

Lifestyle Protection

New thinking, new business

Our performance

We have \$1.0b (€0.7b) in revenues and \$2.4b (€1.7b) in assets. Our Lifestyle Protection underwriting entities, Financial Assurance Company Limited and Financial Insurance Company Limited, deliver consistently high standards of service and reliability as demonstrated by a financial strength rating of 'A-' and a stable outlook from Standard and Poor's.

Genworth in Action in 2011

We renewed relationships with most of our existing clients as well as winning €90m worth of business with new clients. Over the course of the year we processed over 90,000 new claims requests, with an acceptance and payment rate of over 80%. At the same time, we also processed over 200,000 continuing claims with an acceptance/payment rate of over 95%.

It's become part of our custom that as we grow, we also give something back, and as part of our philanthropic focus, our Putts4Charity initiative on the golf European Tour raised over €850,000 to date for charities including SOS Children's Villages and Barnardo's Children's charity in Ireland.

Contact us

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Genworth 





Who we are

Genworth Financial is a leading global financial security company that helps more than 15 million people a year with retirement, investment, mortgage and lifestyle protection. We are a Fortune 500 company providing financial services to 600 different institutions in over 25 countries and each of the 6.400 people we employ worldwide are dedicated to making a difference to people's lives. In Europe our Lifestyle Protection business is headquartered in London and expands across over 20 European countries, as well as Mexico.

Our products

Through ongoing market research and our commitment to innovation we have developed a suite of Lifestyle Protection products designed to help customers throughout their lives, whatever happens:

Life protection insurances

Financial support on diagnosis of a major illness, accident or death

Living expenses

Help with the everyday cost of living such as essential bills and financial commitments

Creditor insurance

Repayments on mortgages, credit cards and finance agreements

Commercial/GAP

Assistance with extra costs when an asset is damaged, stolen or written off

Why Genworth?

We enhance local expertise with global experience.

Innovative products that meet customers' needs

We can help build your market share by supplying the products that people really want. By regularly monitoring the market and conducting in-depth research we're constantly evolving our understanding of customers' needs and creating new products to meet them.

Reliable, consistent, tailored to meet your needs

We'll adapt to suit you, and can provide a localized, centralized or hybrid servicing model depending on your needs.

Cutting edge service and technology

We are continuously developing new processes and technologies such as our online integrated claims management process, which is quick and easy with improved accuracy to help you to serve your customers better.

New ways to deliver, new ways to sell

Our deep understanding of customer needs and the events that trigger insurance buying means we can offer your customers the most suitable products, through their preferred channels, at the most appropriate time.

Expertise and influence on a global scale

We build partnerships with governments and regulators to shape the regulatory environment and make sure you are always compliant.

"I like the fact that my family can benefit in the event of my death."*

"I can cope with the disease with fewer financial worries"**.

Better for you, better for your customers

Benefits to partnering with us

- Increase retention and brand loyalty by building a broader, carefully targeted product offering
- Extend your customer base by offering new, more desirable products
- Boost product holdings using our enhanced, proven, cross selling and up selling opportunities
- Raise revenue by unlocking new opportunities within your existing customer base

Benefits to your customers

- Customers appreciate the financial security we provide when they need it most
- Customers like our products – we know this because we carry out regular in-depth research
- Flexibility is built into our products, allowing customers to choose the best level of cover for them and their family
- Our quick claims process and prompt payment mean your customers can focus on making the best of their situation and adjusting to changed circumstances

* Genworth Serious Illness Plan, Turkey, Ipsos Vantis Research 2011

** Genworth Life Insurance, France, Ipsos Vantis Research 2011