

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

March 7, 2022

Effective – 03/07/2022

States – All

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

Submit Multiple Long Term Care Insurance Agent Changes on Genworth PRO

We are pleased to announce you can now submit multiple Long Term Care insurance (LTCi) agent changes on Genworth PRO www.genworth.com/pro. This tool can be used for any policies that are currently with your agency where your agency needs to assign the policies to a different agent in your downline.

What is different about the tool?

- Multiple policies can be submitted by uploading a list using the .csv formatted template provided.
Note: Submitting one policy at a time is still available as an option.

Submitting the request:

- 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 active LTCi producer code.
 - If the agent is not in your downline, submit an LTCi set up request prior to requesting the agent change.

What are the benefits of using this new service?

- No additional forms or signatures are required.
- Receive confirmation number on the screen when you submit your request.
- 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 secure email to 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 secure email to LC@genworth.com.
- This tool cannot be used for Annuity Contracts and Life Policies at this time.

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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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