

# ONLINE BROKER COURSES

Live: L Recorded: R

## OPERATIONS

### WHOLESALE ORIENTATION (L/R)

Learn how to get the most out of your relationship with Genworth to help fulfill your business objectives.

### TECHNOLOGY\* (L/R)

Learn about the technology tools offered by Genworth. This class will include a tour of the Genworth Web site and the online calculator; including how to draw your own application.

### PROCESSING 101\* (R)

Review the basics of processing a Reverse Mortgage and preparing it for submission. We will also cover what Underwriters review and why.

### THE CLOSING PROCESS\* (L/R)

Both you and your settlement agents will learn what to expect at the loan closing, including preparing the fee sheets, understanding the specific documents, and returning the closing documents.

### UNDERWRITER FORUM\* (L/R)

Listen to our Underwriter review common trends within the industry and what they look for in your loan files.

### HOW TO PROCESS A CLEAN LOAN\* (L/R)

Learn the necessary steps to benefit from submitting a clean loan.

## SALES

### WHY GENWORTH? (L/R)

Are you missing out on the opportunity to change lives by offering Reverse Mortgages? Learn more about the benefits of partnering with Genworth to grow your Reverse Mortgage business.

### REVERSE MORTGAGE

#### HECM PRODUCT\* (L/R)

This will be an in-depth discussion of product parameters and guidelines, including the benefits, eligibility, pricing and the application process. We'll provide up-to-date information on what will work best for your client.

### PRACTICAL RESPONSES

#### TO CLIENTS' QUESTIONS\* (L/R)

Pro-actively manage your clients' fears with simple tips for overcoming the most common objections to Reverse Mortgages. Debunk the myths associated with Reverse Mortgages.

### PREPARING AND COMPLETING THE REVERSE MORTGAGE HECM

#### APPLICATION PACKAGE\* (L/R)

Learn what each Reverse Mortgage application form is and why it is included in the application. Learn how to work with your clients to take a complete application and minimize Underwriting conditions.

### HECM FOR PURCHASE\* (L/R)

Overview of the HECM Purchase Program.

### REVERSE MORTGAGE

#### POWER HOUR\* (L/R)

Discuss monthly topic, then open forum.

## MARKETING

### REVERSE MORTGAGE

#### MARKETING FUNDAMENTALS\* (L/R)

This course explores the differences between Forward and Reverse marketing, explores the marketing pillars that consistently generate business and shows you how to leverage the Marketing Solutions Portal™ to shorten your journey to Reverse Mortgage marketing success.



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## FEBRUARY 2010 COURSE OFFERINGS

**GENWORTH  
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HOME EQUITY  
ACCESS, INC.**

1	2 Reverse Mortgage Technology* 9 am (PST)  Reverse Mortgage HECM Product* 11 am (PST)	3	4 Practical Responses to Clients Questions* 11 am (PST)	5
8	9	10	11	12
15 Office Closed  Presidents's Day	16 Reverse Mortgage HECM Product* 9 am (PST)  Reverse Mortgage Technology* 11 am (PST)	17	18 Reverse Mortgage Marketing Fundamentals* 9 am (PST)  The Closing Process * 2 pm (PST)	19
22	23 How to Process a Clean Loan* 11 am (PST)	24	25 Reverse Mortgage Power Hour* 9 am (PST)	26

*Take advantage of our  
extensive education and  
training – Register today!*

866.871.1353

[genworth.com/reversepartner](http://genworth.com/reversepartner)

Sign up for all courses via our online training center: <https://genworth.webex.com>  
Please register for classes at least 24 hours in advance.

\*These courses are for approved Broker Partners only and require a password.



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## MARCH 2010 COURSE OFFERINGS

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1	2 Reverse Mortgage Technology* 9 am (PST)  Reverse Mortgage HECM Product* 11 am (PST)	3	4 The Closing Process* 9 am (PST)  Why Genworth? 11 am (PST)	5
8	9 How to Process a Clean Loan* 9 am (PST)  Underwriter Forum* 11 am (PST)	10	11 Preparing the Reverse Mortgage HECM Application* 9 pm (PST)  Wholesale Orientation 11 am (PST)	12
15	16 Reverse Mortgage HECM Product* 9 am (PST)  Reverse Mortgage Technology* 11 am (PST)	17	18 Reverse Mortgage Marketing Fundamentals* 9 am (PST)  The Closing Process* 2 pm (PST)	19
22	23 Practical Responses to Clients Questions* 9am (PST)  How to Process a Clean Loan* 11 am (PST)	24	25 Reverse Mortgage Power Hour* 9 am (PST)	26
29	30	31		

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## APRIL 2010 COURSE OFFERINGS

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			1	2
5	6 Reverse Mortgage Technology* 9 am (PST)  Reverse Mortgage Processing 101* 11 am (PST)	7	8 Reverse Mortgage HECM Product* 9 am (PST)  Why Genworth 11 am (PST)	9
12	13 Underwriter Forum* 9 am (PST)  How to Process a Clean Loan* 11 am (PST)	14	15 Reverse Mortgage Marketing Fundamentals* 9 am (PST)  Preparing the Reverse Mortgage HECM Application* 11 am (PST)	16
19	20 Reverse Mortgage Processing 101* 9 am (PST)  Wholesale Orientation 11 am (PST)	21	22 Practical Responses to Clients Questions* 9 am (PST)  Reverse Mortgage HECM Product* 11 am (PST)	23
26	27 How to Process a Clean Loan* 9 am (PST)  Reverse Mortgage Technology* 11 am (PST)	28	29 Reverse Mortgage Power Hour* 9 am (PST)	30

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