



BULLETIN:

# Notification of MOVEit Security Event

July 13, 2023

**Effective – Immediately**

**States – All**

**Contact:** If you have any Questions, please contact us at [LC@genworth.com](mailto:LC@genworth.com) or 800 991.5684

We are writing to notify you that Genworth North America Corporation experienced a security event through the use of its third-party vendor, Pension Benefits Information, LLC, dba PBI Research Services, (“PBI”).

Genworth North America Corporation, on behalf of its affiliate insurance companies Genworth Life and Annuity Insurance Company, Genworth Life Insurance Company, and Genworth Life Insurance Company of New York (collectively, “Genworth”), uses PBI to, among other things, satisfy applicable regulatory obligations to search various databases to identify the deaths of insured persons under life insurance policies, and to identify the deaths of insured persons under long-term care insurance, and annuity policies which can impact premium payment obligations and benefit eligibility. For life insurance policies and annuity contracts, this helps identify the possible eligibility of beneficiaries for death benefits even prior to the submission of claims, or for policies that beneficiaries may not know exist.

PBI advised Genworth of a security event connected to the vulnerability in the MOVEit file transfer software that PBI uses. The occurrence of the event was May 29, 2023, and the end date was May 30, 2023. On June 2, 2023, PBI implemented the patches (or fixes) provided by Progress Software, the producer of MOVEit.

On June 16, 2023, PBI advised Genworth that specific Genworth files containing policyholder and agent information were compromised due to the security event.

The event included personal information for approximately ~2.5-2.7 million individuals who are either customers or insurance agents.

The personal information accessed included life insurance, individual and group long-term care insurance, and annuity customers. The personal information data elements impacted for the customers includes one or more of the following: First and Last Name, SSN, Date of Birth, Zip Code, State, Policy Number, Individual’s Role (ex., Annuitant, Joint Insured, Owner, etc.), and general product type. For customers who are deceased, the additional personal information data elements include City, Date of Death, and the source of that information.

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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## Notification of MOVEit Security Event (continued)

The personal information data elements impacted for insurance agents includes one or more of the following: Master Agent ID, First/Middle/Last Name, Birthdate, Resident Address/City/State/Zip Code, Primary Preferred Address/City/State/Zip Code. "Master Agent ID" is the insurance agent's SSN. For insurance agents who are deceased, the additional personal information additional data elements include Date of Death and the source of that information.

Because the event impacted Genworth's insurance customers and agents, Genworth is the data owner for this information with the responsibility of notifying the impacted individuals. As such, on Genworth's behalf, PBI is offering all impacted living individuals with 24 months of credit monitoring, fraud consultation, and identity theft restoration services through Kroll at no cost to the individuals. Details of this offer and instructions on how to activate these services will be enclosed with each notification letter to individuals. Additionally, PBI will provide notifications to families or personal representatives of all deceased individuals with instructions on how to protect their loved one's information.

We can confirm that a very significant portion of our customers across long-term care insurance, life insurance, and annuities were impacted. As a result, it is reasonably likely that all of your clients with Genworth products have been impacted by this event. It may be helpful for you to reinforce with your Genworth clients that they may receive these notices and will be eligible for credit monitoring and identity restoration services.

Please note that none of Genworth's information systems or business operations were impacted as a result of the incident with PBI. Genworth does not use the MOVEit software applications on any company system.

For information and FAQs specific to the PBI security event, Genworth created a website at [www.genworth.com/moveit.html](http://www.genworth.com/moveit.html). We recommend that you continue to visit the website for the most recent information and updates regarding the security event and you may also direct your clients to the website for information. The website also has listed additional points of contact for any additional questions regarding the event.