



October 29, 2009

A Message to Our Customers, Distributors and Other Partners,

Genworth is committed to fulfilling our obligations to our customers. Our commitment has been unwavering, even as the environment has changed around us at a pace that has been beyond imagination.

We put in place solid strategies to help us transition through this challenging economic period and emerge even stronger—with a sharpened business focus and positioned for future growth. We went on the offense, taking aggressive steps to ensure we would be there when people needed us to help provide financial security.

I'm proud of our progress, as Genworth reports our third quarter earnings.

- We built up our capital buffers and flexibility significantly, while rigorously managing our risks, to enhance our solid financial foundation. By substantially increasing our holding company capital, we created the flexibility to fund emerging areas of new business growth and as well as establish an additional buffer against risk. The capital levels in our businesses exceed regulatory requirements and all of our financial strength and credit ratings are investment grade. And our risk management and loss mitigation activities continue to deliver tangible results.
- We demonstrated clear progress against our specialist business strategy to focus on what we do best and what's most important to our customers. We built our capabilities across Genworth to enhance our market positions—adding new or refined products, building our distribution network, and enhancing our service offerings.
- We enhanced our distribution relationships, working in partnership with our distributors to help them succeed. We provided valued-added resources such as educational programs for our customers and their clients to help them build their businesses.
- We are helping to shape public policy to protect the interests of our customers, in order to make a difference for our industry. We're participating in some of the most important legislative discussions taking place today about issues impacting the housing market, long term care and retirement security.
- And we kept our promises to help millions of people create financial security. In the third quarter, working with our partners: We paid more than \$750 million in insurance benefits to help bring protection and peace of mind to our U.S. Life Insurance policyholders. Through our Homeownership Assistance Program, we facilitated closing nearly 4,000 workouts and pre-sales, helping borrowers stay in their homes or avoid foreclosure. And, we helped more than 100,000 households—through lifestyle protection insurance—maintain regular repayments on their financial commitments.

Fulfilling our obligations to help people is what Genworth has always been about. It's what we believe in; thank you for believing in us.

A handwritten signature in black ink, appearing to read "M. Fraizer".

Michael D. Fraizer
Chairman and Chief Executive Officer