

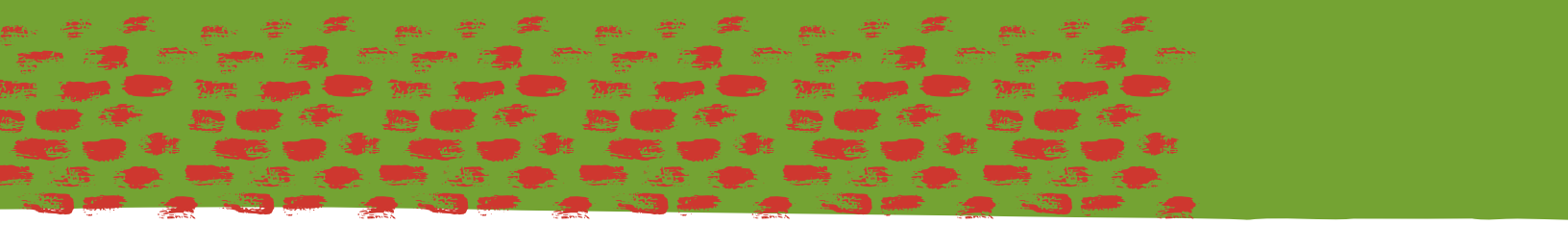
Delegated Underwriting Program Guide

Genworth Mortgage Insurance underwritten by:

Genworth Mortgage Insurance Corporation

Genworth Mortgage Insurance Corporation of North Carolina

March 1, 2020



SUMMARY OF CHANGES

The following changes and clarifications will be effective for delegated Applications received on or after March 1, 2020.

Topic	Section	New Guidelines
Delegated Underwriting Program Guide	All	The name of this document has been changed from Delegated Underwriting Requirements Provisions to Delegated Underwriting Program Guide which is now a defined term in the Master Policy (Policy).
Delegated Underwriting Endorsement	All	All references to delegated underwriting have been incorporated into the Policy. As a result, references to the Delegated Underwriting Endorsement have been removed as it is no longer applicable.
Application	All	References to Delegated Underwriting Transmittal have been removed and changed to delegated Application.
Obligation to Self-Report	4	Added information regarding the Delegated Lender's obligation to self-report Significant Defects, Single Loan Fraud, or Pattern Activity.
Origination File	6	All references to Loan File have been changed to Origination File which is a defined term in the Policy.
Closing File	6	Closing File is now a defined term in the Policy.
QC Review	7	All references to QA Review have been changed to QC Review which is a defined term in the Policy.

Refer to the applicable Master Policy posted to our [Master Policy Resources](#) page for complete details and definitions.

This Delegated Underwriting Program Guide (Guide) replaces all previous versions.

Subsequent updates to the *Delegated Underwriting Program Guide* are indicated by dates in the section headings.

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1 Introduction

The Delegated Underwriting Program Guide (“Guide”) is effective for all delegated Applications received on or after March 1, 2020 under Genworth Mortgage Insurance’s Master Policy (“Policy”). The Policy applicable to your loan sets forth the terms and conditions that govern mortgage insurance issued by Genworth. Please refer to the applicable Policy for complete details. If you are not sure which Policy governs, please refer to your Commitment/Certificate of Insurance. If you are still unsure, please contact the ActionCenter® at 800 444.5664 or via email at action.center@genworth.com.

The Delegated Underwriting Program (“Program”) provides your quality loans with an immediate commitment of mortgage insurance. Insureds approved as delegated lenders (“Delegated Lenders”) under the Program are authorized to underwrite for insurance loans that meet our Program and Underwriting Guidelines.

1.1 The Policy and the Delegated Underwriting Program Guide

The Policy sets forth the terms and conditions that govern mortgage insurance issued by Genworth. This Guide is intended to provide further clarification and supplemental information on the requirements of the Policy. Failure to adhere to any of the requirements of the Policy including the Guide may, in certain circumstances, result in cancellation of coverage, rescission, reduction in the Insurance Benefit or Claim denial. In the event that there is a conflict between this Guide and the Policy, the terms of the Policy will control. For ease of use, capitalized terms used and not defined in this Guide have the meanings set forth in the applicable Policy.

1.2 Delegated Underwriting Authority

Delegated underwriting authority delegates to the Delegated Lender our authority to underwrite and approve loans for mortgage insurance under the Policy and our Program. Familiarize yourself with all of the terms of the Program to fully understand your responsibilities and the Program limitations. A few key terms essential to delegated underwriting authority are highlighted below:

1.2.1 Delegated Underwriting Program Requirements

The Delegated Underwriting Program Requirements (“Program Requirements”) are those specific requirements that the Delegated Lender must follow in connection with a loan under the Program, as agreed to at the time the Delegated Lender is approved for the Program or as later amended, approved or replaced. The Program Requirements are in addition to the Underwriting Guidelines, which shall govern with respect to requirements not specifically addressed in the Guide.

1.2.2 Eligible Guideline Standards

Eligible Guideline Standards means the requirements that a loan must meet to be eligible for insurance under the Policy, as set forth in our Program Requirements or communicated by other notice to the Delegated Lender. The Eligible Guideline Standards in effect for a loan are based on the date we receive the delegated Application, and as set forth in the certifications or requirements of the Commitment. Refer to [Section 3.1](#) of this Guide for additional details.

1.2.3 Underwriting Guidelines

Underwriting Guidelines means the definitions, criteria, methods, calculations, guidelines, documentation and other requirements we use to determine if a loan is eligible for insurance under the Policy, as such requirements are issued or published in our underwriting guides, bulletins, premium rate cards or as we otherwise communicate to the initial Insured. Our Underwriting Guidelines are effective when we issue them, including by posting them on our website, unless otherwise specified. Our records maintained in good faith will be conclusive regarding the Underwriting Guidelines in effect at any particular time. Refer to the Policy – Section 1.

1.2.4 Delegated Application

The delegated Application is the electronic or paper submission containing the data for the loan. Receipt of the delegated Application initiates the process for Genworth to issue a Commitment/Certificate of Insurance. Refer to [Section 5](#) of this Guide for additional details.

2 Becoming a Delegated Lender with Genworth

The Program is offered to our lender partners who are committed to underwriting quality loans that reflect reasonable and prudent risk. Lenders approved for the Program will receive an approval letter outlining the terms and conditions of the Program. The Program approval letter may include any specialized terms of approval for any of the following:

- Delegated Lender responsibilities
- Underwriter training requirements
- Quality Assurance (QC) Reviews (“QC Reviews”)
- Standards for continued program eligibility
- Assessment of loan performance and mix of loan characteristics
- Other parameters of approval

Delegated Lenders must comply with the Program Requirements and Underwriting Guidelines.

3 Guideline Authority

The Delegated Lender's underwriter(s) must follow the Eligible Guideline Standards for each delegated underwriting loan.

3.1 Eligible Guideline Standards

In exercising its authority under the Program, for each loan a Delegated Lender must choose one, but not more than one, guideline set from the following list of underwriting guidelines and may not combine provisions from different guideline sets. Loans submitted under the Program must be underwritten in compliance with the single set of underwriting guidelines selected ("Eligible Guideline Standards"):

- **Genworth's *Underwriting Guidelines***
Loans underwritten to our published guidelines are eligible for delivery through the Program.
- **Genworth's product and program guidelines**
From time to time, Genworth introduces new products and programs. These new products and programs, when underwritten to Genworth's product and program guidelines, are eligible through the Program.
- **Fannie Mae Desktop Underwriter® guidelines, subject to Genworth's *Underwriting Guidelines***
Our policy for acceptance of Desktop Underwriter (DU®) recommendations is found in our *Underwriting Guidelines*. Restrictions on documentation or eligible loan characteristics apply; carefully review these overlays because Genworth does not automatically accept the automated underwriting system (AUS) results. Variances granted by Fannie Mae are excluded from the Eligible Guideline Standards unless addressed in Genworth's *Underwriting Guidelines* or approved in writing by Genworth.
- **Freddie Mac Loan Product Advisor® guidelines, subject to Genworth's *Underwriting Guidelines***
Our policy for acceptance of Loan Product Advisor risk classifications is found in our *Underwriting Guidelines*. Restrictions on documentation or eligible loan characteristics apply; carefully review these overlays because Genworth does not automatically accept the AUS results. Variances granted by Freddie Mac are excluded from the Eligible Guideline Standards unless addressed in Genworth's *Underwriting Guidelines* or approved in writing by Genworth.
- **Fannie Mae's Selling Guide guidelines, subject to Genworth's *Underwriting Guidelines***
- **Freddie Mac's Seller's Guide guidelines, subject to Genworth's *Underwriting Guidelines***
- **Investor-specific underwriting guidelines for individual programs as specifically approved in writing by Genworth**
Programs or products that are outside of the Eligible Guideline Standards listed above may be eligible for the Program as approved in writing by Genworth.

In addition to any loan characteristic that results in the ineligibility of a loan under the applicable Underwriting Guidelines, any of the following are ineligible for delegated loan delivery:

- Loans previously declined by a Genworth underwriter.
- Loans closed more than 120 days prior to submission of a delegated Application.
- Loans not meeting the Eligible Guideline Standards listed above.

Desktop Underwriter® and DU® are registered trademarks of Fannie Mae. Loan Product Advisor® is a registered trademark of Freddie Mac.

3.2 Loan Exceptions

Delegated Lenders are not authorized to approve any guideline exceptions even when compensating factors may justify an exception. Loans that fall outside of the Eligible Guideline Standards must be submitted to Genworth for a full underwrite; only a Genworth underwriter is authorized to make exceptions on a loan-by-loan basis.

3.3 Changes to Eligible Guideline Standards and Delegated Underwriting Program Requirements by Genworth

Genworth reserves the right to make changes to its Eligible Guideline Standards and Program Requirements from time to time in accordance with the Policy.

3.4 Changes to Products, Programs and Guidelines by the Delegated Lender

Any changes that may be made to Eligible Guideline Standards other than Genworth's published *Underwriting Guidelines* shall not take effect unless approved in writing by us other than changes that Fannie Mae or Freddie Mac may make from time to time that may become effective automatically pursuant to the Genworth Eligible Guideline Standards. If you have new products and programs or changes to your existing investor-specific underwriting guidelines that are outside of the Eligible Guideline Standards, you are required to obtain prior written approval from Genworth before submitting delegated loans utilizing such guidelines. Contact your Genworth sales representative to initiate the review of the product, program or guideline changes.

3.5 Guideline and Rates Determination Date

The date the mortgage insurance delegated Application is received by Genworth is the date that determines the applicable Eligible Guideline Standards for insuring a loan.

4 Delegated Underwriting Program Responsibilities

4.1 Genworth and Delegated Lender Responsibilities

Genworth is responsible for:

- Providing a description of the Program to your underwriters
- Offering commercially reasonable training to your underwriters on the Program and providing refresher courses as needed
- Providing written notification of updates and changes to Genworth's *Underwriting Guidelines*
- Providing written notification of QC Review findings and action plans, if needed
- Providing written notification of problems or conditions that may jeopardize your continued participation in the Program

As a Delegated Lender, you are accountable for:

- Complying with the terms and conditions of the Program
- The quality of loans originated and insured
- Selecting the underwriters to serve as your delegated underwriters
- Ensuring that your underwriters comply with the responsibilities outlined in the Program
- Ensuring that your underwriters receive training on, and understand the responsibilities of, the Program
- Keeping your underwriters informed on changes to Genworth's *Underwriting Guidelines* and other changes to the Eligible Guideline Standards
- Forwarding new products/programs or changes and modifications to your existing guidelines that are outside the Eligible Guideline Standards to Genworth for approval
- Ensuring that delegated Applications are complete and compliant
- Providing copies of Origination Files and Closing Files at Genworth's request
- Cooperating with Genworth to remedy problems identified by the Genworth customer relations manager, quality assurance team member or sales representative
- Providing written notification to Genworth of any facts or circumstances that could compromise Genworth's position as the mortgage insurer
- Complying with Genworth's counterparty monitoring requirements
- Providing notification to Genworth within 30 days after becoming aware of a Significant Defect, Single Loan Fraud, or Pattern Activity, or if a loan repurchase is required by a GSE or any other investor. This notification should be sent via email to MI.Inquiries@genworth.com and include all pertinent information on that loan.

4.2 Underwriter Qualifications and Responsibilities

The Delegated Lender shall utilize only underwriters who are experienced and qualified in accordance with industry standards to underwrite single family residential mortgage loans for mortgage insurance. The Delegated Lender shall establish and maintain procedures designed to ensure that underwriters perform their duties in accordance with such standards and the Program Requirements.

An underwriter is an individual acting under the direction of the Delegated Lender and approved by the Delegated Lender to submit delegated loans. The Delegated Lender represents that each underwriter will comply with the Program Requirements and meet underwriter qualifications. Genworth recommends that underwriters meet the following criteria:

- Three years' experience underwriting conventional mortgages to Fannie Mae or Freddie Mac guidelines, and
- Five years' mortgage industry experience

4.2.1 Underwriter Responsibilities

The underwriter is responsible for fully underwriting all loans, including those decided by an AUS pursuant to the Eligible Guideline Standards in effect at the time of underwrite. Data validation of AUS results is not considered a full underwrite of a loan.

Genworth understands that from time to time a Delegated Lender may employ loan processors and other professionals who submit the delegated Application to obtain a Commitment. However, the underwriter is responsible for determining that a loan is eligible for the Program.

Continued eligibility in the Program depends upon the quality of underwriting performed by your underwriters.

Underwriter is responsible for:

- Underwriting all loans according to the terms of the Program and Underwriting Guidelines
- Meeting with Genworth representatives when requested to review new underwriting guidelines and clarify existing guidelines
- Participating in recommended training sessions within specified timeframes
- Complying with all Program Requirements
- Providing assistance as requested by Genworth during QC Reviews

5 Delegated Application

As a Delegated Lender, you are responsible for collecting, evaluating and verifying the information you provide to us in any form or format. This includes information in the delegated Application. Only completed and compliant delegated Applications may be submitted. Genworth may reject a delegated Application if we determine that the data is insufficient, or the format is non-standard. The Delegated Lender may be instructed to use an acceptable delegated Application until the deficiencies are corrected.

A delegated Application may only be submitted once the underwriter has determined that a loan meets the terms of the Eligible Guideline Standards. When a delegated Application is submitted by you or anyone acting on your behalf, you are representing that the information contained in the delegated Application meets the Program Requirements.

Should the loan information change after the receipt of a delegated Commitment/Certificate of Insurance, Genworth must be notified of any material changes that may affect our determination to accept the risk or hazard assumed, including any effect on the mortgage insurance premium. Refer to our *Underwriting Guidelines* for a complete discussion.

Refer to [Section 11](#) of the Guide for mortgage insurance ordering options for the Program.

6 Origination File and Closing File Documentation

The Program eliminates the need for you to submit a full Origination File to obtain a Commitment/Certificate of Insurance. Although you do not have to submit the Origination File in order to obtain coverage, Genworth requires that a complete Origination File and Closing File be kept for every loan that is insured under the Program.

A complete Origination File (the original or copy of the original) contains all the documents and information created, received, accessed, transmitted, utilized, or preserved in connection with the loan, whether in hard copy or electronic form. The documents must be the final copy, dated and signed by all applicable parties. Genworth requires that each Origination File contain, at a minimum, the documents specified below:

- Uniform Residential Loan Application (1003/65): original and final
- Uniform Underwriting & Transmittal Summary (1008/1077)
- Sales Contract/Offer to Purchase and supporting documents
- Credit documentation: credit reports and score information disclosure
- Income documentation
- Asset documentation
- Appraisal: form(s), required addenda, photos, legal description, maps
- Homeowners Insurance Binder or Policy
- Borrower's Authorization to Release Information
- AUS Findings/Feedback and all supporting documentation: the final report from the automated underwriting system with the final recommendation or risk classification delivered to the GSE. The AUS supporting documentation includes the documentation specified by the output plus any additional documentation warranted by the underwriter's review to satisfy file inconsistencies or reconcile the overall Origination File.
- Automated Tool results and all supporting documentation
- Loan approval/underwriting worksheet(s) with conditions
- All origination notes, loan approval notes and underwriting notes
- Any other documents or information used to make the underwriting decision or needed to explain, clarify, or support the borrower's loan application

A complete Closing File contains all the documents and information created, received, accessed, transmitted, utilized, or preserved in connection with the loan, whether in hard copy or electronic form. The documents must be the final copy, dated and signed by all applicable parties. Genworth requires that each Closing File contain, at a minimum, the documents specified below:

- Closing Disclosure
- Promissory Note with all riders
- Deed of Trust/Mortgage with all riders
- Preliminary/Final Title Report
- Any other closing related documents or information that may be requested

Refer to Genworth's *Underwriting Guidelines* for document and forms standards and age of document limitations.

7 Post Underwriting Audits

Post underwriting audit procedures relate to the review and audit of the Origination File and Closing File and/or other lender records pertaining to or in connection with loans insured under the Program. Genworth will perform post underwriting audits, including QC Reviews, of loans that your underwriters approve for insurance, including but not limited to an underwriting quality and Eligible Guideline Standards compliance review, delinquency reviews and Claims reviews.

7.1 Process for QC Reviews

Genworth's QA team conducts periodic reviews of recently activated delegated Certificates. The QC Reviews:

- Assess material compliance with the Program
- Evaluate the quality of the underlying documentation used in the underwriting decision, including adherence to the documentation requirements of the AUS feedback, if applicable
- Review accuracy of the loan data submitted to Genworth and to the AUS, if applicable
- Evaluate whether loans have been priced accurately
- Complete re-verifications of Borrower information, including income and assets
- Provide feedback on the overall quality of the loans reviewed
- Identify training and education needs for strengthening underwriting quality
- Complete appraisal field reviews

7.1.1 QC Review Frequency and Loan Selection

There are three types of QC Reviews for the Program:

1. **Lender Specific Review:** A statistical sample from a Delegated Lender is reviewed to determine if the lender's underwriting meets Eligible Guideline Standards. Most Delegated Lenders are scheduled for a Lender Specific Review at least annually.
2. **Random Channel Review:** A statistical sample from multiple Delegated Lenders is reviewed to determine if the Program channel meets Genworth's underwriting quality expectations. Random Channel Reviews occur quarterly.
3. **Discretionary Review:** This is a review of loans with higher risk characteristics or a review of lender(s) with substantial delegated underwriting volume. Loans selected for review may be a statistical sample or a 100% review.

Genworth will notify you of an impending review in writing. An acknowledgement is required within 10 calendar days of receiving the notification.

7.1.2 File Delivery

All requested Origination Files, Closing Files and other information are due within 30 calendar days of the review notification, unless specified otherwise. Original files are not needed to evaluate the underwriting decision – you may provide CDs, electronic or paper copies. If requested Origination Files and other information are not provided within 30 days, we will provide a second request for documentation which must be complied with no later than 30 days after the second request. Failure to provide the requested documents and information by the file delivery deadline can jeopardize your continuance in the Program or result in cancellation of coverage.

7.1.3 Communication of QC Review Results

After reviewing the Origination Files, Closing Files and other information, the QA team will furnish preliminary review findings. You will have the opportunity to concur with or contest the exceptions noted and provide supporting and/or missing documentation if necessary. Generally, a 30-calendar day response window is provided to you although a different timeframe may be assigned at Genworth's discretion. Program participation may be restricted if the Delegated Lender fails to respond to the preliminary results within the required timeframe.

Genworth will formally review the findings and response with you. This partnership of the Genworth customer relations manager, sales representative, quality assurance team member and Delegated Lender explores reasons for exceptions or deficiencies and may make recommendations for process improvements or training that could help improve your originations and favorably impact your bottom line. A final written summary will be provided.

7.1.4 QC Review Resolutions and Outcomes

The final review summary may contain recommendations for improvement, including a corrective action plan, to reduce future exceptions and deficiencies. Sometimes implementation of these recommendations will be required as a condition for continued Program eligibility. Training webinars linked to the specific review results are suggested or assigned, as needed. A review of operational policies and processes may be scheduled. The Genworth Sales Representative and Risk QA Team will actively follow up to monitor the progress toward satisfying the action plan requirements. Another review may be requested to check improvement.

7.2 Process for All Other Audits

In addition to QC Reviews, Genworth may conduct audits of delegated underwriting loans for different purposes. Examples of these purposes include, but are not limited to, delinquency and claims review. The applicable Genworth Department will notify you of the audit and the audit requirements and procedures.

8 Continued Eligibility

Continued eligibility in the Program depends on satisfactory performance and proper loan characteristic dispersion under the Program, as well as your overall insured portfolio. Genworth will evaluate performance according to the terms and conditions specified in the Program.

Genworth will evaluate Program performance through:

- Periodic reviews of geographic dispersion, mix of loan characteristics, loan origination sources, and concentration of high-risk products and compare the results to Genworth's actual and targeted portfolio mix
- Comparative performance evaluation of your delegated and standard portfolios as compared to Genworth's overall delegated and standard portfolios actual and targeted performance
- Periodic QC Reviews of delegated underwriting loans

Less than satisfactory results from any evaluation process may result in Genworth's request for corrective action. Genworth will actively work with you to try to ensure your continuation in the Program. Depending on the severity and pervasiveness of the underwriting errors and deficiencies, your participation in the Program may be terminated, suspended or limited as described below.

8.1 Termination, Suspension or Limitation of Delegated Authority

The delegation to the Delegated Lender of our authority to underwrite mortgage insurance under the Policy is at our sole discretion and may be terminated, suspended or limited by us at any time for any reason with or without cause.

A termination, suspension, or limitation for cause will be effective immediately upon our notice to the Delegated Lender identifying such cause, and we will have no obligation to insure any delegated underwriting loan thereafter, including loans previously approved by the Delegated Lender and submitted via a delegated Application for which we have not issued a Commitment. Unless we provide otherwise in our notice of termination, suspension or limitation of delegation, Commitments issued for delegated underwriting loans prior to the effective date of a termination, suspension or limitation for cause for which coverage has not been activated will be cancelled. If the notification of termination, suspension, or limitation for cause is communicated orally, we will provide written confirmation of such termination, suspension, or limitation within 10 days of our initial notice. A termination, suspension, or limitation of the delegation of authority is "for cause" as used herein if we have reasonable cause to believe that the Delegated Lender, by act or omission, has breached or failed to comply with any of the terms or conditions of the Program.

If the termination or suspension of the Delegated Lender's delegated authority is not for cause, we will give the Delegated Lender at least 10 Business Days' prior written notice of such termination or suspension. Any limitations on the Delegated Lender's delegated authority shall be effective as and when we specify in a notice to the Delegated Lender. The Policy will remain in full force and effect with respect to any Commitment or Certificate issued prior to the effective date of the termination, suspension or limitation without cause, so long as all premium due thereon is paid and the other conditions and obligations contained in the Policy and the related Commitment/Certificate of Insurance are complied with.

Upon the effective date of the termination or suspension of the Delegated Lender's delegated authority hereunder, no new Commitments will be issued for delegated underwriting loans. Termination, suspension or limitation of the Delegated Lender's delegated authority or the Program will not affect coverage on a Certificate issued for a delegated underwriting loan prior to the effective date of such termination, suspension or limitation. Termination, suspension, or limitation of the Delegated Lender's delegation of authority shall not limit any of our rights or remedies under the Policy.

9 Compliance with Counterparty Monitoring Requirements

Lenders approved for the Program must comply with our counterparty monitoring requirements. Genworth may periodically review the Delegated Lender's origination and management practices to ensure compliance with our requirements.

As a Delegated Lender, you must:

- Cooperate with Genworth in connection with these reviews, including providing access to Origination Files, Closing Files and related records
- Maintain a defined process for selecting and approving counterparties
- Maintain a defined process for monitoring counterparties
- Continually employ practices to support sound underwriting decisions
- Maintain a defined quality control process

The quality of counterparty origination is directly affected by the level of controls the lender has in place. If adequate controls are not in place the lender may attract counterparties that originate poor quality loans which will then impact the performance and insurability of the mortgages.

9.1 Counterparty Monitoring Responsibilities

Genworth's review for compliance to our counterparty monitoring requirements will include the following key areas listed below. These areas are not to be considered the only aspects for managing counterparties as the lender should also consider investor requirements, current market factors and compliance risk when developing policies.

Genworth will:

- Review the Delegated Lender's performance and compliance with these counterparty monitoring requirements.
 - Third party approval and monitoring processes
 - Underwriting and origination practices
 - Underwriter training and monitoring practices
 - Quality control processes
 - Portfolio characteristics
 - Credit mix
 - Financial stability
- Provide reasonable notice to the Delegated Lender of our intent to complete a review
- Provide feedback to the Delegated Lender regarding their compliance with our counterparty monitoring requirements

10 Training and Education

Genworth recognizes that attention to quality begins with your underwriters. Understanding the Program and its responsibilities is essential to your successful participation in the Program. Your delegated underwriters have access to our numerous training webinars offered each month on industry topics, including appraisal, income, assets, documentation, mortgage risk, and self-employed Borrowers. These sessions are offered free of charge. Contact your Genworth sales representative for more information.

The webinars that are specific to the Program are listed below:

10.1 Understanding and Accessing Genworth Guidelines

This webinar is recommended for new Delegated Lenders yet beneficial for all Delegated Lenders. It discusses Genworth's expectations for Delegated Lenders, Genworth's Eligible Guideline Standards, ordering mortgage insurance via mi.genworth.com, QC Review preparation, and common underwriting errors.

We recommend that underwriters for newly approved Delegated Lenders complete this training course as indicated in the Program approval letter. All underwriters who will make the final mortgage insurance underwriting decision are recommended to complete the training within the time period specified in the Program approval letter issued by Genworth.

10.2 Avoiding Common Underwriting Errors

The best way to avoid making the most common underwriting errors is to know what they are. This session provides just that information. It includes feedback from many sources, including seasoned underwriters and file reviews.

10.3 How to Submit Your Loans Online

Learn how to submit delegated loans through Genworth's website via mi.genworth.com.

11 Loan Submission Procedures

Loan submission is easy under the Program. Submit the delegated Application to Genworth using a compliant electronic delivery option or a traditional paper delivery option. Regardless of the procedure utilized, the delegated Application must be kept in the Origination File.

11.1 Electronic Delivery

The following electronic delivery options are available for delegated Applications:

- Visit our website at mi.genworth.com to electronically transmit delegated loan data and print Commitments.
- Utilize a loan origination systems (LOS). For more details visit our website at mi.genworth.com/loan-origination-systems or contact your Genworth sales representative to obtain detailed information for approved file formats, data standards, testing procedures and electronic channel agreements.

11.2 Traditional Paper Delivery

Use the delegated Application for Genworth Mortgage Insurance and complete all sections. The delegated Application can be found at mi.genworth.com under LOS & Connections in Application Forms. The delegated Application accompanies the Fannie Form 1003/Freddie Form 65 and the Fannie Form 1008/Freddie Form 1077. Fax the delegated Application and documents to the National Processing Center (NPC) at 800 672.7718.

12 Customer Support

Genworth is committed to providing excellent customer service. To help serve your needs, Genworth offers the following resources:

- Your Genworth sales representative
- Genworth's ActionCenter® in Raleigh, NC, available weekdays 8 a.m. to 8 p.m. Eastern Standard time. The telephone number is 800 444.5664.
- Your Genworth customer relations manager
- Genworth's Training and Education Center

In addition, to support our customers and provide additional information on our Policy, Genworth has established a Master Policy Resource Center on our website at mi.genworth.com/master-policy-info.