



Genworth[®]
Financial

Long Term Care Claims Practices

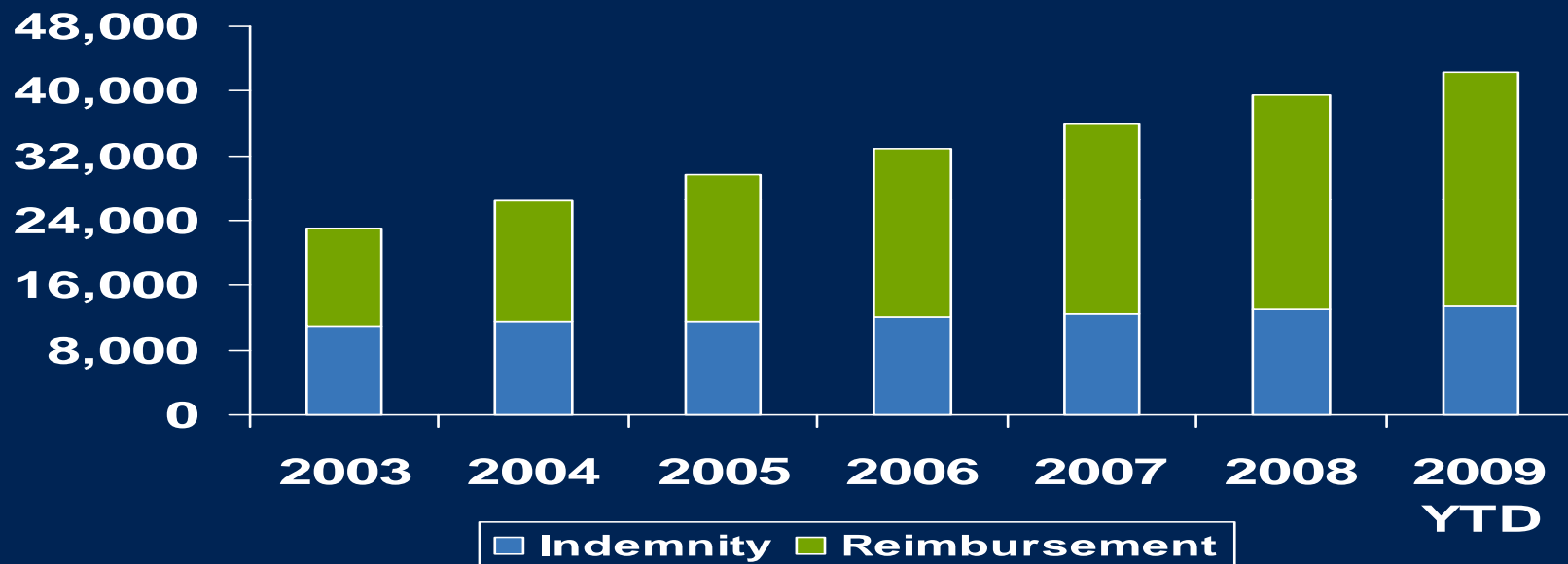
Renee Roberti-Klemenok,
Adjudication Leader

Links to Long Term Care
Planning Success
Woodland Hills

March 11, 2010

LTC Claims Statistics

Active Claims At Year-End



**Over \$4 Million Benefits Paid
Each Business Day
(all blocks)**

* of claims that last more that 1 year

Our Experience

124,650 Claims Paid

- **Over \$5.2 Billion dollars in Benefits Paid Through 06/09**
- **Youngest Claimant: 32 F Knee fx, 6 mo duration to recovery;
Oldest Claimant: 103 F Hip fx, 6 mo duration, deceased**
- **Longest Claim Duration: 16.2 years**
- **\$1M Is Largest Single Claim**
- **71% Of Claim Dollars Have Been Paid to Female Claimants**
- **Genworth Pays Out \$3.3 Million in Benefits Every Business Day**
- **48% of All Claim Dollars are Paid To Claimants With Mental Disorders including Dementia**

As of 6/30/2009, all GNW products

GNW Reimbursement Claims

Claim Duration

45% of claims last less than one year due to:

- **short recoverable illness**
- **sudden terminal illness**
- **Single use of non-caregiving benefits (equip, training, etc)**

The average length of claims that last more than a year is 3.9 years

15% of claims will last more than 5 years

Type of Care

	< 1 year	> 1 year
Home Health Care	84%	50%
Nursing Home	10%	23%
Assisted Living	6%	27%

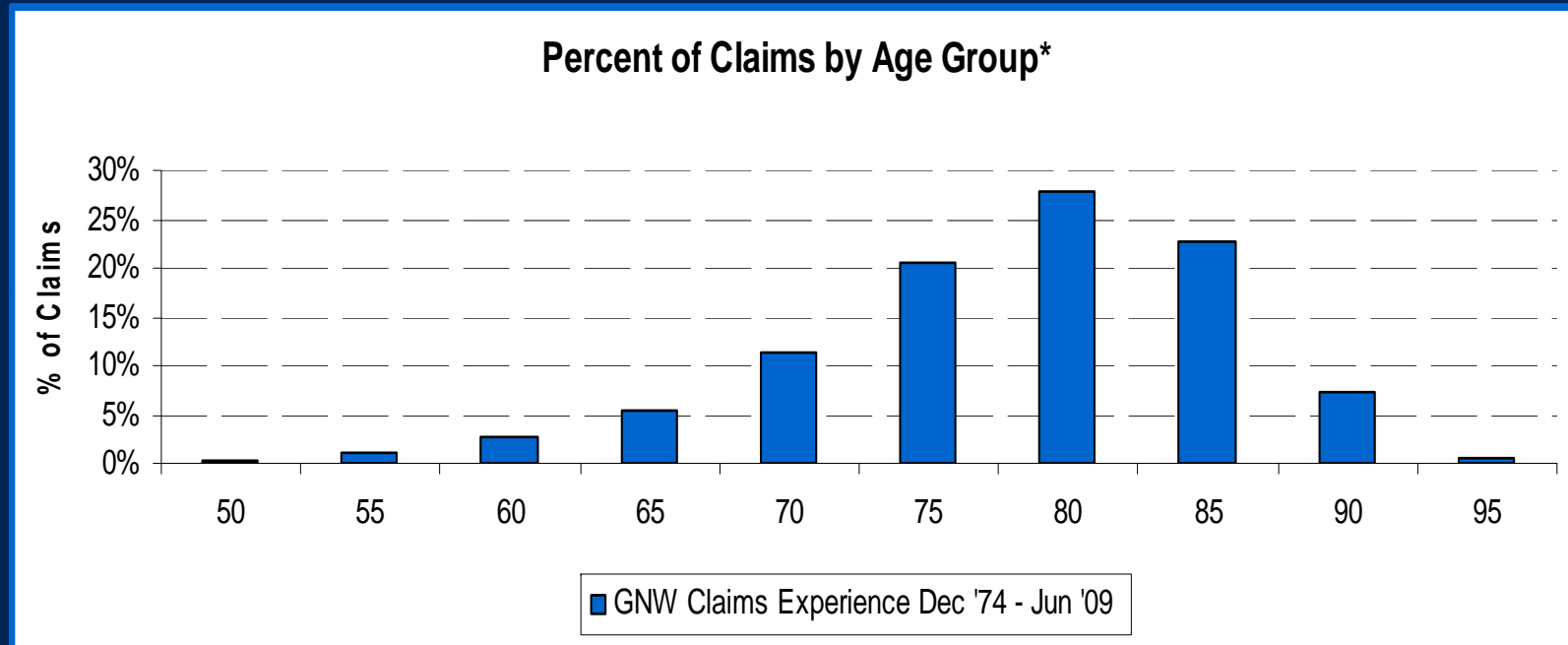
Diagnosis

	< 1 year	> 1 year
Musculoskeletal	29%	15%
Cancer	30%	5%
Cardiovascular	14%	18%
Dementia	11%	44%
Respiratory	5%	5%
Brain/CNS	4%	9%

*Genworth Financial, Inc., Long Term Care Claims Experience Data – December 1974 through June 30, 2009

GNW Reimbursement Claims

Age at Claim



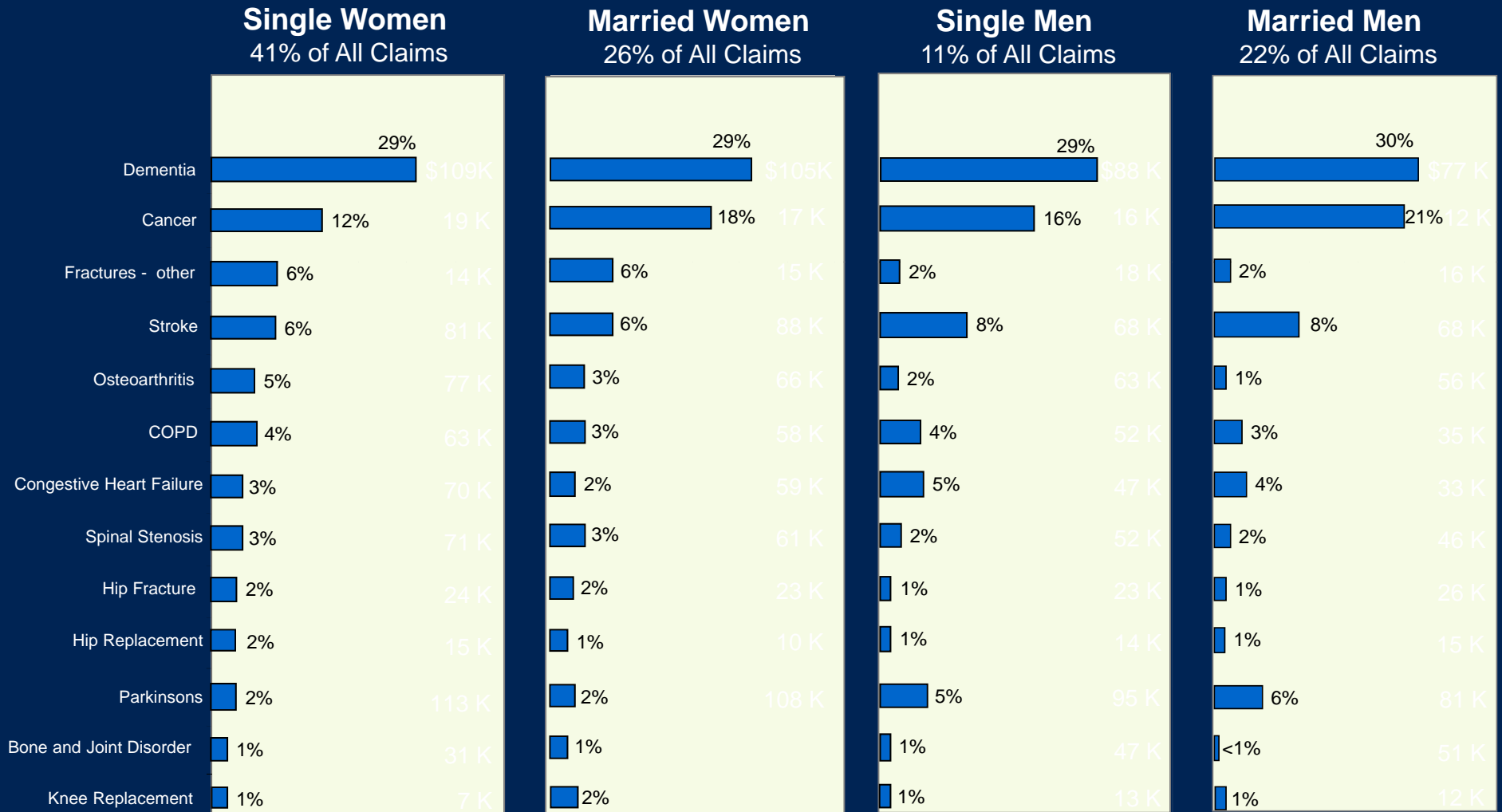
- Average Age of Claimant = 78.0 Years
- Married women tend to claim at an earlier age than single women and men

*Claimant ages rounded to the nearest 5 year age group.

*Genworth Financial, Inc., Long Term Care Claims Experience Data – December 1974 through June 30, 2009

GNW Reimbursement Claims

Diagnosis – Percentage of Claims and Average Cost

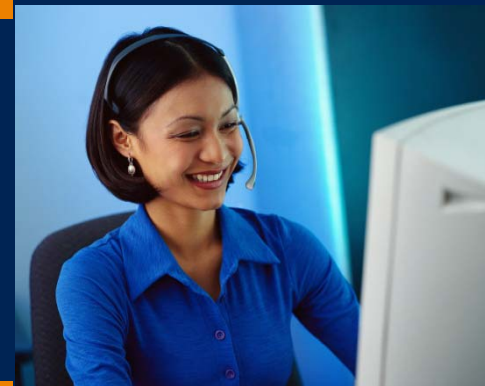


*Genworth Financial, Inc., Long Term Care Claims Experience Data – December 1974 through June 30, 2009

What We See in Claims

Benefit Usage

	<i>First Benefit</i>	<i>Last Benefit</i>
Home Health Care (HHC)	74%	66%
Assisted Care Facility (ALF)	12%	17%
Nursing Home (NH)	14%	17%



Care Transitions

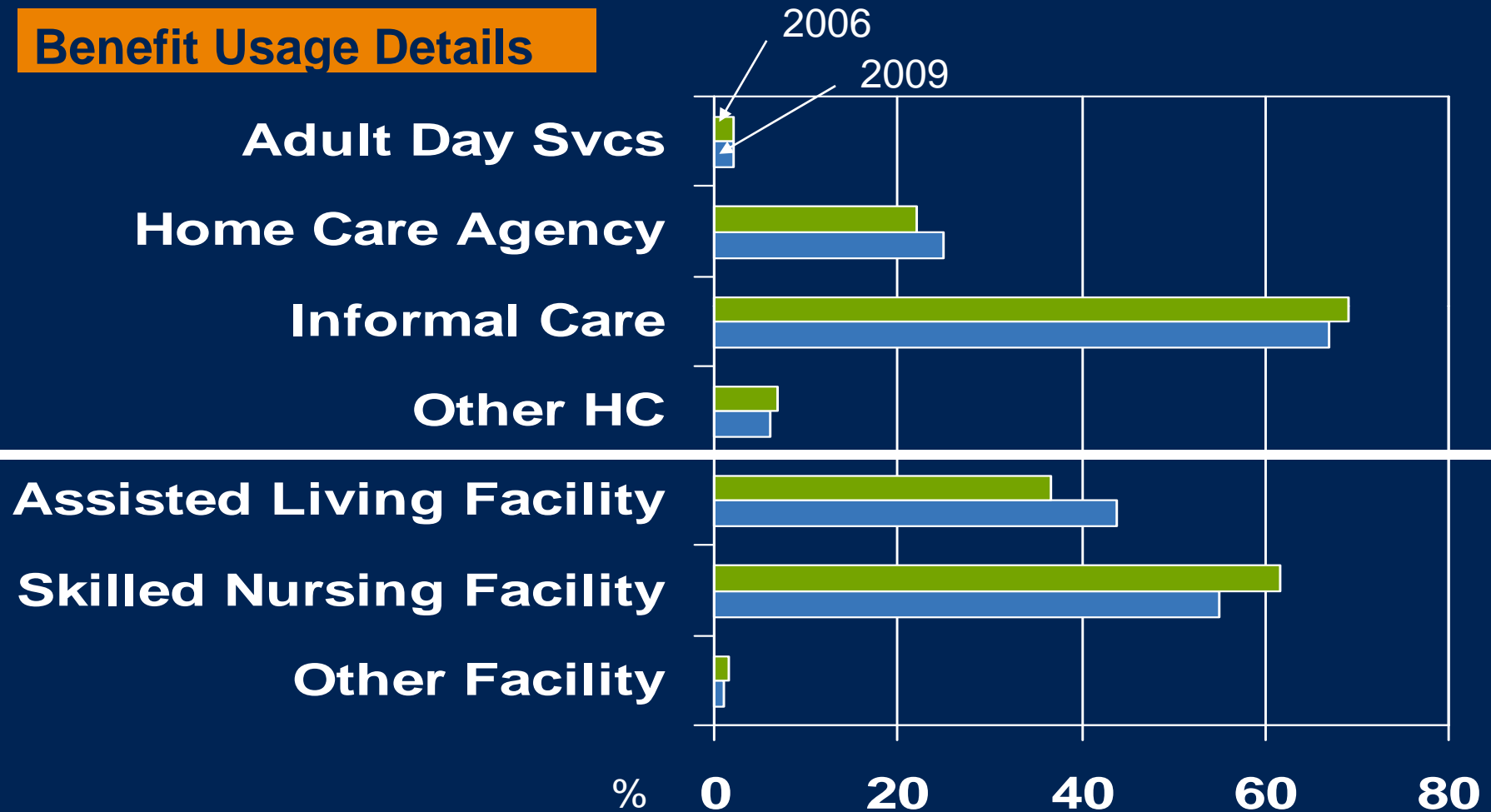
People who never change setting	80%
People who change setting > 3 times	3%

- Most people do not transition from where they receive their initial care
- People who leave a Facility are more likely to return
- No gender differences seen in analysis
- Married claimants leave home less often
- Younger people transfer less to Facilities
- Higher transfer rates to Facilities in Midwest
- Later generation LTC products – higher transfer rates to HHC
- A misconception that this is a common transition (HHC - ALF – NH)

Data as of 12/31/2008

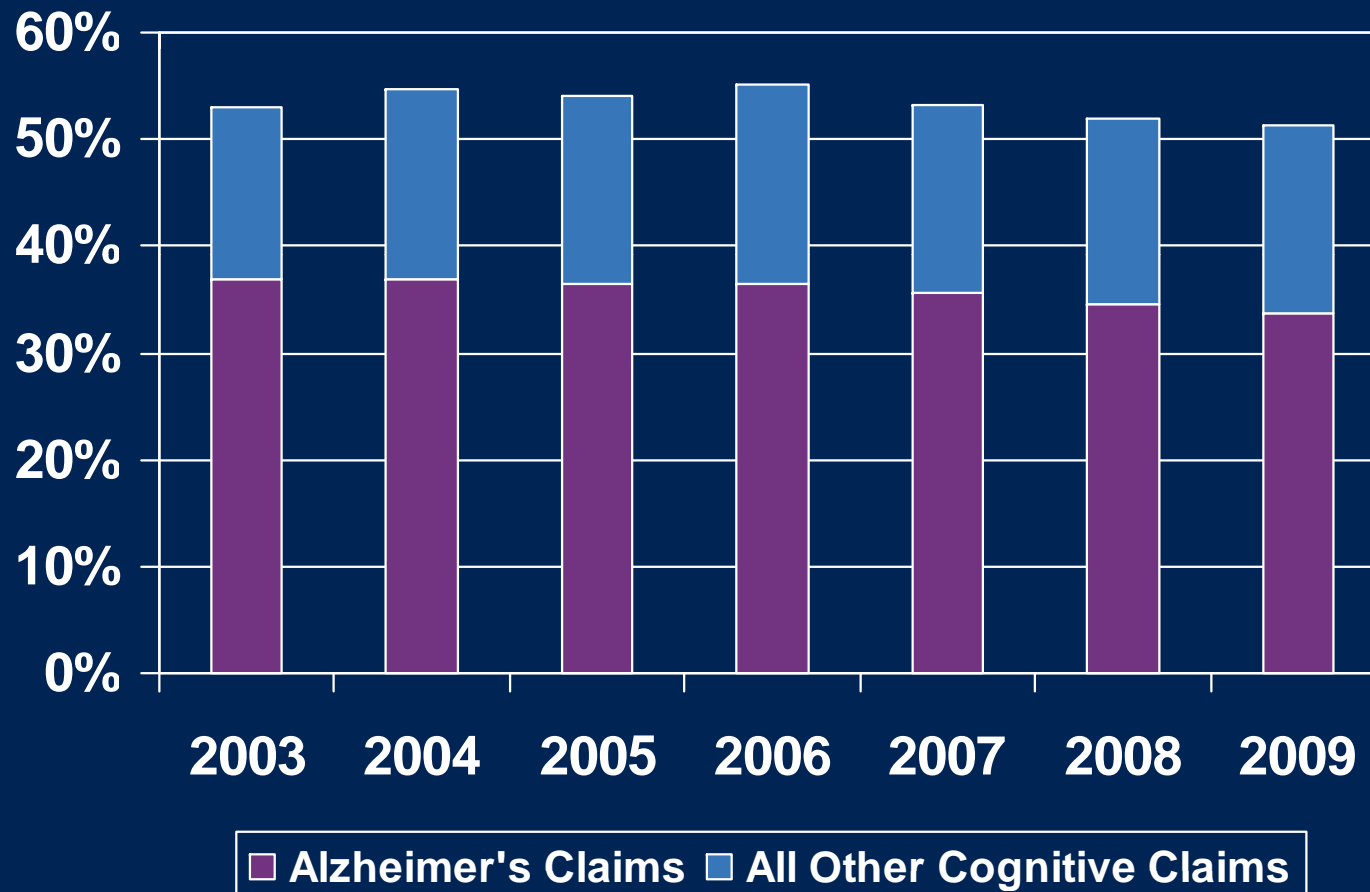
Where People Receive Care...

Benefit Usage Details



Why People Receive Care...

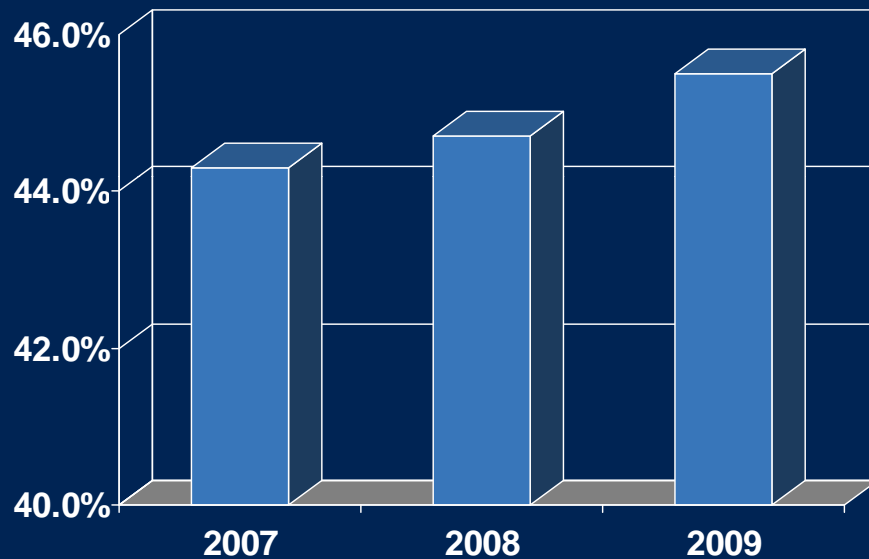
New Claims - Cognitive Status



New cognitive claims show stable trend...

Why People Receive Care...

Open Claims - Cognitive Status



But, you just said...

“New cognitive claims show stable trend...”

Cognitive claims last longer

Economy's Impact on Claims

Environment

- Unemployment
- Foreclosures
- Depleted Retirement Accounts
- Tight Credit
- Fraud



Stable financial
experience
Strong customer
experience

Fraud

What We See

White Lies

Petty Crime

Schemes

Organized Crime

Mostly Home Care

Concentrated Geographies

Infrastructure

Awareness Training

Dedicated Referral Experts

Investigators Nationwide

Industry Collaboration

Automated Triggers

Law Enforcement Relationships

Claim Process

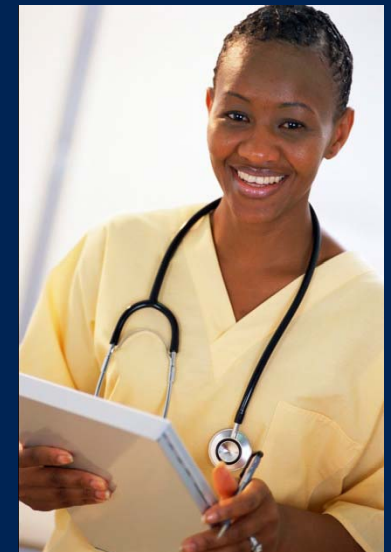


Local Care Coordinator (Field)

- Gathers medical and physician information
- Assesses living environment and current support system
- Assesses ADL, IADL and cognitive status
- Gathers medication and administration information
- Gathers care history, current care situation
- Administers cognitive screen
- Assists in completion of initial claims forms

Care Coordination Supervisor (Vendor Home Office)

- Develops Plan of Care
- Delivers referrals to local services
- Monitors ongoing needs
- Makes updates to Plan of Care



THE LTC Claims Team - Nationwide

250 Associates

3000 Years relevant claims experience

3 Major locations accessible through one number

800-876-4582:

San Rafael – Call Center, Intake, Reimbursement BA Teams (GNW, Riversource), Technical Team, QA

Richmond – Reimbursement BA Teams, Technical Team, QA

Remote – MetLife and Indemnity BA Teams, Technical Team, QA