

# Now Available – Long Term Care Insurance Agent Change Submissions on Genworth PRO

November 1, 2021

**Effective** – 11/01/2021

**States** – All

**Contact** – If you have any questions about these changes, please contact our Licensing & Commissions Team at 800 991 5684.

## Submit your Long Term Care Insurance Agent Changes on Genworth PRO

We are pleased to announce you can now submit Long Term Care insurance (LTCi) agent changes on Genworth PRO [www.genworth.com/pro](http://www.genworth.com/pro) for any policy that is currently with your agency where your agency needs to assign the policy to a different agent in your downline.

### How do I use this new tool?

- Policy must be currently with your agency.
- After logging in to Genworth PRO, hover over “Policies” and click “Policy Agent Change” under the Long Term Care section.  
*See the help section for step-by-step instructions*
- New agent must be in your downline with an established LTCi producer code.
  - If the agent is not in your downline, submit an LTCi set up request prior to requesting the agent change.
- Submit one policy at a time, for as many policies as needed.  
*Multiple policy submission is coming soon.*

### What are the benefits of using this new service?

- No form is required.
- Receive confirmation number that your request is submitted.
- Faster turnaround time.

### When should this tool NOT be used?

- When you need to assign more than one agent to a policy. Instead, please submit an [Agent Change Request](#) by uploading the request on PRO or sending via email to [LC@genworth.com](mailto:LC@genworth.com).
- The policy is not currently under your hierarchy. Please submit an [Agent Change Request](#) with the owner's signature by uploading the request on PRO or sending via email to [LC@genworth.com](mailto:LC@genworth.com).
- This tool cannot be used for Annuity and Life Policies.

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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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