



Disclosure – Confidentiality for Victims of Domestic Violence

from Genworth Life and Annuity Insurance Company, Genworth Life Insurance Company, and Genworth Life Insurance Company of New York

Please be advised, we will not take actions against an individual solely on the basis that the person is or was a victim of domestic violence. Additionally, if any person covered by an insurance policy or certificate delivers to us a valid order of protection against the policyholder or other person covered by the policy or a request to designate an alternative mailing address, telephone number or method of contact for the purpose of receiving claim related information if the person states that disclosure of all or part of the claim related information could endanger the person, then we are prohibited for the duration of the order, or until the request designating an alternative mailing address, telephone number or other method of contact is cancelled by the requesting person in writing, from disclosing to the policyholder or other person the address, telephone number or other method of contact of the insured, or for any person or entity providing covered services to the insured, any personally identifying information of the insured, or the nature of the covered services provided to the insured, or from mailing, delivering, or otherwise providing claim related information to any mailing address, telephone number, or other method of contact other than as designated by the requesting person. If a child is a covered person, then the right may be asserted by the child's parent or guardian.

We may require the person making the request to designate an alternative mailing address, telephone number or other method of contact pursuant to this subsection to: make the request in writing; include in the request a statement that disclosure of all or part of the claim related information to which the request pertains could endanger the person or child; and specify an alternative mailing address, telephone number, or other method of contact.

Except with the express written consent of the person making the request, we may not disclose to the policyholder:

- (1) the address, telephone number, or any other personally identifying information of the person who made the request or child for whose benefit a request was made;
- (2) the nature of the health care services provided;
- (3) the name or address of the provider of the covered services; or
- (4) any other information from which there is a reasonable basis to believe the foregoing information could be obtained.

If you would like to provide us with alternative contact information, revoke the alternative contact information, or submit a reasonable request, you may call our office at 1-888-Genworth.

Other State Resources

New York

New York State Domestic and Sexual Violence Hotline: 1-800-942-6906 (call)

844-997-2121 (text)

In NYC:

1-800-621-HOPE (4673) or dial 311

TTD:

1-866-604-5350

Illinois

Domestic Violence Helpline:

1-877-863-6338

TTY:

1-877-863-6339

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