

# sustainable compassion & care

2023 Sustainability Report



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## About this Report

This Genworth 2023 Sustainability Report details our approach to environmental, social, and governance (ESG) issues that are important to our business and our stakeholders. In addition, we also report on our performance, progress, and achievements, with a particular focus on our results in 2023.

This report also covers aspects of our U.S. Life Insurance (USLI) and CareScout businesses, detailing our company’s commitments to sustainability with references to other supporting documents. It aligns with the standards and framework of the Sustainability Accounting Standards Board (SASB).

Unless specifically noted, the information in this Genworth 2023 Sustainability Report refers to Genworth and CareScout, and excludes data, information, and accomplishments from Enact.

More information on our sustainability efforts can be found on the [Social Responsibility](#) page on Genworth.com. We also invite you to review our separate [Task Force on Climate-Related Financial Disclosures \(TCFD\) Report](#).

Other supporting documents referenced throughout this report include our:

- [Environmental Policy](#)
- [Statement on Human Rights](#)
- [Code of Ethics](#)
- [Code of Ethics for Suppliers](#)



# A Message from Genworth's President and Chief Executive Officer

I am proud to share the 2023 edition of Genworth's Sustainability Report. It's our fourth annual sustainability report, and it represents the various ways we're creating a sustainable future built on compassion and care. Genworth will celebrate its 20th anniversary as a public company this May, and I've never been so confident about how Genworth and our CareScout subsidiary can contribute to stronger connections and communities over our next 20 years and beyond.

In preparation for this milestone anniversary, and as our company transitions to growth, we looked at 2023 as an opportunity to refresh the foundation for our future – both in helping more families navigate the aging journey with confidence and in fulfilling our duties as responsible corporate citizens. You'll find many more examples in the following pages, but I'd like to highlight a few here:

- We began work on a materiality assessment to better understand our various stakeholders' views and expectations on how we support sustainability. We'll use that feedback to further refine our focus areas, frameworks, goals, and investments in this space.
- We launched our first offering under our CareScout affiliate, the CareScout Quality Network, which is a network of long-term care providers who meet high standards for quality, person-centered care. While we launched the network exclusively with our long-term care insurance policyholders, we plan to expand this first-of-its-kind network more broadly across the nation. We believe the



~2.5M

We remain committed to providing exceptional customer service to our approximately 2.5 million life insurance, annuity, and long-term care insurance customers.

expansion will raise awareness on the importance of person-centered care, as well as raise the overall standard for long-term care in general, and ultimately lead to better care outcomes for the growing older adult population in the U.S.

- We renewed our commitment to the Richmond, Virginia community as we began renovations on our new headquarters office location. Our new office is designed to facilitate a sense of belonging and to also support associate wellness with quiet rooms, abundant access to natural light, a variety of collaboration areas, and an on-site wellness coach and health clinic.

As I look ahead, I'm confident that our team will further expand our positive impact across the populations we serve. We remain committed to providing exceptional customer service to our approximately 2.5 million life insurance, annuity, and long-term care insurance customers. Through CareScout, we're building an integrated ecosystem of care and funding solutions that help make aging more dignified, connected, and fulfilling. And staying true to our mission, we will advance this vital work in a way that improves the quality of life for our associates, communities, policyholders, community partners, stockholders, and the environment.

Thank you for your continued trust and support.



With care,

*Tom McInerney*  
**Tom McInerney**

President and  
Chief Executive Officer of  
Genworth Financial, Inc.



# About Us

Genworth Financial, Inc. (NYSE: GNW) is a Fortune 500 company focused on empowering families to navigate the aging journey with confidence, now and in the future. Headquartered in Richmond, Virginia, Genworth provides guidance, products, and services that help people understand their caregiving options and fund their long-term care needs.

Genworth 

CareScout®

Genworth is also the parent company and majority-owner of publicly traded Enact Holdings, Inc. (Nasdaq: ACT), a leading U.S. mortgage insurance provider (together with its subsidiaries and affiliates "Enact"). Enact publishes its own sustainability report, which you can find here: [Enact 2023 Sustainability Report](#).

**Unless specifically noted, the information in this Genworth 2023 Sustainability Report refers to Genworth and CareScout, and excludes data, information, and accomplishments from Enact.**

## Our Beginnings

We trace our roots back to 1871, when the first life insurance policy was written by Life of Virginia, one of the many insurance companies that would eventually be acquired by GE Capital, which would then have an initial public offering (IPO) as Genworth in 2004. Our U.S. Life Insurance businesses currently serve approximately 2.5 million life insurance, annuity, and long-term care insurance customers. Genworth's long-term care insurance book is the largest in the country, with more than a million policyholders. Our experience paying more than \$29 billion across ~370,000 long-term care claims has afforded Genworth the opportunity to learn about the wide-ranging challenges that our customers and their loved ones encounter when trying to navigate the long-term care system.

## Our Future

Our vision for Genworth's next chapter is the creation of an integrated ecosystem of care and funding solutions through CareScout that makes aging more dignified, connected, and fulfilling. The foundation of that ecosystem – the CareScout Quality Network, a network of long-term care providers who meet a high standard for quality, person-centered care – was launched in 2023 with Genworth

policyholders. While initially launched in Texas and focused on home care providers, we're building up to national network coverage across all types of long-term care and plan to make the services available to other insurance companies and direct to consumers. We're also building the foundation necessary to re-enter the long-term care insurance and funding solution market in 2024.







# Genworth at a Glance



Founded  
**1871**

Richmond, Virginia

IPO Year  
**2004**



U.S.-Based  
Policies  
**~2.5M**



Gross Written  
Premium  
**~\$3,700M**  
U.S. Life Insurance



**Associates**

**~2,700**

Total Associates Worldwide  
(including Enact)

**~2,260**

Total Genworth  
Associates

**~2,080**

Total Genworth  
U.S.-Based Associates

**~180**

Total Genworth  
International Associates



**Primary Locations**

**Headquarters:**  
Richmond, Virginia

**Operations:**  
Lynchburg, Virginia

**Genworth Seguros:**  
Mexico City, Mexico

**Investments:**  
Stamford, Connecticut

**CareScout:**  
New York City, New York

**Enact:**  
Raleigh, North Carolina

## Our Purpose

We empower families to navigate the aging journey with confidence.

## Our Vision

We are compassionate, experienced allies for those navigating care now and in the future, with guidance, products, and services that meet families where they are in the aging journey.

## Our Values

### Make it human

We instill compassion and empathy in our products, services, and interactions.

We care about the people that make up our customers, colleagues, and communities.

### Make it happen

We work with intention and a sense of ownership toward a common purpose.

We forge ways forward, together, when obstacles appear.

### Make it about others

We lead with what's best for our customers.

We collaborate as one team to drive our shared progress.

### Make it better

We learn from the world and each other.

We look for and build better ways.



# Our Sustainability Strategy

**We remain committed to integrating our sustainability strategy into our business strategy.**

Knowing that our sustainability efforts contribute meaningfully to our success as a company, a Sustainability Management Committee oversees all of Genworth's ongoing work focused on ESG matters. This cross-functional, management committee is made up of Genworth senior leaders and meets on a quarterly basis. In addition, the Nominating and Corporate Governance Committee of Genworth's Board of Directors (Board) oversees our ESG strategy and assesses our risks in these areas. We're also embarking on new efforts intended to help us hone our sustainability strategy moving forward, including a comprehensive materiality assessment that aims to identify gaps and ensure that we're applying appropriate frameworks and practices. While we're still fairly early on in our sustainability journey, this report provides an opportunity to detail our progress and measure growth.

Genworth adheres to the [Sustainability Accounting Standards Board \(SASB\)](#) framework and the disclosure can be found in the appendix of this report. We also rely on the United Nations Sustainable Development Goals (UN SDGs) as an underlying framework to inform our sustainability strategy, which can be found on the next page.













# How Genworth Acts on Key United Nations Sustainable Development Goals

Consistent with Genworth's mission, we have applied the lens of compassion and care to all our efforts to advance these United Nations goals.

We have prioritized eight UN SDGs that are most relevant to our business and where we believe we have the greatest opportunity to make an impact.

SDG		Our Impact	Learn More
	<b>No Poverty</b>	We are committed to supporting and empowering the most vulnerable in our communities through financial contributions and partnerships with organizations that help provide access to affordable and safe housing, workforce development programs, and other essential services. Our efforts are centered on uplifting people by providing greater choices of where to live, coupled with support services that help individuals thrive and contribute to their community in meaningful ways.	<a href="#">Our Community</a>
	<b>Zero Hunger</b>	We partner with local and national nonprofits and community programs to provide food security solutions to those in our communities who are most in need. We also harvest and donate produce from our Genworth Gardens in Lynchburg and Richmond, Virginia.	<a href="#">Our Community</a> <a href="#">Volunteerism for the Environment</a>
	<b>Good Health and Well-Being</b>	We invest in programs that promote social engagement, cognitive stimulation, a sense of purpose, and physical activity, which are essential to successful aging. We support the health and well-being of our associates through a comprehensive total rewards program that includes access to benefits and resources designed to promote the physical, mental, and financial health of our associates and their loved ones.	<a href="#">Our People</a> <a href="#">Our Community</a>
	<b>Quality Education</b>	We offer a multitude of professional development and career enrichment opportunities for our associates, including building leadership skills, providing professional skills training, and offering information on industry-specific matters, as well as education reimbursement benefits and student loan repayments to aid career progression. We also extend our dedication to continuous education in our communities through our philanthropic commitments.	<a href="#">Investing in Our Associates</a> <a href="#">Our Community</a>
	<b>Gender Equality</b>	We have established and maintain robust community relationships and collaborations with various organizations to advocate for fair opportunities, along with introducing training programs to improve employee inclusiveness and self-understanding. We empower women within our workforce at all levels and are proud of the female representation in both our executive team and on our Board.	<a href="#">Our People</a> <a href="#">Workforce Demographics</a> <a href="#">Corporate Governance</a>
	<b>Decent Work and Economic Growth</b>	We provide access to employment, promote financial inclusivity, and invest in local organizations that work to ensure the economic well-being and quality of life for vulnerable and underrepresented communities.	<a href="#">Our People</a> <a href="#">Our Community</a>
	<b>Reduced Inequalities</b>	We are dedicated to cultivating a work environment that promotes a culture of belonging and encourages employees to embrace their true identities. We have formed an executive steering committee to oversee Genworth's diversity, equity, and inclusion efforts. We also support 13 Employee Resource Groups (ERGs) that champion our diversity, equity and inclusion values and culture.	<a href="#">Our People</a>
	<b>Sustainable Cities and Communities</b>	We partner with community organizations focused on improving the safety, accessibility, and energy efficiency of existing housing. We provide financial and volunteer resources to organizations working to build decent and affordable homes in stable and welcoming neighborhoods.	<a href="#">Our Community</a>





# Executive Summary



## Our People

- We strengthened our workforce with strategic recruiting efforts in critical areas, including our customer-facing teams and our new CareScout business.
- We earned Top Workplace recognitions in Richmond and Stamford, and National Top Workplace designations in three Culture Excellence Awards categories.
- Genworth has 13 Employee Resource Groups (ERGs) and, in 2023, we introduced 20 hours of time off for associates to participate in ERG events.



## Our Customers

- CareScout launched the CareScout Quality Network (CQN), a first-of-its-kind group of quality long-term care providers. At the end of 2023, the CQN had nearly 100 credentialed home care providers across 16 states, with plans to expand nationally in 2024.
- Genworth launched Live Well | Age Well, a voluntary and complimentary wellness program designed for Genworth long-term care policyholders and their loved ones.



## Our Community

- Associates gave back to our communities by volunteering a collective 5,500 hours.
- The Genworth Foundation awarded grants and other funding totaling \$2.4 million and also contributed more than \$350,000 in matching gifts, associate volunteer rewards, and other service donations.
- We continued ongoing partnerships with organizations such as United Way, Feed More, and the Lifelong Learning Institute.



## Our Other Stakeholders

- We returned to Washington, D.C., to host our signature Long-Term Care Symposium, with this year's theme of "A Better Future for Care."
- We returned significant value to our stockholders through our share repurchasing program, repurchasing approximately \$295 million worth of shares at an average price of \$5.70 per share.
- We launched the Supplier Diversity Initiative to increase our engagement and partnership with diverse suppliers.



## Governance & Risk Management

- Our Board continued its commitment to engaging in education-focused efforts on timely topics, including participating in a Senior Sensitivity training workshop and engaging with our CareScout team.
- We continue to file for premium rate increases on certain in-force long-term care insurance policies to stabilize our legacy business, strengthening Genworth's ability to meet our obligations to policyholders.



## The Environment

- We began construction on our new headquarters campus in Richmond with plans to begin working in the new space in April of 2024.
- Our Scope 2 emissions, primarily comprised of purchased electricity, increased in 2023 as a result of our transition from temporary to permanent space in Richmond.
- Volunteerism for the environment continued through dedication to our Genworth Gardens program and new initiatives like adopting a section of the Virginia Capital Trail in Richmond.



# our people

At Genworth, we work to foster a culture of inclusion and belonging where our associates feel heard, valued, and supported. Our values - make it human, make it about others, make it happen, and make it better - serve as guiding principles as we build an exceptional associate experience. These are some of the ways we are putting our values into action to make Genworth a great place to work.







# A Culture of Belonging

A culture of belonging means that all our associates feel supported to come to work as their authentic selves. We believe that our differences make us stronger as they drive us to seek diverse perspectives and explore new ideas. We create opportunities for our associates to connect and learn from one another to enrich our working relationships and, ultimately, the important work we're doing to empower families to navigate the aging journey with confidence.

## Employee Resource Groups

Genworth's Office of Diversity & Inclusion is proud to support 13 Employee Resource Groups (ERGs) that connect associates who share affinities, characteristics, and life experiences, as well as those who are interested in supporting these groups as allies. Our ERGs are voluntary, associate-led groups that host events and learning opportunities to celebrate the culture, heritage, and contributions of the communities they represent. In 2023, Genworth's Office of Diversity & Inclusion paired each ERG with an Executive Sponsor who offers mentorship, supports ERG leaders with event planning and execution, and promotes the ERG across our businesses. Also in 2023, Genworth introduced 20 hours of ERG Time Off per year so associates can participate in ERG programs and events during regular working hours.



20 hours

We introduced 20 hours of ERG Time Off per year so associates can participate in ERG programs and events during regular working hours.

Not only do our ERGs contribute to creating a sense of belonging and inclusion for our associates, but they also help guide our strategy and help us better understand our customer base. Last year, our Caregiver Employee Resource Group (CARES) consulted with CareScout business leaders on both product and branding decisions to ensure that our new offering and its positioning would resonate with our target audience and their caregivers.

## Inclusion for All

To ensure that we are fostering a culture of inclusivity, Genworth associates are required to complete annual Inclusion for All training, focusing on our diversity, equity, and inclusion initiatives. In 2022, associates completed a foundational course, and we were able to build on those skills in 2023 by offering the choice of three different sessions focused on neurodivergence, emotional intelligence, and allyship. Each session provided associates with actionable takeaways to help them grow and develop as inclusive team members.

## Our Genworth ERGs include:

**ASCEND:** Asian American & Pacific Islander Employee Resource Group

**CARES:** The Caregiver Employee Resource Group

**CREW:** Connecting, Re-engaging, Empowering Women

**EPIC:** Employee Participation Inclusion Council

**GAIN:** Genworth's Ability Inclusion Network

**GROW:** The Career Development Employee Resource Group

**HONOR:** Promotes the recognition and success of those who have served, or are currently serving, in the U.S. Armed Forces

**JUNTOS:** Attracts, develops, and retains Hispanic/Latinx employees

**NATIVE:** Promotes the heritage of Native American and Indigenous People

**PRIDE:** Provides a platform for the LGBTQ+ community

**SPEAK:** Suicide Prevention, Education, and Kindness - the mental health Employee Resource Group

**UNITY:** Shares the cultures and highlights the talents and contributions of the Black/African American Community

**WIT:** Supporting Women in Technology



"Participating in Genworth's ERGs has helped me connect with colleagues I wouldn't have otherwise interacted with and become a better ally at work."

Angela Johnson  
Treasury Manager





## Statement on Human Rights

In 2023, Genworth published its new [Statement on Human Rights](#). Respect for basic human rights is embedded in our values and in our mission of helping families navigate the aging journey with confidence and we have an unwavering commitment to the well-being of every human being. This policy supports the guiding principles established in our [Code of Ethics](#), published in a document called *Integrity First*, which sets forth our commitment to the highest ethical standards and fair dealings in our business operations. Our Human Rights Policy applies to everyone who works for Genworth – both associates and contractors, regardless of geographical location.

## Communication Rhythms and Associate Listening Posts

Our ability to act as one Genworth and to move together toward our shared purpose depends on all associates understanding and feeling connected to our values and strategic vision. As such, it's important to communicate clearly and transparently through a variety of channels. Some of our routine communication channels include GenCentral, our intranet site, and a variety of monthly newsletters from our Community Relations, Diversity & Inclusion, and Learning & Development teams.

Feedback loops through two-way communication are equally important, as all associates deserve to have their voices heard in the workplace. Associates are encouraged to tell us how they're feeling about our culture and offerings in biannual Engagement Pulse Check surveys. In 2023, we also introduced a new annual external survey, Energage, to benchmark Genworth against local and national businesses and to better understand what we're doing well and where we have opportunities for improvement.

## Pay Parity

Associate compensation is an essential component of promoting diversity, equity, and inclusion in our company culture, and we are committed to fair and equitable pay practices across gender, race, and ethnicity demographics. By structuring our compensation package to consider the knowledge, skills, and abilities of our associates, as well as their contributions, we can attract – and retain – top talent, which helps advance our strategic objectives. To accomplish this, we:

- Regularly review base pay, incentive pay, and total associate compensation
- Review our compensation structures and policies to evaluate internal equity and to ensure competitiveness in today's demanding marketplace
- Assess individual pay increases to ensure parity among comparable peers when a colleague earns a promotion

## Awards

We're proud to say that, in 2023, we received several Top Workplace recognitions in both our Richmond, Virginia, and Stamford, Connecticut, offices.

### Stamford:

2023 Top Workplace  
by Hearst Media Services



### Richmond:

2023 *Richmond Times-Dispatch*  
Top Workplace designation



## National Top Workplace designation in three Culture Excellence Awards categories:





# Workforce Demographics

In 2023, we focused on strengthening our associate base with strategic recruiting efforts across the organization, including our customer-facing teams and our new CareScout business.

Nearly half of the associates hired in 2023 were added to USLI Operations to support our existing USLI customer base and expand our high-touch service teams. To achieve this growth, we bolstered our hiring presence on social media and other hiring platforms with refreshed content, pay transparency, and an enhanced associate value proposition.

In addition to the new hires added across the organization, over 220 Genworth associates experienced career mobility and found their next roles within the company, which does not include associates who achieved "in-line" promotions.

Another area of note is our expanding hiring efforts with veterans. While we saw a 55% increase in military hires in 2023 compared to 2022, we also laid the foundation for a new 2024 Fellowship Program that will focus on further strengthening our military recruiting strategy.

## WORKFORCE TOTALS

~2,260

Total Genworth Associates

~2,080

Total U.S. Associates

62%

Female

36%

Ethnically Diverse

~180

Total International Associates

42%

Female

## U.S. WORKFORCE DEMOGRAPHICS

### Executive and Senior Leadership

35%

Female

24%

Ethnically Diverse

47%

Female

23%

Ethnically Diverse

### Individual Contributors

66%

Female

38%

Ethnically Diverse

## HIRING

63%

Female

50%

Ethnically Diverse

## PROMOTIONS

71%

Female

35%

Ethnically Diverse





# Investing in Our Associates

**We believe that our people are our greatest asset.**

**We invest in our associates with learning and development opportunities, a comprehensive benefits package, and modern and flexible workplaces to ensure they have the resources they need to care for their own families and to serve our customers. We also introduced a new rewards and recognition platform that encourages associates to recognize one another for exemplifying our values as they serve our current and future customers.**

## New Richmond Headquarters Office

In 2023, we announced that our Richmond, Virginia, headquarters office is moving to a new location. We've spent the last year building a modern, flexible office space, keeping our associates in mind at every stage of the design process. We sought associate feedback on workspace ergonomic desk and chair options, and informed associates of building features and design choices along the way to ensure transparency. With health and wellness at the forefront, this new office will have a cafeteria with healthy lunch options, a clinic, a gym, and a mental health counselor onsite. We also prioritized creating diverse communal workspaces to enhance collaboration, and we're excited about the opportunity for more in-person interaction in 2024.

## Learning and Development

Genworth's Learning & Development team cultivates engaging, innovative, and practical development solutions that empower our associates to learn, grow, and succeed. Through our Talent & Performance Management process, managers discuss career goals with associates and encourage them to participate in instructor-led sessions, e-learning offerings, and self-paced guides. For those looking for an instructor-led learning experience, we offer a variety of professional and leadership development programs to support our associates at every stage of their career:

- **KickStart:** Eases the transition into the workplace, builds a network, and develops critical professional skills
- **Trusted Advisor Program:** Enhances the communication and influencing skills of the technical professional
- **Preparing for Leadership:** Provides a realistic preview of a leadership role
- **Building Leadership Essentials:** Develops foundational leadership capabilities
- **Adaptable Leader Program:** Enhances leadership capabilities with a focus on adaptability
- **Women in Leadership:** Supports female leaders to navigate their unique challenges
- **University of North Carolina (UNC) Executive Development:** Broadens business perspectives, develops an innovative mindset, and enhances an executive presence



**"Participating in UNC's Executive Development program has strengthened my strategic thinking and empowered me with the skills to enhance my executive presence, influence, and foster innovation within my team and Genworth."**

**José Juan Casarrubias Adame**  
Chief Risk Officer, Investments

Additionally, nearly 1,800 associates utilized self-paced learning guides and content materials that were made available through Workday and LinkedIn Learning.

## Health and Wellness

We are committed to supporting our associates and their families at every stage of life with benefits designed to provide personalized physical, mental, and financial support. Our comprehensive benefits package includes childcare subsidies, adoption assistance, tuition reimbursement and student loan repayment, fitness reimbursement, and an employee assistance program offering mental health services, just to name a few. We promote work-life balance with a generous choice time off policy, along with 12 paid holidays, 40 hours of annual volunteer time off, 20 hours of ERG time off, and a strong leave and disability program.





## SPOTLIGHT

### Pathfinders

One way that we were able to **make it better** in 2023 was by launching a new associate feedback survey called Energage, which is focused on identifying opportunities to enhance the associate experience and continuing to build a culture of inclusion and belonging. To help us with these efforts, we also established Pathfinders, a cross-functional and cross-business group of Genworth associates who are strong drivers of culture.

With the support of two executive sponsors, Pathfinders reviewed and analyzed the complete set of survey results, identified key areas for improvement, and created actionable plans to make them better. With a focus on enhancing company culture, Pathfinders reviewed associate feedback in the areas of career development, work-life balance, and associate engagement to identify areas of opportunity. In 2023, Pathfinders spearheaded the implementation of a new navigational system for GenCentral, Genworth's intranet site, and suggested segmenting recorded meetings into shorter pieces to make it easier for associates to digest content and find the information that is most relevant to them.

With a year of experience under their belt, the Pathfinders drove outreach with groups across Genworth to encourage participation in the 2024 Energage survey, and they are well on their way to continuing to drive positive change in 2024.



# our customers

Every day, our associates strive to support the well-being of our customers and their caregivers through a human-centered, technology-enabled customer experience with the goal of helping them navigate the aging journey with confidence.







# Products and Offerings

**In 2023, we continued to provide helpful care solutions and services for our approximately 2.5 million long-term care insurance, life insurance, and annuity customers.**

Our long-term care insurance products are designed to protect against the significant and escalating costs of long-term care services provided either in the policyholder's home or in assisted living or nursing facilities. In our life and annuity segment, we service a variety of protection and retirement income products through our USLI subsidiaries.

With our new business, CareScout, we're working to expand our reach to support the needs of the aging population. In 2023, we launched the CareScout Quality Network (CQN) and laid the groundwork to re-enter the long-term care and funding solution market in 2024.

## CareScout Quality Network

Our CQN is a first-of-its-kind group of long-term care providers certified by CareScout for quality by meeting not just safety standards, but also committing to person-centered care principles. The concept of person-centered care supposes that care should address not only physical health, but also mental, social, and spiritual health.

At the end of 2023, the CQN had nearly 100 credentialed home care providers across 16 states. CareScout is expanding quickly to other states with the goal of achieving national coverage, and plans to add other care settings such as skilled nursing and assisted living locations in the future.



**"We're excited to build on Genworth's legacy of helping older adults in their aging journey with CareScout. Through reimagining the aging experience, we will be able to expand our reach to support the needs of America's aging population, which struggles to find high-quality long-term care they can afford."**

**Matt Turner**  
Chief Operating Officer, CareScout Services

## Engagement on MyGenworth

During 2023, approximately 57,500 new users registered on MyGenworth, our secure website that allows customers to access their policy and contract information, and to submit changes online at any time.

In 2023, one way we were able to **make it better** was by introducing new security measures for new registrations as an extra layer of security to keep our customers' accounts and data safe. This new process leverages additional validations, along with written confirmation of the new registration. This serves as an added security step with the customer instructed to contact our web assist team if they did not initiate the registration request.

Other ways we've enhanced MyGenworth in 2023:

- We enhanced the Claim Payment History page by adding the ability for the customer to view, download, and print a complete view of claim payments during a select date range. These enhancements were identified via "voice of the customer" analysis and aim to improve the customer's claims management experience.

- We combined the Provider Inquiry and Claims functionality into a single tab, creating a streamlined, one stop shop experience for customers. We also added a new Claims Resource Center page to make it easier for customers to find useful information about the claims process prior to submitting a claim.
- We added a new Wellness & Caregiving tab to make it easier to navigate to the information and resources we have available on health and caregiving.
- We made it easier for customers to add or update their address by utilizing a ZIP code service that auto-populates the customer's state and city. In addition to making the form faster to fill out, it reduces the chance of error and decreases the likelihood of return of mail.
- We added an option for customers to select multi-factor authentication in their profile. If they opt in, customers are able to select email, text, or voicemail as the preferred communication channel.

## Coverage Needs Estimator

Genworth provides a range of educational resources and tools to help guide current and future customers in their decision-making process around a variety of care needs. One of these tools is the Coverage Needs Estimator (CNE). Launched in 2022, the CNE is a dynamic online tool that enables policyholders and their families to compare their long-term care insurance benefits to estimated future median care costs in different care settings, leveraging information from Genworth's Cost of Care survey.

Customers engaged with the CNE more than 7,100 times in 2023.





# Customer Service and Experience

We value every touchpoint we have with customers, whether through a live channel interaction with one of our customer service representatives or through a digital channel.

## Our Customer Service Representatives

We made close to 200 external hires in 2023 to support our existing USLI customer base and also expanded our high-touch service teams, Client Services and Customer Advocacy. We also kicked off efforts to onshore our customer-facing teams currently based in Manila. One of the challenges with a senior customer base is that many of them struggle with hearing loss that can make it difficult to communicate with our customer service representatives over the phone, especially when those representatives are non-native English speakers. We believe onshoring these teams will result in fewer call transfers and quicker call resolution, thereby improving our efficiency and contributing to a better customer experience.

## Claims Touch Time Reporting

In 2023, Genworth established a data model that automatically captures information throughout the claims workflow. Using the new data model will allow us to apply advanced analytics techniques to proactively identify friction points in our claims processes, so that we may address them to resolve any negative impacts to our customers' claims experience.





## Approach to Customer Experience Design

We seek to provide consistent and accessible experiences for customers across every touchpoint. To help us accomplish this, our Customer Experience Design Team utilizes three guiding design principles:

- **Make It Simple**

We seek to simplify the complex in the eyes of the customer

- **Make It Effortless**

We seek to make it effortless for our customers to achieve their tasks when interacting with us by merging “high tech” with “high touch”

- **Empower Them**

We seek to empower our customers by providing them with the proper guidance, information, and support they need to make the best decisions on their aging journey

We also use a human-centered design approach to problem solving. This technique puts real people – our customers – at the center of the development process, thereby enabling the creation of products, services, and offerings that resonate with their needs.

## Customer Surveys and Feedback

Launched in 2022, the objective of our customer survey program is to solicit, collect, and analyze customer-driven, “outside-in” insights, enabling us to identify patterns and improve the customer experience. We gather this input from customers using web-based interceptor surveys, call listening, concept and usability testing, and through our formal complaint processes.

One way we have started to incorporate findings from these customer listening posts and adhere to one of our values to **make it human** was by beginning an effort to build out policyholder personas and create customer journey maps. This data-driven approach to persona development will allow our teams to generate customer profiles and segmentation that will enable us to design and deliver experiences that meet their specific needs.



“We’ve made significant progress in strengthening our customer experience design capabilities, and I’m both excited and motivated to continue delivering exceptional experiences to our customers.”

**Chadwick Heard**  
Senior Manager, Experience Design

## SPOTLIGHT

### Policyholder Wellness Program

In the fourth quarter of 2023, Genworth launched Live Well | Age Well, a voluntary and complimentary wellness program designed for Genworth long-term care policyholders and their loved ones. Genworth created this program with a goal of helping people live at home for as long as they want and can. The program includes educational sessions on emotional well-being, caregiver support, home safety, and independent activities of daily living. Policyholders and their loved ones who choose to participate receive suggestions from our care team based on their current lifestyle and can reconnect with Genworth as their needs change.

The Genworth Live Well | Age Well program may include one-on-one coaching and support, personalized wellness plans, items to make daily tasks easier, and online articles and resources.

Genworth 

**Live Well | Age Well**  
YOUR WELLNESS & CAREGIVING GUIDE



# our community

Genworth and its associates are committed to improving the communities where we live, work, and visit. We support organizations that align with our primary business focus areas of supporting healthy aging and caregiving, programs that enable affordable senior housing to help eliminate homelessness, and other sustainable efforts that are important to our associates and promote well-being around the world.







# Volunteerism

We are proud to have a committed group of associates who are actively engaged in supporting their communities when the needs are so great. Our associates invest their time, talent, and monetary contributions to support nonprofit organizations via volunteerism and other enrichment activities.

At all levels of the organization, Genworth associates, including our senior leadership team, participate in volunteer efforts. Volunteer councils in each of our locations play a role in identifying, organizing, and promoting volunteer opportunities in their respective locations. We offer a range of volunteer options to our associates so they can choose to participate in opportunities that meet their interests and skillsets, including some new skills-based volunteering opportunities we made available this year.

Though most associates continued to work remotely in 2023, volunteer engagement improved year-over-year largely due to volunteer events being incorporated into in-person team meetings. To support volunteerism, Genworth provides each associate with 40 hours of volunteer time off.

## Volunteerism by the Numbers



~5,500

Approximately 5,500 total hours volunteered by associates

37%

Associate participation in volunteerism

630+

Nonprofits served globally

## Volunteerism Highlights

### United Way Day of Caring

Genworth is proud to play a crucial role in ensuring the success of the annual Day of Caring organized by the United Way of Central Virginia. This annual event supports local nonprofits in completing projects at their agencies, including painting, landscaping, filing, organizing, and participating in collection drives. As one of the top contributors of volunteers among local businesses, 153 Genworth associates from our Lynchburg location volunteered 569 hours and served 25 different organizations during the 30th annual Day of Caring on May 24, 2023.







## Volunteerism Highlights (continued)

### Habitat for Humanity of Coastal Fairfield County

In 2023, Stamford-based Genworth associates volunteered over 250 hours supporting Habitat for Humanity of Coastal Fairfield County (Habitat CFC). Habitat CFC seeks to build community and improve lives by partnering with low-income families, community volunteers, and donors to build decent and affordable homes in stable and welcoming neighborhoods. Throughout the year, associates assisted with various stages of the home-building process, including framing, roofing, and painting.

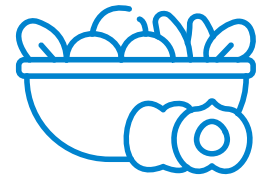


**"Giving back to our local communities by sharing our talents and resources is one of Genworth's tenets and the reason we give all of our associates 40 hours of volunteer time each year."**

**Dewayne Davis**  
Senior Manager, Long-Term Care Claims

### FRIENDS Association's Winter Gift Drive

Genworth associates shopped for and purchased holiday gifts for 100 children, spending \$75–100 per child. Our Genworth facilities team helped load all the gifts into our box truck and delivered them to the FRIENDS Association where they could be distributed to recipient families.



**200+** hours

**Genworth associates volunteered over 200 hours with Feed More by supporting meal preparation, packaging, and distribution to Meals on Wheels and other clients.**

### Feed More's Nourish Campaign, Meals on Wheels, and Other Support

Genworth is a long-time supporter of Feed More, a local nonprofit organization that collects, prepares, and distributes more than 35 million pounds of food annually in order to bring hunger relief to neighbors in need throughout Central Virginia. Given our shared commitment to healthy aging and caregiving, Genworth contributed \$1 million to Feed More's Nourish Campaign in 2023 to support the development of a new facility in Richmond, Virginia that will increase current efficiency and effectiveness, and also position the organization to continue meeting its current needs and preparing for future growth.

In addition to the Nourish Campaign, Genworth is also proud to support Feed More's efforts through volunteerism. Genworth associates volunteered over 200 hours with Feed More in 2023, supporting meal preparation, packaging, and distribution to Meals on Wheels and other clients. Additionally, 11 members of Genworth's Executive Council volunteered for a half-day of packaging meals and snack bags at Feed More's Bayard Community Kitchen in September 2023.

### Bridging Virginia

Genworth associates advised and supported Bridging Virginia across various projects, including reviewing and consulting on human resource policies and procedures, board governance, compliance, and accounting practices. Genworth IT associates also worked with Bridging Virginia to implement Salesforce functionality. Finally, associates helped compile and review a manual to serve as a reference tool to guide managers in the administration of Bridging Virginia's day-to-day operations and to equip employees with the information they need to understand those policies, practices, and procedures.

### Lifelong Learning Institute

Genworth associates taught several different courses for program participants at the Lifelong Learning Institute (LLI) in Chesterfield, Virginia, and at the Osher Lifelong Learning Institute at the University of Richmond. Course topics included navigating the caregiving stages and systems, and learning how to deal with grief, along with religions of the world, chess, and crafts.

We also funded a transportation program offered to LLI Chesterfield program participants that has provided more than 2,600 rides, allowing select participants to attend onsite courses due to reliable transportation.

Our associates also participated in community cleanups and other environmentally focused efforts, which you can find in [The Environment chapter](#).



# Giving

Our philanthropic focus areas - healthy aging and caregiving, senior affordable housing and homelessness, and sustainability - align with our primary business platforms and our commitment to active and meaningful community engagement that supports health, vitality, and economic empowerment.



## Giving at a Glance



### ~\$4.3 million

In 2023, we contributed approximately \$4.3 million to enrich our communities through grants and other funding from our Foundation, sponsorships, and associate donations.

### ~\$2.4 million

Foundation grants and other funding to 86 nonprofits

### ~\$1 million

Sponsorships to organizations aligned with our philanthropic focus areas

### ~\$561,000

Associate donations to nonprofits

### ~\$351,000

Matching gifts, including associate volunteer rewards and other service-related donations

#### Foundation Giving by Focus Area

### ~\$1.5 million

Healthy aging and caregiving

### ~\$107,000

Senior affordable housing and homelessness

### ~\$549,000

Sustainability

### ~\$215,000

Other areas, including disaster relief

### \$330,000+

Over \$330,000 of our total charitable contributions were to nonprofit organizations that are advancing diversity, equity, and inclusion in our respective communities, along with providing other resources to further this critical work.





# Community Partnerships

As a prominent business in each of our locations, we recognize the important role we play in our communities, both from a volunteerism and giving standpoint, but also as a connector between the public, private, and nonprofit sectors. Sustaining and facilitating relationships across these stakeholder groups are critical factors in furthering the abilities of our communities to support the things that matter to our business and our customers.

## Community Partnership Highlights

### Creating Memories with Older Adults and Community Partners

Genworth sponsored the Richmond Symphony's Knight of Soul Gala, featuring Gladys Knight, to help fund programming that enriches and educates our community. We invited seniors and staff from the Circle Center, the Lifelong Learning Institute in Chesterfield, and the Peter Paul Development Center to attend the event with us. All three organizations provide socialization, care, and lifelong learning for seniors.

### Supporting the Alzheimer's Association

One way that Genworth was able to **make it about others** in 2023 was by continuing to nurture our longstanding relationship with the Alzheimer's Association. As a committed supporter of the Walk to End Alzheimer's, we contributed \$25,000 in sponsorships and raised \$58,000 through fundraising campaigns held in our Richmond and Lynchburg locations, as well as virtual events open to all our associates. We also connected the Alzheimer's Association with the Peter Paul Development Center, based on the strong relationships we have with both organizations. By recognizing this mutually beneficial opportunity, the Alzheimer's Association began conducting community education sessions for Peter Paul's Older Adults Program in November 2023.

### Engaging with SilverSource

In partnership with SilverSource, associates volunteered at Harboursite, an affordable housing complex in Stamford, Connecticut, that accommodates individuals across a range of income levels and abilities. Associates engaged with seniors living at Harboursite to play games, work in the gardens, pot plants, and celebrate holidays together.

## SPOTLIGHT

### Virginia Ready



# \$250K

Genworth contributed \$250,000 in sponsorship support to Virginia Ready.

The Virginia Ready initiative is a business-led partnership to rapidly reskill Virginians for in-demand jobs. This is done by supporting credentials in high-growth industries where scholars have a better chance of finding career pathways that are family-sustaining and fulfilling. In addition, \$1,000 Credential Achievement awards are provided to Virginians who complete rapid training programs. After serving as a member since 2020, Genworth CEO Tom McInerney was named Chair of Virginia Ready's Board.

In addition to our CEO's service with Virginia Ready, Genworth contributed \$250,000 in sponsorship support, and Genworth associates participated in various engagements with Virginia Ready:

- Associates were matched with scholars for a six-month mentoring program that kicked off in October 2023.
- A representative from our Talent Acquisition team attended a Virginia Ready event called "Virginia Talent Development Ecosystem: Connecting a Credential Ready Workforce," where they collaborated with leaders from other sectors to discuss solutions to workforce development challenges and to reimagine career paths that could lead to more economic mobility for untapped talent.
- Associates assisted in the creation of a marketing plan for Virginia Ready's Customer Service Credential program in partnership with a vendor selected by Virginia Ready, the Community College Workforce Alliance, and others.
- Genworth Operations recruiters led an information session on our open Operations customer service-focused roles.
- Associates on our Talent Acquisition team led workshops for scholars on understanding total compensation and interviewing for success.



# our other stakeholders

We work with numerous stakeholder groups to help us carry out our mission of supporting our policyholders as they age and serving as a trusted ally for their caregivers. Our approach with these parties is to provide transparency into our decision-making; communicate authentically about our strategy, key milestones, and planning; and always act with integrity and respect.

We view collaboration with stakeholders as a two-way street. We rely on feedback from a variety of sources - including our customers, analysts, government regulators, and industry and advocacy groups - to improve our products and services, respond to market changes, and address the diverse needs of our constituencies.







# Regulators, Government Agencies, and Policymakers

**As an industry leader in the long-term care insurance space, we at Genworth recognize the importance of collaborating with regulators, government agencies, and policymakers to provide the aging population with the care and support they need to live life on their own terms.**

**We leverage our expertise in the aging and care navigation space to advocate for policies at both the state and federal levels that will empower families and strengthen our communities. As an industry thought leader, we actively seek to involve our associate base in efforts with our public partners and stakeholders.**

## LTSS Financing Reform

In 2023, Genworth continued participating in various initiatives relating to long-term services and support (LTSS) financing reform, at both the state and federal levels. Our goal is to help shape the future of long-term care financing, such that future frameworks and systems encourage public/private partnerships to increase access to long-term care insurance coverage, especially for middle-class individuals, while also protecting programs like Medicaid for those who can't afford to finance potential long-term care needs on their own.

In support of LTSS financing reform, we continued our participation with several industry groups and committees. In California, Jamala Arland, President and CEO of U.S. Life Insurance, served as the Senate Rules Committee appointee representing the industry and on the Actuarial Subcommittee for the state's Long-Term Care Insurance Task Force, which formulated the recommendations made in its feasibility report and the accompanying actuarial report. We also worked with an industry stakeholder group to suggest reforms to Washington state's WA Cares program.

## Engagement at the State and Federal Levels

### Long-Term Care Policyholder Support Initiatives

As Genworth continues to promote the importance of healthy aging on one's own terms, policyholder support initiatives related to wellness are pushed to the forefront. We engage in industry-wide efforts that focus on ensuring that insurers have the flexibility to provide services and offerings to policyholders and their caregivers, pre-claim, which is intended to help preserve benefits while encouraging good health and well-being. Two specific Genworth offerings in this space are our Live Well | Age Well program and CareScout Services, both of which are discussed in more detail in the [Our Customers chapter](#).

### Virginia Governor's Conference on Aging

In May 2023, Genworth hosted a panel discussion as part of the Virginia Governor's Conference on Aging, titled, "How Genworth is Paving the Way for Employee Caregivers and Older Adults in Virginia." Genworth leaders covered topics that included how we designed our benefit offerings with the needs of employee caregivers in mind, how and why caregiver support and empowerment are critical components of our diversity and inclusion strategy, and how we utilize learnings from employee caregiver experiences to inform the care and wellness offerings available to our long-term care insurance policyholders.



## Engagement at the State and Federal Levels (continued)

### Ongoing Long-Term Care Education

We continue to use regulatory and legislative outreach opportunities to educate policymakers, lawmakers, and insurance commissioners about the key issues of importance to Genworth and the long-term care insurance industry. These efforts include providing introductory and educational briefings on both Genworth and the long-term care insurance space, as well as developing and strengthening relationships with policymakers. We use our expertise to provide feedback on legislation addressing long-term care insurance topics (such as policyholder notification requirements and long-term care insurance rate actions).

## Industry Thought Leadership

### Cost of Care Survey

Since 2004, Genworth has regularly conducted a [Cost of Care Survey](#) to help families understand and plan for their potential long-term care needs. The study compiles rates charged by long-term care providers across all 50 states and makes them easily accessible through an interactive digital tool on Genworth's website.

After the 2021 survey, we chose to recalibrate our approach for the Cost of Care Survey to account for both the shifts in the long-term care space and in our company's strategic direction. To **make it happen**, we relaunched the survey in 2023 with new methodology that factors in these evolutions, and we're excited to share the results.

### Intercompany Long-Term Care Insurance Conference

We also participated in the 2023 Intercompany Long-Term Care Insurance Conference, with Genworth associates serving as panelists and supporting the production of sessions on a range of topics from public LTSS financing proposals to policyholder communications and engagement, and more.

### CareScout Consumer Panel

In December 2023, CareScout hosted a consumer panel at Aging Media's Continuum Conference in Washington, D.C., called "Consumer Voices: The Stories of Long-Term Care." Moderated by industry expert Anne Tumlinson, CEO of ATI Advisory, this panel highlighted the personal experiences and perspectives of people who've navigated long-term care as care recipients and caregivers. The event was attended by long-term care industry leaders and business owners, and featured topics including what "quality" means to care seekers, how the speakers found the right care and the challenges in doing so, and what builds trust with care recipients and caregivers.



## Associate Engagement

### Election Communications

In continued recognition of the importance of civic engagement, Genworth's Government Relations and Communications teams partnered to inform and encourage associates to participate in the 2023 election cycle. In 2023, we revamped the resources available internally on our GenCentral intranet site and promoted our policy of providing paid time off to vote.

### Political Contributions

Genworth recognizes the importance of meaningful corporate governance practices as they relate to corporate political contributions and expenditures. The Genworth Board adopted the [Policy on Corporate Political Contributions and Expenditures](#) to ensure that political contributions and expenditures in the U.S. are consistent with Genworth's core values and that they promote bipartisan and consensus-driven policy.

Our corporate political contributions, along with those of the Genworth Political Action Committee (PAC), are published on our [website](#).





# Suppliers

Genworth's success as an organization is supported by a network of suppliers and business partners. Because these partners are enmeshed in many parts of our business, we insist that all organizations that choose to partner with us comply with our [Code of Ethics for Suppliers](#), which states that human rights and environmental sustainability concerns are key considerations when it comes to assessing supplier proposals. Our supplier selection process includes sustainability considerations by incorporating questions focused on sustainability initiatives in our standard request for proposal templates.

All suppliers are subject to a risk-based assessment that considers the content, scope, and terms of our engagement. Suppliers identified as medium risk to high risk receive a higher degree of scrutiny. In 2023, 282 suppliers fell into this category, comprising 68% of our total procurement spend.



**"The Supplier Diversity Initiative is incredibly important because it deepens and expands our relationships with diverse suppliers in our communities."**

**Shatara Weaver**  
Sourcing Manager and Supplier Diversity Leader

In line with Genworth's belief that diversity, equity, and inclusion sit at the heart of everything we do, this year we also launched a new Supplier Diversity Initiative aimed at increasing our engagement and partnership with diverse suppliers. Diverse suppliers are defined as for-profit organizations that are at least 51% owned by one or more individuals of a socially or economically disadvantaged group and may include certified women-owned, minority-owned, disabled-owned, LGBTQ+ owned, veteran-owned, and/or small businesses.

## Stockholders

This past year, Genworth made significant progress toward achieving our strategic priorities. We reduced the tail risk on our legacy long-term care insurance book of business through our Multi-Year Rate Action Plan, as the net present value of premium rate increases and benefit reductions increased by approximately \$4.5 billion.

We returned significant value to our stockholders through our share repurchase program, repurchasing approximately \$295 million worth of shares at an average price of \$5.70 per share. Enact's strong performance and shareholder distributions continued to be an important source of cash flow to Genworth this past year, providing us with \$245 million of capital returns from Enact.

In 2023, we achieved a notable milestone by launching the CQN for our long-term care insurance policyholders, which includes a select group of long-term care providers certified as quality providers for meeting not just safety standards, but also for committing to person-centered care principles. By year end, the Network was available in four states as we work to offer nationwide coverage. In addition, we launched Live Well | Age Well, a voluntary and complimentary wellness program designed to help Genworth's long-term care insurance policyholders live in their homes as long as they want and can during the aging process.

### Credit Ratings Update

**BB-**

In February 2023, S&P Global Ratings (S&P) upgraded the long-term issuer credit rating of Genworth Financial, Inc. and Genworth Holdings, Inc. to BB- from B+. The outlook for the ratings remains stable.

**Ba1**

In March 2023, Moody's Investors Service, Inc. (Moody's) upgraded Genworth Holdings, Inc.'s senior unsecured debt rating to Ba1 from Ba2.



## SPOTLIGHT

### Long-Term Care Symposium

The goal of the LTC Symposium is to educate and expose participants to a range of new perspectives, and to highlight efforts from various groups focused on improving the way our country provides access to and delivers long-term care.

In October 2023, after taking a pandemic-related hiatus, Genworth brought back one of our signature events in Washington, D.C., the Long-Term Care Symposium. This year's event brought together Genworth and CareScout business leaders and stakeholders with a diverse array of perspectives, disciplines, and experiences for two panel discussions focused on the theme of "A Better Future for Care." Our speakers represented the private sector, academia, research, nonprofit organizations, and advocacy groups. In addition, we were joined by representatives from approximately 30 congressional offices, along with state legislators, state insurance regulators, and other third-party organizations with an interest in long-term care and aging.

One way that we were able to **make it human** this year was to livestream the event so that people across the country could attend virtually, including Genworth associates. We also made the recordings widely available [here](#).



# governance & risk management

We're proud to provide a wide range of financial products and services that help people age with confidence. Equally as important as the work we do is how we do it.







# Our Code of Ethics

**Our Code of Ethics, and its implementing procedures, apply not only to our associates, but also to members of our Board, our suppliers, and other third parties who work on our behalf.**

## ***Integrity First***

The Guiding Principles in *Integrity First*, our [Code of Ethics](#), inform each decision we make and every interaction we have. The Code requires, among other things, that we:

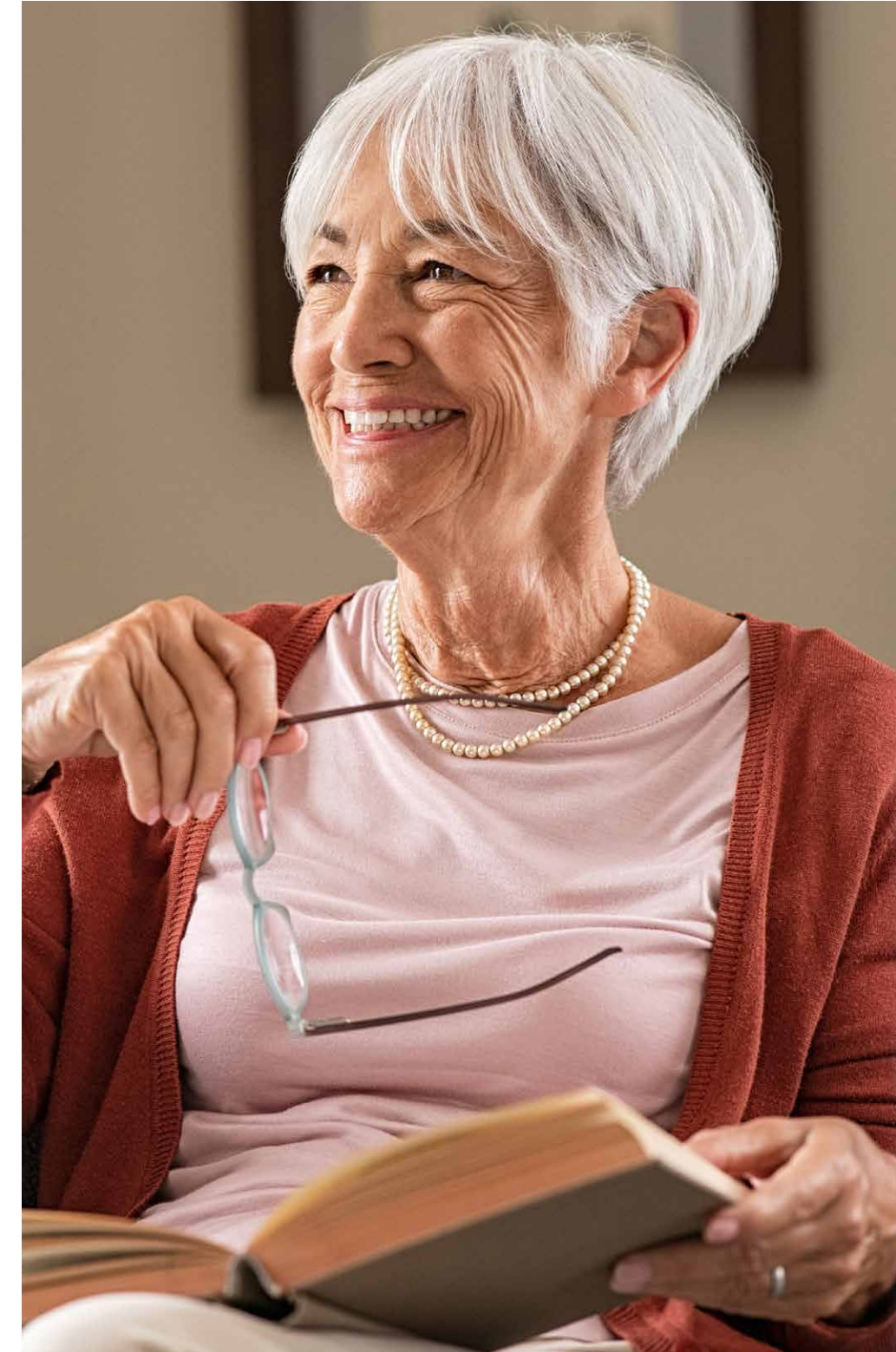
1. Obey the applicable laws and regulations governing our business conduct worldwide
2. Sustain a culture where ethical conduct is recognized, valued, and exemplified by all associates
3. Be honest, fair, and trustworthy in all Genworth activities and relationships
4. Foster an atmosphere in which fair employment practices extend to every member of the diverse Genworth community
5. Avoid all conflicts of interest between work and personal affairs
6. Strive to create a safe workplace, protect the environment, and conduct our business operations with the highest regard for the fundamental rights of each person in our workplace, in our communities, and in our world

Each year, Genworth associates are required to acknowledge their understanding of, and compliance with, the responsibilities and policies in *Integrity First*, including their obligation to report possible violations of law or a Genworth policy through one of the available Genworth channels, including a confidential ombuds network.

## **Creating a Transparent, Accountable, and Responsible Corporate Culture**

Fostering an open, safe environment for the individuals that choose to work for us, where each person can contribute fully and feel empowered to ask questions and raise concerns, is essential to our continued success. We strive to create this culture by:

- Emphasizing the importance of company-wide oversight, enabling us to function effectively in a dynamic legal and regulatory environment
- Establishing a confidential ombuds network, along with multiple other channels, through which associates can share concerns or report potential violations
- Respecting privacy, handling concerns with discretion, and adhering to a strict non-retaliation policy as part of our complaint-handling process







# Corporate Governance

**We believe that effective corporate governance helps promote the long-term interests of our stockholders and strengthens Board and management oversight and accountability. We've created a governance framework that ensures we have a culture of management accountability, which allows us to uphold Genworth's commitment to corporate responsibility and protects the interests of our stakeholders.**

Our Board is comprised of nine individuals elected annually by our stockholders. Our directors bring a wide range of skills, expertise, and perspectives to our company. We believe that these qualities, combined with their diverse lived experiences – across age, gender, race, and ethnicity – enable the Board to collectively provide the best leadership and judgment, and always with integrity.

Each year, the Board completes an annual self-evaluation overseen by the Nominating and Corporate Governance Committee. During this evaluation, directors can provide anonymous and confidential feedback about the effectiveness and opportunities for growth and improvement for the Board and its standing committees, as well as for individual director performance.

## Genworth Board Standing Committees

Our Board includes four standing committees that share responsibility for management oversight to ensure that the long-term interests of our stockholders and other stakeholders are being served. The standing committees of the Genworth Board, along with the primary responsibilities for each, are:

### Audit

To assist the Board in its oversight of the integrity of the company's financial statements, the company's compliance with legal and regulatory requirements, the independent auditor's qualifications and independence, and the performance of the company's internal audit function and independent auditor

### Management Development and Compensation

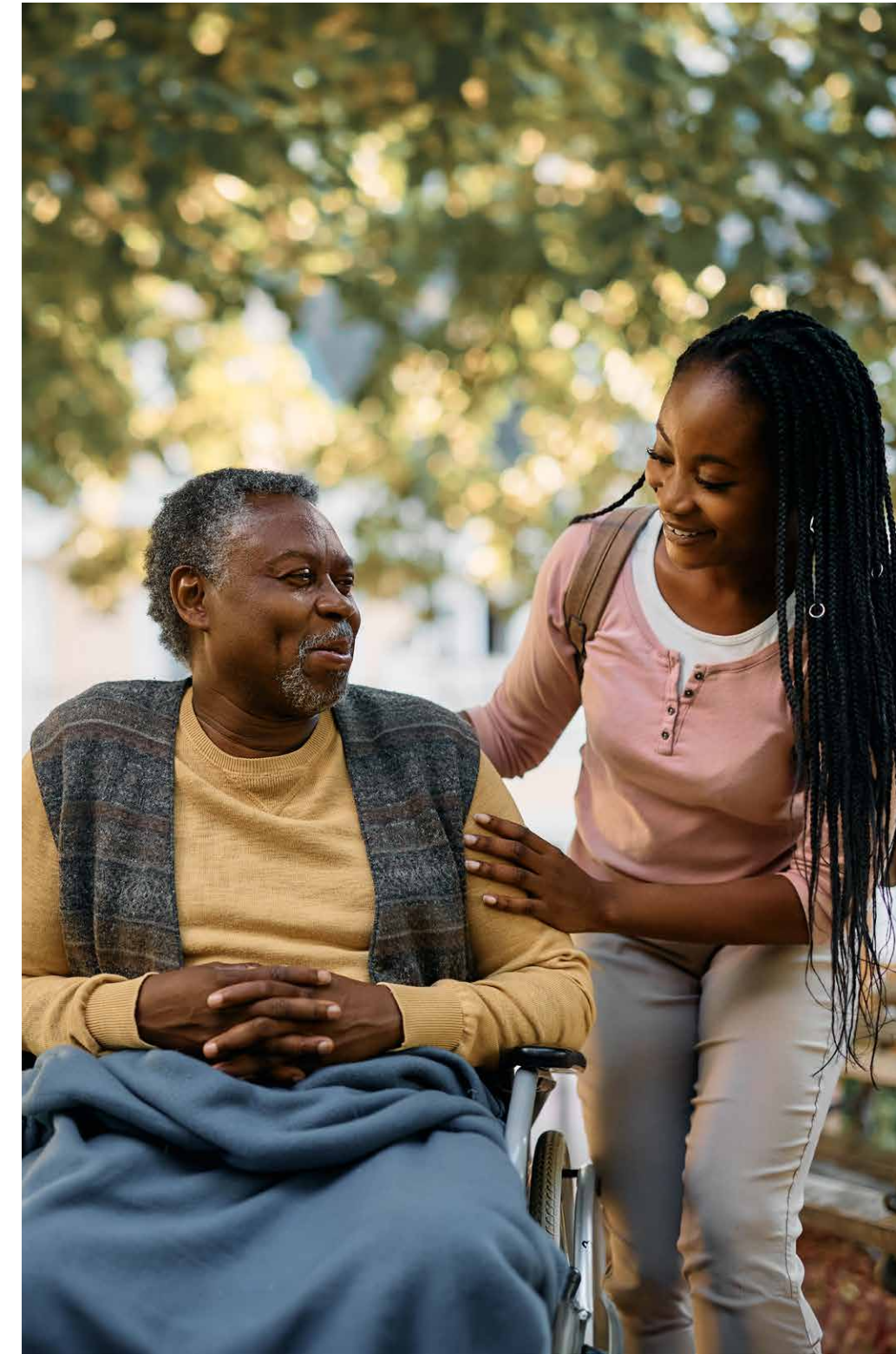
To carry out the Board's overall responsibility relating to executive compensation and succession planning

### Nominating and Corporate Governance

To assist the Board in identifying qualified individuals to become Board members, determining the composition of the Board and its committees, overseeing the evaluation of Board effectiveness, and developing and implementing the company's corporate governance guidelines

### Risk

To assist the Board in its oversight relating to the company's (i) enterprise risk management policy and the related risk profile, (ii) compliance program, (iii) information security program, and (iv) investment portfolio and strategy





## Board Oversight of Sustainability

Some of these standing committees also have oversight responsibilities for sustainability-related matters. The Nominating and Corporate Governance Committee has general oversight of our ESG policies and practices, and regularly reviews our sustainability platform. In addition, this committee has specific oversight responsibilities over our:

- Political contributions and expenditures, including periodically reviewing the nature and amount of the company's political contributions and expenditures, the operations of the company's Political Action Committee, and the company's public disclosure regarding such activities
- Philanthropic programs; financial and other support of charitable, educational, and cultural organizations; and the company's community volunteer activities
- Environmental policy and practices

The Management Development and Compensation Committee has oversight responsibility relating to executive compensation and succession planning. This committee also oversees matters related to Genworth's human capital management strategy. In 2023, this committee received updates on our diversity and inclusion initiatives, as well as on the recruitment, retention, and engagement of our associates. In addition, this committee also oversees our Human Rights Policy.

The Risk Committee is responsible for oversight of our enterprise risk management, our information security programs, and our investment portfolio and strategy, among other things. This committee considers climate-related risks in its assessments of standard operational risks, including risks related to the regulatory environment, technology, and Genworth's reputation. In 2023, the Risk Committee received regular updates related to data security and cybersecurity matters, and discussed emerging risks including artificial intelligence and the potential impact of climate risk.

## Board Education

Director education begins when a director joins our Board with initial orientation sessions. Then, on an ongoing basis, our directors are briefed on subjects that assist them in discharging their duties. Often, these are customized to meet a particular director's needs. These presentations may be provided during Board meetings, standing committee meetings, or information sessions. In addition, "deep dives" on certain areas of interest, especially those of particular importance to the company and its businesses, are provided to the Board, our standing committees, or an individual director. Directors are encouraged to participate in external educational courses and seminars to help them stay abreast of key topics and evolving responsibilities.

In 2023, we hosted Board education sessions on timely topics, including U.S. GAAP long-duration targeted improvements (LDTI) accounting and Senior Sensitivity training, continuing to build on the diverse experiences our Board brings to the company. Our Board applies these experiences in support of our strategic priorities, and was able to **make it human** by sharing their collective experiences and expertise in small group discussions on credentialing, network management, user experience, and competitive intelligence with our New York City-based CareScout team.



"Supporting people and their loved ones through the aging journey is a challenge that will only continue to grow. Genworth must operate with sustainability in mind - in all senses of the word - so we're able to continue helping our customers navigate that journey with confidence, now and in the future."

**Senator G. Kent Conrad**  
Chair of the Nominating and  
Corporate Governance Committee





## Genworth Board of Directors



### Melina E. Higgins

Non-Executive  
Chair of the Board  
& Former Partner at  
The Goldman Sachs Group, Inc.



### Jill R. Goodman

Managing Director,  
Foros Advisors, LLC



### Robert P. Restrepo Jr.

Former Chairman, President  
and Chief Executive Officer  
of State Auto Financial  
Corporation



### G. Kent Conrad

Former U.S. Senator  
representing the  
State of North Dakota



### Thomas J. McInerney

President and  
Chief Executive Officer of  
Genworth Financial, Inc.



### Elaine A. Sarsynski

Former Chairwoman,  
Chief Executive Officer  
and President of MassMutual  
International



### Karen E. Dyson

Lieutenant General,  
U.S. Army, Retired



### Howard D. Mills, III

Executive Vice President  
of Business Development  
and External Affairs,  
beeXact

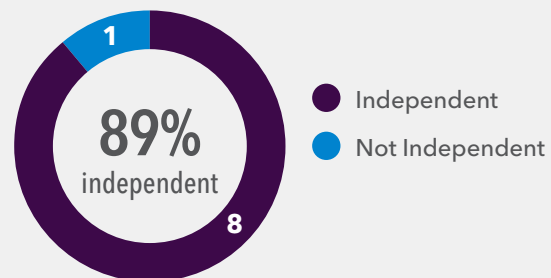


### Ramsey D. Smith

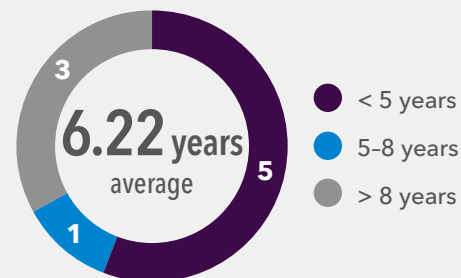
Founder and CEO,  
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## Board Demographics

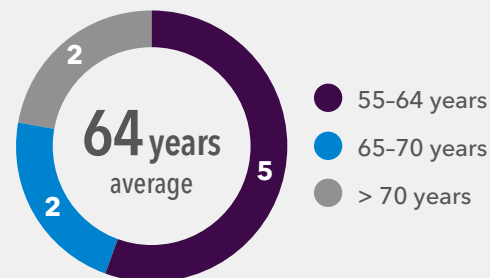
### Independence



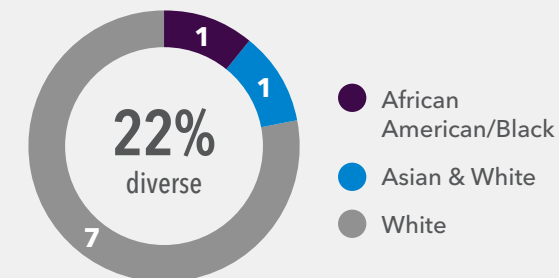
### Tenure



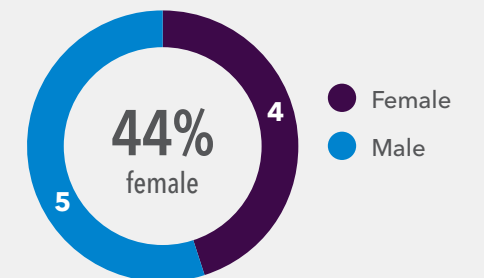
### Age



### Race/Ethnicity



### Gender





# Our Board of Directors' Experience Matrix

The skills matrix below is intended as a high-level summary and not an exhaustive list of each director's skills or contributions to the Board.

	Sen. Conrad	Lt. Gen. Dyson	Ms. Goodman	Ms. Higgins	Mr. McInerney	Mr. Mills	Mr. Restrepo	Ms. Sarsynski	Mr. Smith
CORE COMPETENCIES	<b>CEO/Business Head</b> Provides leadership perspectives with practical understanding of organizations, operations, strategy and risk management.			●	●	●		●	●
	<b>Risk Management</b> Provides critical perspectives for the Board's role in overseeing the risks facing Genworth.	●	●	●	●	●	●	●	●
	<b>Financial/Investment</b> Assists our directors in understanding and overseeing our financial reporting and internal controls, as well as evaluating our financial statements and investment strategy.		●	●	●		●	●	●
	<b>Corporate Governance/Public Company Board</b> Supports our goals of strong governance with Board and management accountability, transparency and protection of stockholder interests.	●	●	●	●	●	●	●	●
STRATEGIC SKILLS	<b>Industry</b> Provides insight on issues specific to our businesses within the financial services industry.				●	●	●	●	●
	<b>Healthcare/Medical</b> Assists our directors in understanding and reviewing our business and strategy.	●		●	●	●			
	<b>Marketing</b> Supports Genworth as it seeks to identify and develop new markets for its financial products and services.				●	●	●	●	●
	<b>Public Policy/Regulatory</b> Provides valuable insight and guidance to Genworth to help navigate governmental and regulatory actions that impact our businesses.	●	●		●	●	●	●	
	<b>Technology/Information &amp; Cybersecurity</b> Provides relevant insight as Genworth looks for ways to enhance the customer experience and internal operations and oversee technology/information & cybersecurity risk.		●			●	●	●	●
	<b>Mergers and Acquisitions/Restructuring</b> Provides experience to assist Genworth with a practical understanding of developing, implementing and assessing our operating plan and business strategy.		●	●	●		●	●	●
	<b>International</b> Provides helpful perspectives as Genworth evaluates growing our business outside of the United States.	●	●		●	●	●	●	●





# Risk Management

As a financial services company, the very nature of our business involves the underwriting, management, and assumption of risks on behalf of our customers. While we believe that everyone at Genworth plays a role in risk management, oversight responsibility is allocated among the Board, the Risk Committee, and management.

## Enterprise Risk Management Framework

Our enterprise risk management framework comprises many facets, including:

Risk policies

Risk tolerances

Business strategy and planning

Governance

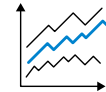
Risk quantification

Enterprise-wide stress testing

Along with the Board's Risk Committee, senior management focuses particular attention on the following risk areas that we have identified as our most significant:



Credit



Market



Insurance



Housing



Operational



Model



Technology (IT)

## Climate Risk

We utilized our enterprise risk management framework to assess climate risks through a multi-phase climate risk management process that included a series of risk assessments and scenario analyses. We invite you to review our [TCFD Report](#) for more information.





# Data Protection and Cybersecurity

**In today's increasingly digital world, protecting our own data – and that of our customers and business partners – is essential. Genworth recognizes the significant operational risks, including risk of losses from cyber incidents, and the importance of having a strong cybersecurity program for effective risk management.**

Our program employs various controls and policies to secure our operations and information, including monitoring, reporting, managing, and remediating cybersecurity threats. Key features of the program include access controls, security training, system security testing, dedicated security personnel, event monitoring, and, when necessary, consultations with third-party data security experts.

Our IT security program, which is regularly updated to align with best practices and industry guidelines, includes:

- Written IT policies and standards designed to guard the integrity of our institutional, commercial, and private customers' personal information
- Regular external and internal reviews of our data protection practices
- A robust suite of IT security products that enable us to manage cybersecurity risks within the organization and at alternate sites where business is conducted

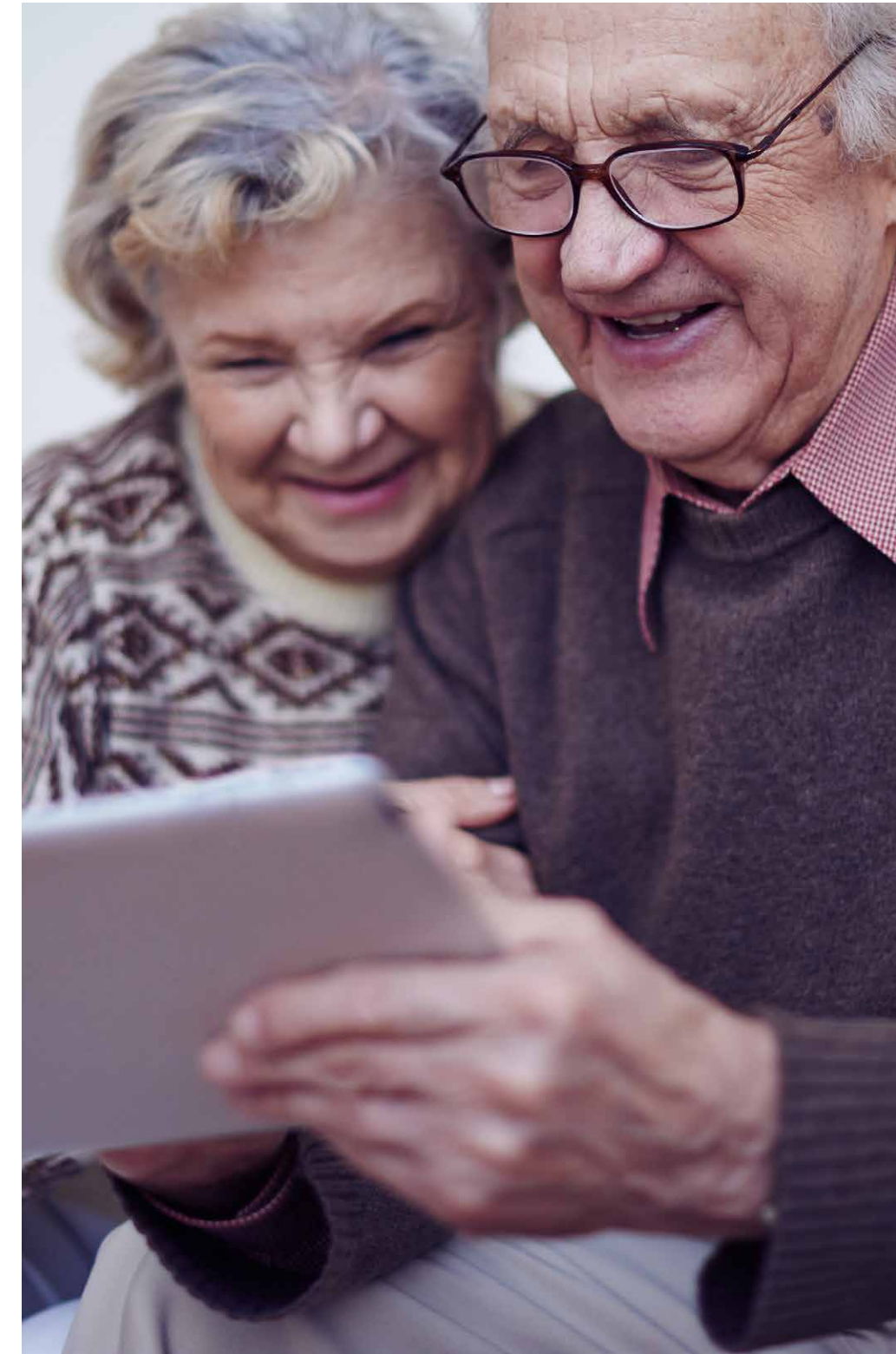
Additionally, we have procedures in place for reporting and responding to potential security incidents, and also for determining applicable disclosure requirements.



**"We're able to respond quickly when incidents arise, not only because we have plans and procedures in place that have been tested, but also because we're able to work seamlessly across functions."**

**Frank Viar**  
Director, Operational Risk

One way that our associates **make it about others** when it comes to data protection and cybersecurity threats is by completing training on phishing and responding to regular phishing tests. Associates understand that each of them plays a role in protecting our company, our customers, and each other from potential threats. In the event of an incident, associates work together across functional groups to take the necessary steps to reach resolution quickly and effectively, always with a customer-first mindset.







# Compliance and Business Ethics

**We have implemented a robust compliance program that addresses critical topics including information and training on money laundering prevention, anti-bribery, anti-corruption, insider trading, conflicts of interest, data privacy, and reporting integrity or ethical concerns. Our associates must meet multiple regulatory and business training requirements (e.g., Anti-Money Laundering training) on a regular basis. Compliance training has been implemented to meet these requirements and to educate associates about their compliance responsibilities.**

**Genworth is committed to ethical business practices, including responsible marketing and clear communications about necessary premium rate actions.**

## Managing Necessary Rate Actions

Our long-term care insurance policies often cover periods of more than 30 years. Assumptions about the number and cost of claims, which would not be initiated until decades later, were made in good faith when these policies were initially priced. However, many of those assumptions have evolved as both the cost and demand for care have exceeded what was originally priced and anticipated.

Insurance companies, including ours, have incurred significant losses as a result, and many companies have left the market. Yet, we remain committed to identifying solutions to help individuals address their future long-term care needs. We continue to file for premium rate increases on certain in-force long-term care insurance policies to stabilize our legacy business, strengthening Genworth's ability to meet our obligations to policyholders.

We are mindful of the difficulties that some policyholders may face as we implement premium rate increases, and are providing a wide range of reduced benefit options that allow most policyholders to partially or completely mitigate the impact of these increases while still maintaining meaningful benefits.

## Responsible Marketing

Our advertising materials are subject to rigorous compliance reviews to ensure that they comply with all regulatory requirements. Our market conduct policies and procedures are reviewed at least annually and are subject to internal

controls to monitor compliance. We also file marketing materials with the Interstate Insurance Product Regulation Commission or directly seek approval in states where required to do so.

For individual long-term care insurance sales, agents are required to request suitability information from consumers, which includes, at a minimum, a completed Personal Worksheet designed by the National Association of Insurance Commissioners (NAIC). This Personal Worksheet compiles important information through questions that help us, along with our applicants, review the suitability of our product relative to their needs.

We also provide the Personal Worksheet to consumers applying for coverage through long-term care employer group plans. Finally, all long-term care insurance applicants (individual and group) receive the NAIC Shopper's Guide to Long-Term Care Insurance (or the required state-specific equivalent), along with an Outline of Coverage and other important information, to help ensure that consumers understand the type of coverage they are purchasing.

As we focus on advancing Genworth's senior care growth initiatives by providing meaningful products and services through CareScout to address the needs of elderly Americans, all related advertising materials will be subject to Genworth's market conduct policies and procedures.



# Asset Management

**We understand that sustainability begins with our responsibility to honor our promises to our policyholders. Accordingly, we pursue investment opportunities that we determine are supportive of ESG considerations while also falling within our core investment parameters and providing sustainable market returns.**

We have adopted an Investments ESG Policy Statement that provides guidelines to staff and management on incorporating ESG considerations as part of our underwriting. We have also established a management-level Investments ESG Committee, which includes, among others, the Chief Investment Officer and the heads of our Investment Risk, Credit, and Portfolio Management areas.

We have adopted an integrated approach to ESG considerations. ESG factors provide key inputs into our underwriting process and inform important considerations in the risk/reward analysis that we conduct in our investment decision-making. Proper assessment of these factors can help reduce investment risk and enhance long-term returns. Our strategy is not exclusionary, as we believe an integrated approach enables us to best serve the needs of our policyholders and stakeholders. Once a security is in the portfolio, our Investments team performs regular ESG assessments. Exposure to credit sectors that have heightened

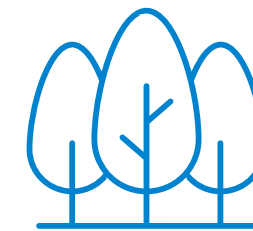
ESG risk are periodically reviewed by the Investments ESG Committee. We also conduct periodic reviews of the ESG policies of our external managers and independent advisors working in emerging markets, alternative assets, and middle market loans. All of our external asset managers are signatories of the United Nations-supported Principles for Responsible Investment (PRI) and have ESG policies.

We have also implemented a framework to assess our portfolio and calculate a discrete ESG score for all our corporate and municipal bond holdings, covering 80% of our total fixed income portfolio, as of the fourth quarter of 2023. The ESG score in high transition risk sectors is based on information collected on the companies we hold in our portfolio, such as emissions, energy usage, emission reduction targets, climate transition plans, and TCFD disclosures, and is used to inform investment decisions.

In 2023, we committed to an Energy Transition Fund that will acquire high-quality assets and businesses seeking to accelerate the transition to a net-zero global economy. The fund will partner with top sponsors who have the scale to invest capital to infrastructure strategies alongside the Inflation Reduction Act and the Infrastructure Investment and Jobs Act. These U.S. Government programs produce attractive investment opportunities related to the energy transition and clean energy infrastructure that align with our return-focused objectives.

We utilize our Enterprise Risk Management framework to assess climate risk, and have initiated a multi-phase climate risk management process. In 2022, a series of risk assessments and scenario analyses was utilized to assess the potential impacts of climate change on Genworth's physical operations and to select liability portfolios. In 2023, we evaluated the impact of climate risk on our investment portfolio, utilizing the same climate scenarios for integration with the liability analyses. We will continue to assess our climate risk management process as models and data improve.

As of December 31, 2023, Genworth held more than \$775 million in sustainable investments and investment commitments. These investments include \$515 million of green, social, sustainability, and sustainability-linked bonds; \$235 million in hydro, wind, solar, and energy-efficiency projects; and a \$25 million commitment to an energy transition private equity fund.



## \$775M+

**As of December 31, 2023, Genworth held more than \$775 million in sustainable investments and investment commitments.**





## SPOTLIGHT

## Senior Sensitivity Training with Our Board

After developing and launching a new Senior Sensitivity training offering in 2022, we doubled down in 2023 by requiring that all Genworth associates complete this workshop. We also facilitated the workshop with our Board.

This workshop helped participants gain a better understanding of the challenges that often come as individuals grow older, with an aging simulation that allowed participants to walk in their shoes. The course was designed to promote empathy, understanding, and tolerance for seniors, and to offer perspectives to inform more thoughtful communications with them.

We know that our ability to connect with our customers depends on having a full understanding of their situation, their needs, and the challenges they face. Immersive trainings like these bring us closer to more fully understanding the customer experience, thereby helping us deliver an exceptional customer experience.



"Shared experiences like Senior Sensitivity training are especially important to our Board as we each bring our diverse skillsets to guide Genworth's next chapter."

**Melina Higgins**  
Non-Executive Chair of the Board





# the environment

We're committed to operating efficiently, monitoring our emissions, and promoting environmental awareness. We're taking a responsible approach to preserve the environment, build trust, and create long-term value for all our stakeholders. By doing so, we can create a sustainable future for generations to come.







# New Headquarters

Our physical presence in Richmond, Virginia, our headquarters, has evolved over the past several years. After working remotely due to the COVID-19 pandemic in 2020 and 2021, many of our associates returned to offices in 2022.

During that time, we also decided that we would need new office space in Richmond for our headquarters. In early 2022, our Richmond associates began working in a temporary space while we worked to repurpose our old campus and renovate our new, permanent space. We're excited to move into this campus beginning in April of 2024.



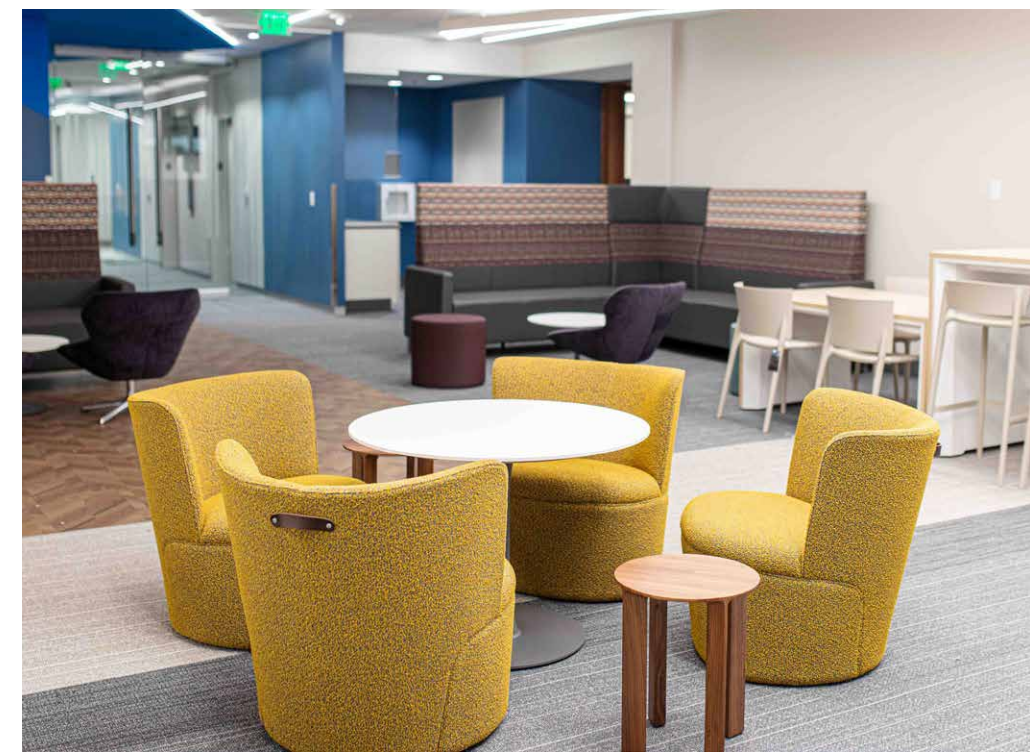
Environmental impact and sustainability matters were considered as a part of our design elements with our new Richmond headquarters to minimize waste and landfill impact. Some of these considerations included planning selective demolition, salvaging lights and fixtures, and utilizing LEED principles for construction and demolition waste management and disposal. We also worked with vendors embracing sustainability principles as we sought to incorporate environmentally friendly efficiencies. Some examples of the resulting design choices include:

- Indoor water use reduction fixtures
- Optimizing Energy Star equipment
- LED interior lighting
- Carpet tile, wall panels, countertops, and ceiling tiles that include carbon-neutral, Green Label Plus-certified and recycled materials
- Selecting furniture and finishes with environmental product declarations, recycled content, and low-emitting materials



"We designed our new Richmond headquarters space with both the associate experience and environmental considerations top of mind."

**Katy Hunter**  
Vice President, Human Resources







# Enhanced Climate Disclosures

In 2023, we continued enhancing our climate disclosures and reporting. We completed our yearly CDP submission and published our second annual [TCFD Report](#). These reports included environmental disclosures and information about our governance structures, strategy, risk management processes, and metrics. Genworth’s management-level Sustainability Committee supports Genworth’s ongoing commitment to ESG matters and is responsible for implementing our [Environmental Policy](#), with oversight from the company’s Executive Council and the Board’s Nominating and Corporate Governance Committee.

Climate-related risks are integrated into Genworth’s multidisciplinary, company-wide risk management program, which includes assessments of risk appetite and risk tolerance limits, as well as risk identification, quantification, governance processes, and applicable policies and procedures. The assessments evaluate our direct operations, along with inputs and impacts up and down stream. The Board Risk Committee also reviews potential impacts of climate risks.

## Our Greenhouse Gas Inventory

Genworth maintained a Management “B” score for our CDP assessment, which considered our assessment of climate-related risks and opportunities, along with our strategy, programming, and activities during calendar year 2023.



### Total Scope 1 & 2 Emissions\* In metric tons CO<sub>2</sub>e

	2021	2022**	2023
Scope 1	592	769	659
Scope 2	5,679	4,288	6,882
<b>Scope 1 &amp; 2</b>	<b>6,271</b>	<b>5,057</b>	<b>7,541</b>

With the transition to our new headquarters location throughout 2023, our Scope 1 & 2 emissions are not comparable to prior years, given the temporary increase in the number of our office facilities, along with resulting construction, in Richmond, Virginia.

However, Genworth’s Scope 1 emissions decreased in 2023 and were primarily comprised of natural gas, heating oil, gasoline for company vehicles, and diesel fuel for backup generators. Our Scope 2 emissions, primarily comprised of purchased electricity, increased in 2023. This increase was the result of our associates in Richmond working in a temporary office site while we renovated our new headquarters location and continued to repurpose our old campus. We expect this larger physical footprint to impact our Scope 2 emissions in 2023 and 2024, and, while this drove our overall Scope 1 and 2 emissions up in 2023, most other emission sources were either stable or decreased in 2023 from the prior year.

Our Scope 1 & 2 emissions calculations have been verified by a third-party reviewer who provided limited assurance that they conform to the GHG Protocol Corporate Accounting and Reporting Standard (revised edition).

Currently, we are in the process of calculating our 2023 Scope 3 emissions, which are comprised of indirect emissions associated across our value chain, and this data will be included in our TCFD report, which will be posted to Genworth’s website later this year.

\* Includes Scope 1 & 2 emissions for Enact

\*\* Our 2022 Scope 1 & 2 emissions have been recalculated from previously reported data to account for additional information gathered with enhanced monitoring protocols. Due to timing, this information is still being verified by a third-party reviewer to provide limited assurance.



**SPOTLIGHT****Volunteerism for the Environment**

In addition to the volunteerism cited in the Our Community chapter, Genworth associates led several volunteer efforts focused on improving the environment across our sites in Richmond, Lynchburg, and Stamford. In Virginia, an associate-led group called the Green Team organizes and coordinates many of these efforts.

**Some highlights from these efforts include:**

- Harvesting nearly 450 pounds of produce from the Genworth Gardens in Richmond and Lynchburg, and donating the food to Feed More and Lynchburg Daily Bread
- Adopting a one-mile stretch of the Richmond Capital Trail and committing to cleaning the trail at least once on a quarterly basis (45 hours volunteered by associates)
- Supporting grounds maintenance projects at Maymont, a 100-acre historic estate and park in Richmond, in the estate's Japanese gardens and grounds (87 hours volunteered by associates)
- Cleaning, planting, and weeding at the Domus Kids and Kids in Crisis sites in Stamford (87 hours and 66 hours volunteered at each site, respectively)
- Collecting trash in the area surrounding the Lynchburg Daily Bread facility as part of neighborhood cleanup efforts



# conclusion & outlook

We're proud of the progress we made in 2023 toward creating a sustainable future built on compassion and care. We demonstrated our commitment to upholding our four company values throughout all our efforts, from fostering a culture of belonging for our associates, to deepening relationships with those in our communities, operating with a customer-centric mindset, and maintaining a solid governance and risk management framework to ensure that we are always acting with integrity and with the interests of our stakeholders in mind.

We're excited about what 2024 holds for Genworth and CareScout, and we remain as committed as ever to empowering families to successfully navigate the aging journey with confidence.





disclosure data







# Sustainability Accounting Standards Board (SASB) Index

Topic	Accounting metric	Code	Disclosure
Transparent Information and Fair Advice for Customers	Total amount of monetary losses as a result of legal proceedings associated with marketing and communication of insurance product-related information to new and returning customers	FN-IN-270a.1	For details on legal proceedings, see Genworth’s 2023 Form 10-K, Part II - Item 8 - Financial Statements and Supplementary Data - Note 25 - Commitments and Contingencies.
	Complaints-to-claims ratio	FN-IN-270a.2	Genworth considers the NAIC Closed Complaint Index to be the relevant metrics to assess and compare the effectiveness of our operations to that of our peers. The Closed Complaint Index is calculated by dividing the company’s share of complaints in the U.S. market by the company’s share of premiums in the U.S. market. For 2023, the indices were 2.29, 1.39, and 1.93, respectively, for our GLIC <sup>1</sup> , GLAIC <sup>2</sup> , and GLICNY <sup>3</sup> legal entities compared to a national median ratio of 1. Genworth does not calculate a complaint-to-claims ratio, as the metric lacks the measurements consistency across complaints permitted by the NAIC Closed Complaint Ratio. We do not calculate complaint ratios for our Enact business, as products are sold to lenders directly, as opposed to borrowers or consumers.
	Customer retention rate	FN-IN-270a.3	While Genworth currently does not calculate customer retention rates, the overall lapse rates for our USLI products in 2023 are as follows: for our life insurance products - 5.4%, and for our individual long-term care insurance products - .58%. “Lapse rate” is defined as policy termination due to non-payment of premium and does not include policies in non-forfeiture status. We have excluded (1) our group long-term care insurance products, as they include a mix of employer-paid and voluntary coverage and contain different product features related to non-forfeiture; (2) annuity products, as we currently are servicing our existing customers and no additional premium payments are required to maintain the contracts; and (3) our mortgage insurance products, which are sold to lenders directly, as opposed to borrowers or consumers.
	Description of approach to informing customers about products	FN-IN-270a.4	See <a href="#">Our Customers</a> on pages 16-18 and <a href="#">Compliance and Business Ethics</a> on page 37.

<sup>1</sup> Genworth Life Insurance Company  
<sup>2</sup> Genworth Life and Annuity Insurance Company  
<sup>3</sup> Genworth Life Insurance Company of New York



Topic

Accounting metric

Code

Disclosure

Incorporation of Environmental, Social, and Governance Factors in Investment Management	Total invested assets, by industry and asset class	FN-IN-410a.1	<b>Short- and Long-Term Invested Assets By Sector*</b>	<b>Stock and Bond Investments By Industry*</b>																																																																																																																					
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			<b>Short- and Long-Term Derivatives By Asset Class*</b>	<b>Mortgage Loans on Real Estate</b>																																																																																																																					
			<table><tr><td>Short-Term</td><td></td><td></td></tr><tr><td>Equity Call Options</td><td>\$</td><td>14,728,966</td></tr><tr><td>Short-Term Total</td><td></td><td>14,728,966</td></tr><tr><td>Long-Term</td><td></td><td></td></tr><tr><td>Cross-Currency Swaps</td><td></td><td>8,111,128</td></tr><tr><td>Equity Call Options</td><td></td><td>156,190</td></tr><tr><td>Interest Rate Swaps</td><td></td><td>(436,241,690)</td></tr><tr><td>Bond Purchase Commitments</td><td></td><td>43,227,504</td></tr><tr><td>Long-Term Total</td><td>\$</td><td>(384,746,868)</td></tr><tr><td>Grand Total*</td><td>\$</td><td>(370,017,902)</td></tr></table> <p>* Excludes Holding Company derivatives and embedded derivatives within insurance products</p>	Short-Term			Equity Call Options	\$	14,728,966	Short-Term Total		14,728,966	Long-Term			Cross-Currency Swaps		8,111,128	Equity Call Options		156,190	Interest Rate Swaps		(436,241,690)	Bond Purchase Commitments		43,227,504	Long-Term Total	\$	(384,746,868)	Grand Total*	\$	(370,017,902)	<table><tr><td>Office</td><td>\$1,481,513,009</td></tr><tr><td>Industrial</td><td>1,436,146,651</td></tr><tr><td>Retail</td><td>2,857,244,627</td></tr><tr><td>Apartment</td><td>514,058,517</td></tr><tr><td>Mixed Use</td><td>371,197,117</td></tr><tr><td>Other</td><td>157,028,397</td></tr><tr><td>Grand Total</td><td>\$ 6,817,188,319</td></tr></table> <p>Note: Does not include real estate held of approximately \$11,049,372</p>	Office	\$1,481,513,009	Industrial	1,436,146,651	Retail	2,857,244,627	Apartment	514,058,517	Mixed Use	371,197,117	Other	157,028,397	Grand Total	\$ 6,817,188,319																																																																									
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Topic	Accounting metric	Code	Disclosure
Incorporation of Environmental, Social, and Governance Factors in Investment Management	Description of approach to incorporation of environmental, social, and governance (ESG) factors in investment management processes and strategies	FN-IN-410a.2	See <a href="#">Asset Management</a> on page 38.
Policies Designed to Incentivize Responsible Behavior	Net premiums written related to energy efficiency and low carbon technology	FN-IN-410b.1	Given our current lines of business, this topic is not applicable.
	Discussion of products and/or product features that incentivize health, safety, and/or environmentally responsible actions and/or behaviors	FN-IN-410b.2	See <a href="#">Our Customers</a> on pages 16–18.
Environmental Risk Exposure	Probable Maximum Loss (PML) of insured products from weather-related natural catastrophes	FN-IN-450a.1	Genworth does not currently complete this modeling. See <a href="#">Climate Risk</a> on page 35. For more information on climate risk management, please see our <a href="#">TCFD Report</a> .
	Total amount of monetary losses attributable to insurance payouts from (1) modeled natural catastrophes and (2) non-modeled natural catastrophes, by type of event and geographic segment (net and gross of reinsurance)	FN-IN-450a.2	We have identified climate change as an emerging risk. See <a href="#">Climate Risk</a> on page 35. For more information on climate risk management, please see our <a href="#">TCFD Report</a> .
	Description of approach to incorporation of environmental risks into (1) the underwriting process for individual contracts and (2) the management of firm-level risks and capital adequacy	FN-IN-450a.3	See <a href="#">Climate Risk</a> on page 35 and <a href="#">Asset Management</a> on page 38. For more information on climate risk management, please see our <a href="#">TCFD Report</a> .
Systemic Risk Management	Exposure to derivative instruments by category: (1) total potential exposure to noncentrally cleared derivatives, (2) total fair value of acceptable collateral posted with the Central Clearinghouse, and (3) total potential exposure to centrally cleared derivatives	FN-IN-550a.1	Specific information related to derivatives can be found on Schedule DB - Part D filed with the National Association of Insurance Commissioners. Of the three categories identified, we have exposure in two: (1) noncentrally cleared derivatives in the amount of \$224,168,257, and (3) centrally cleared derivatives in the amount of \$50,876,600.
	Total fair value of securities lending collateral assets	FN-IN-550a.2	Genworth no longer holds securities lending collateral assets.

Topic	Accounting metric	Code	Disclosure
Systemic Risk Management	Description of approach to managing capital- and liquidity-related risks associated with systemic non-insurance activities	FN-IN-550a.3	See Genworth’s 2023 Form 10-K, Part I – Item 1A – Risk Factors and Part II – Item 7 – Management’s Discussion and Analysis of Financial Condition and Results of Operations – Liquidity and Capital Resources.
	Number of policies in force, by segment: (1) property and casualty, (2) life, (3) assumed reinsurance	FN-IN-000.A	See <a href="#">About Us</a> on pages 4-5.

Cautionary Note:

This report contains certain “forward-looking statements” within the meaning of the United States Private Securities Litigation Reform Act of 1995. Forward-looking statements may be identified by words such as “expects,” “anticipates,” “intends,” “plans,” “believes,” “seeks,” “estimates,” “will” or words of similar meaning and include, but are not limited to, statements regarding the outlook for future business and financial performance of Genworth Financial, Inc. (Genworth) and its consolidated subsidiaries as well as statements regarding our ESG and sustainability commitments. Forward-looking statements are based on management’s current expectations and assumptions, which are subject to inherent uncertainties, risks and changes in circumstances that are difficult to predict. Actual outcomes and results may differ materially due to global political, economic, inflation, business, competitive, market, regulatory and other factors and risks, including those discussed in the risk factor section of Genworth’s Annual Report on Form 10-K, filed with the United States Securities and Exchange Commission (SEC) on February 29, 2024. Genworth undertakes no obligation to publicly update any forward-looking statement, whether as a result of new information, future developments or otherwise.





Thank you for reviewing our 2023 Sustainability Report.  
We welcome your comments, which can be emailed to  
us at [GNWSustainability@genworth.com](mailto:GNWSustainability@genworth.com).

We look forward to sharing future updates with you,  
and we invite you to join us in creating a sustainable  
future built on compassion and care.

