

Servicer Workout Delegation

You-centricity. Total Efficiency.

When your borrowers are facing a hardship, you want to help them find workout program options - quickly and efficiently. That's why we make it our business to make it easier for you to run yours with **Servicer Workout Delegation**. It allows you to easily process most workout programs without Genworth review or approval - just report the workout to us.

Servicer Workout Delegation....

- **Empowers YOU.** Because you know what's best for your borrower.
- **Is automatic.** No sign-up or contract required.
- **Is quick and efficient.** No waiting for review or approval from Genworth.

Program Parameters and Required Reporting

Our Delegated Workout Program parameters are detailed in [Genworth's Servicer Delegated Workout Program Parameters](#). Program parameters require reporting to Genworth of all workouts that you decision under our Delegated Workout Program:

Reporting Options

- The industry-standard **MILAR template** is best for bulk/multi-loan reporting. Two formats are available: [Full MILAR Data set \(169 fields\)](#) and [Minimum MILAR Data set \(32 Fields\)](#). Submission instructions are included on the first sheet of each form.
- [Genworth's Online Reporting Tool](#) is best for single loan reporting with minimal data entry required. Contact the ActionCenter® at 800 444.5664 for Log In credentials or assistance.

We're here for YOU

Uncertain about whether a workout meets our Delegated Workout Program parameters? Questions? We're here to help. Please contact a Servicing Account Manager at HOA@genworth.com or call 800 455.0871.