.

We are advised that the only information on the computer, which was password protected, was name, address, date of birth and Social Security Number. After reviewing the information that was on the computer equipment (obtained from IBD files), GLAIC has determined that at this time three (3) New Hampshire residents had information on the computer equipment. GLIC, on the other hand, has determined that at this time no New Hampshire resident had information on the computer equipment. Because there can be no assurance that efforts to access the data on the computer will not be made, GLAIC will be notifying these individuals of the breach. A copy of the notification is enclosed.

Please do not hesitate to call me direct with any questions that you might have at (434) 948-5341. Thank you for your consideration of this matter.

Very truly yours,  
  
Luke C. McLaren  
Associate General Counsel

Encl.

**Genworth Life & Annuity Insurance Company**

Attention: CS Special Processing  
3100 Albert Lankford Drive  
Lynchburg, VA 24501

~~March XX, 2008~~

[Customer Name]  
[Address Line 1]  
[Address Line 2]  
[Address 3]  
[City, State Zip]

Dear [name]:

We at Genworth Life and Annuity Insurance Company (formerly First Colony Life Insurance Company) respect your privacy and strive to protect your confidential information.

When you applied for insurance coverage with us, your application was submitted through an independent insurance agency authorized to sell our insurance products. Recently, we learned that this independent insurance agency was burglarized on February 16, 2008, and that the burglars stole computer equipment. This equipment contained information needed to process your insurance application, including, among other data, your name, address and Social Security Number.

This information was protected by passwords and there are no indications that the data has been accessed or misused. The authorities have advised us that the nature of the burglary and the items taken suggest that the break-in was intended to obtain electronic office equipment rather than data itself. However, we cannot assure you that no one will attempt to use this data. Therefore, we want you to be aware that this incident occurred and we are offering to help you take steps to protect yourself.

We are providing you a free one-year subscription to a credit-monitoring product, from Equifax Personal Solutions – Equifax Credit Watch™ Gold with 3-in-1 Monitoring. It will help you understand what is in your credit file at the three credit reporting agencies and it will provide you with an “early warning system” about changes to your credit file. You must sign up for the one free year of Equifax Credit Watch™ Gold with 3-in-1 Monitoring yourself; we cannot do it for you. Here’s what you should do:

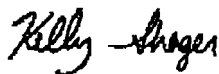
- Visit [www.myservices.equifax.com/tri](http://www.myservices.equifax.com/tri).
- Provide this promotion code ~~XXXXXXXXXXXXXXXXXXXX~~ when you enroll.
- You have ninety (90) days from the date of this letter to enroll. After that time the promotion code will expire.

The attached pages provide you with steps for your easy enrollment options and the benefits provided by Equifax Credit Watch™ Gold with 3 in 1 Monitoring.

We sincerely apologize for the concerns this burglary has caused. We believe that it is critical to keep personal information private and secure, which is why we have written to you and why we are providing you this credit monitoring free for one year.

If you have any questions or if there is anything that we can do to assist you, please call us at 888-325-7473.

Sincerely,



Kelly Shager  
Vice President

### **Equifax Credit Watch Gold with 3-in-1 Monitoring**

We have arranged with Equifax Personal Solutions to help you protect your identity and your credit information at no cost to you. **The steps to follow are:**

1. **Enroll in Equifax Credit Watch™ Gold with 3-in-1 Monitoring** identity theft protection product. This product is being provided to you at no cost for one year.
2. Additionally, you may choose to adopt an increased level of protection by placing a fraud alert on your credit file at Equifax and the other two credit reporting agencies

### **Enroll in Equifax Credit Watch™ Gold with 3-in-1 Monitoring**

Equifax Credit Watch will provide you with an "early warning system" to changes to your credit file and help you to understand the content of your credit file at the three major credit reporting agencies. The key features and benefits are listed below.

Equifax Credit Watch provides you with the following benefits:

- o Comprehensive credit file monitoring of your Equifax, Experian, and TransUnion credit reports with daily notification of key changes to your credit files from any of the three agencies.
- o Wireless alerts and customizable alerts available
- o One 3-in-1 Credit Report and access to your Equifax Credit Report™
- o \$20,000 in identity theft insurance with \$0 deductible, at no additional cost to you †
- o 24 by 7 live agent Customer Service to assist you in understanding the content of your Equifax credit information, to provide personalize identity theft victim assistance and in initiating an investigation of inaccurate information.

### **How to Enroll**

Equifax has a simple Internet-based verification and enrollment process.

Visit: [www.myservices.equifax.com/tri](http://www.myservices.equifax.com/tri)

1. **Consumer Information:** complete the form with your contact information (name, address and e-mail address) and click "Continue" button. The information is provided in a secured environment.
2. **Identity Verification:** complete the form with your Social Security Number, date of birth, telephone #s, create a User Name and Password, agree to the Terms of Use and click "Continue" button. The system will ask you up to two security questions to verify your identity.
3. **Payment Information:** During the "check out" process, enter the promotion code provided in the cover letter in the "Enter Promotion Code" box. (no spaces, include dash.) After entering your code press the "Apply Code" button and then the "Submit Order" button at the bottom of the page. (This code eliminates the need to provide a credit card number for payment.)
4. **Order Confirmation:** – Click "View My Product" to access your 3-in-1 Credit Report and other product features.

To sign up for US Mail delivery of the product, dial 1-866-937-8432 for access to the Equifax Credit Watch automated enrollment process. Note that all credit reports and alerts will be sent to you via US Mail only.

1. **Promotion Code:** You will be asked to enter your promotion code as provided in the cover letter (no spaces, no dash)
2. **Customer Information:** You will be asked to enter your home telephone number, home address, name, date of birth and Social Security Number.
3. **Permissible Purpose:** You will be asked to provide Equifax with your permission to access your credit file and to monitor your file. Without your agreement, Equifax can not process your enrollment.
4. **Order Confirmation:** Equifax will provide a confirmation number with an explanation that you will receive your Fulfillment Kit via the US Mail (when Equifax is able to verify your identity) or a Customer Care letter with further instructions (if your identity can not be verified using the information provided).

#### **Directions for placing a Fraud Alert**

A fraud alert is a consumer statement added to your credit report. This statement alerts creditors of possible fraudulent activity within your report as well as requests that they contact you prior to establishing any accounts in your name. Once the fraud alert is added to your credit report, all creditors should contact you prior to establishing any account in your name. To place a fraud alert on your credit file, visit: [www.fraudalerts.equifax.com](http://www.fraudalerts.equifax.com) or you may contact our auto fraud line at 1-877-478-7625, and follow the simple prompts. Once the fraud alert has been placed with Equifax, a notification will be sent to the other two credit reporting agencies, Experian and Trans Union, on your behalf.

† Identity Fraud Expense Reimbursement Master Policy underwritten by Travelers Casualty and Surety Company of America and its property casualty affiliates, Hartford, CT 06183. Coverage for all claims or losses depends on actual policy provisions. Availability of coverage can depend on our underwriting qualifications and state regulations. Coverage not available for residents of New York.

This product is not intended for minors (under 18 years of age). Equifax's credit monitoring products are protected by US Patent 7,028,052