

BULLETIN:

Reminder – Securing Your Username and Password

December 02, 2024

Effective – Immediately

States – All

Contact – If you have any questions about these changes, please email DistributorITSecurityQuestions@genworth.com

The security of Genworth's customers' information, as well as the company's information, is a priority. Therefore, all Genworth Producers must conduct themselves in accordance with all applicable laws, regulations, and Genworth policies related to the protection, use, and disclosure of a customer's non-public personal, financial, or health information. **A key part of this effort involves properly handling the username and password (i.e., credentials) a Producer uses to access Genworth's online systems (e.g. Genworth® PRO).**

Producers with access to any Genworth online system(s) **must** follow these rules as it relates to the credentials that they use to access those systems:

- Never use the same password to access other non-Genworth systems, such as your email account. Using the same password for more than one account risks multiple exposures if the password becomes known (e.g., another system or website on which you used the same password is compromised).
- Never share your credentials with anyone else, including co-workers or other producers, even if they are authorized to act on your behalf.
- Do not write your username and password down. Leverage freely available password management software if you cannot memorize your password(s).
- You **MUST** notify Genworth immediately if you believe your login credentials have been stolen or compromised.

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Genworth companies include:

Genworth Life and Annuity Insurance Company, Richmond, VA

Genworth Life Insurance Company, Richmond, VA

Genworth Life Insurance Company of New York, New York, NY

Only Genworth Life Insurance Company of New York is admitted in and conducts business in New York.

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In an increasingly complex online world, here are some additional username and password best practices to help protect you and your clients' personal information:

- Where possible, do not use your email address as a username.
- Never use a social security number, phone number, producer ID, or other identifier as a username or password.
- Do not use names, special dates, or other personal information as a password or part of a password. Specifically, avoid any combination of names, dates, places, or other characteristics that a friend or co-worker can easily guess – or find on social media.
- Set a long password (16 characters or more) whenever possible. Think of it as a passphrase rather than a password. For example, "TodayWillBeGreat".
- Use a combination of lower and upper-case letters, numbers, and/or special characters (such as \$%&@!) in your password. For example, "T0d@yW1llBeGre@t".
- Be aware of **PHISHING** attempts. No one should ever ask your password (especially online strangers). If you're asked for your password, assume you are being phished. Always ensure you recognize the sender of emails and that any requests being made are in line with existing business practices. When in doubt, call the sender to verify the request using contact information you have (separate from what may be in the email).

Taking these steps and using common sense precautions can help protect the valuable, confidential information of our customers and our company. For questions relating to securing your username and password or this bulletin, please contact Genworth.