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### ***Genworth Earns DALBAR Life & Long Term Care Insurance Service Awards for 2013***

(Boston, MA. December 10, 2013) DALBAR announced today the 2013 winners of its annual Life & Long Term Care Insurance Service Awards. **Genworth** was the **only** firm in the life insurance or long term care insurance industry to emerge as a leader in customer service for 2013.

For over two decades, DALBAR has conducted rigorous testing of service delivery and each year identifies those life insurance firms that were found to be above their peers in service to clients after a full year of comprehensive evaluation. Long term care insurance was added to the rankings for the first time in 2013.

Genworth emerged as the front runner for the third consecutive year, with proven leadership in the following areas:

- When a policyholder calls Genworth for service, they are greeted with warmth, respect, and a high degree of professionalism 93% of the time. This compares to an industry average of only 45%.
- Policyholders do not always understand the intricacies of their life and long term care insurance policies. Genworth personnel intuitively understand when it is necessary to review the details of coverage with customers and proactively offer to do this 98% of the time versus an industry at 81%.

"Genworth has always set themselves apart in ensuring customers understand the benefits of insurance and how it is in place to work for them. This goes a long way in creating peace of mind and in turn, strong customer advocates," said Kathleen Whalen, Managing Director at DALBAR.

The Life & Long Term Care Insurance Service Awards are based on systematic testing of customer service throughout the year. DALBAR conducts thousands of tests to measure how financial companies respond to the need for service from their customers. Companies that exceed a variety of industry benchmarks after one year of testing earn the DALBAR Service Award.

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