

BULLETIN:

Genworth's Life Policy Conversion

October 26th, 2026

Effective – October 26th, 2026

States – All

Contact – Please direct questions regarding the conversion to LC@genworth.com or call 800.991.5684

Genworth Life Policy Conversion Update:

Genworth will continue the conversion of life insurance policies to the administrative platform managed by our third-party administrator, Alliance One. The next phase will be on **October 26th, 2026**, and will include the conversion of non-traditional life insurance policies to Alliance One's platform. Non-traditional life insurance policies include - Universal Life, Interest Sensitive Whole Life, Index Universal Life, Total Living Coverage and Total Living Coverage Annuity.

Below is the new address and contact information for these policyholders:

Genworth Life and Annuity Insurance Company
Genworth Life Insurance Company
Genworth Life Insurance Company of New York
PO Box 4339
Clinton, IA 52733-4339

Customer Service phone Number: 800-262-1774

Policies on LifeComm and L70 systems will not be impacted by this conversion release.

As part of the conversion, an illustration option currently available on the PRO form will be removed because it will no longer be supported after cutover. Today, when an agent selects **"Create to solve for a new planned premium amount,"** additional options appear, including the ability to solve for a new premium amount that targets a specific cash value in a specific year. This option will no longer be available after the conversion through a phone call and will be removed from the PRO form.

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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