

During this difficult and uncertain time, Genworth is working to make sure that all life and long term care insurance policyholders get additional time to pay their premiums if they need it. As a result, Genworth is extending time to pay for all policyholders with grace periods of only 31 days by adding an additional month to pay. Additionally, we are implementing state specific emergency orders* designed to help policyholders. If you have been impacted by COVID-19 and need additional time to pay or need information about payment options or timing, contact us. **Our hours of contact are 8:30 a.m. to 6 p.m. ET Monday through Thursday and 9 a.m. to 6 p.m. ET on Friday.** We are experiencing significant service delays, so we appreciate your patience.

E-mail

Life insurance: phs.lyn@genworth.com
Long term care: LTCCustomerService@genworth.com
Annuities: AnnuityCustomerService@genworth.com

Phone

Life insurance policyholders: 855.706.9548

Long-term care policyholders**: 855.706.9549

** *Group LTC policy or certificate holders should call their Account Executive, or billing statement phone number*

Annuity contract holders inquiring about benefits or contractual guarantees: 800.352.9910.

*Grace periods for New Jersey and New York life insurance policyholders have been extended to at least 90 days in accordance with state directives. Click on the state name to be directed to the state website for more information about these directives:

[New Jersey](#)

[New York](#)