



Expanded support to borrowers impacted by COVID-19

Effective 25 August 2020

Genworth is pleased to announce effective from today, an extension of our support for our lender partners to assist their customers impacted by the COVID-19 pandemic. During this time, our priority is you and your borrowers as they navigate the impact of the pandemic.

In line with the Australian Prudential Regulation Authority (APRA) announcement on 8 July 2020, Genworth announced the ability for our lender partners to approve deferral of monthly repayments with interest capitalisation for a total period of up to ten months or to 31 March 2021 (whichever occurs first).

In a continued effort to support you in developing strategies to assist your customers impacted by the COVID-19 pandemic, Genworth authorises you to offer the following additional loan contract variations where you consider the variation to be more appropriate than an extended payment deferral period:

- Extension of loan term (up to a maximum of the original loan term)
- Changing an amortising loan to an interest only payment (up to a maximum of ten years)
- Extension of an existing interest only period (up to a maximum of ten years)
- Changes to interest rates
- Rescheduling the dates of principal or interest payments
- Deferring or forgiving principal, interest or relevant fees
- Reduction in principal or lump sum repayment.

The above authorisation is only applicable to loans where borrowers' ability to repay according to the original loan terms has been affected by the COVID-19 pandemic and who were previously granted payment deferral assistance. This authorisation is available for loan contract variations made on or before 31 March 2021. All assistance beyond this date, or outside of the specific authorisation above, will need to be referred to the Genworth Underwriting Team for decision.

It is a condition of this authorisation that you continue to advise Genworth of all loan contract variations made relying on this authorisation as well as the closure of cases for

borrowers who no longer require assistance. Genworth's reporting requirements are detailed on our website, Genworth.com.au.

We trust that this will enable you to further support impacted customers in these difficult times. If we can be of assistance to you or your teams to work through the impacts of the COVID-19 pandemic, please do not hesitate to reach out to myself, your Genworth partnership team or our Customer Service Centre on 1300 661 118 or customerserviceau@genworth.com.

Regards,



Steven Degetto
Chief Commercial Officer



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