



Genworth®
Financial

GENWORTH SLA UPDATE WEEK OF NOVEMBER 16, 2009

**GENWORTH
FINANCIAL
HOME EQUITY
ACCESS, INC.**

Current Service Level is: **Green**

10951 White Rock Road
Suite 200
Rancho Cordova, CA 95670

phone 866.871.1353
fax 866.375.6139
genworth.com/reversepartner

FHA Sponsor ID: 2110900005

	Current SLA	Further Explanation
Underwriting First Review	3 days	Files meeting minimum submission requirements received by 12 pm PST will be underwritten by 12 pm PST within 3 business days
Underwriting Condition Review	1 day	If received by 12 pm PST, conditions will be issued no later than 12 pm PST the next day
Closing Documents	2 days	If doc request is received by 12 pm PST, documents will be issued by 12 pm PST within 2 days. (3 days is SLA for all TX request for docs)
Funding	1 day	Wires will go out same day as estimated funding date if all conditions are met by 11:30 am PST
Lender Management	5 days	Broker Packages and New User Set ups received by 12:00 pm (PST) will be reviewed within 4 business days.

