



Genworth®  
Financial

# GENWORTH FINANCIAL TRUST COMPANY

**STRENGTH. SECURITY. COMMITMENT**



**Meet Genworth Financial Trust Company**

Genworth Financial Trust Company (GFTC) is a subsidiary of Genworth Financial, Inc., a Fortune 250 company operating internationally with over \$100 billion in assets. GFTC has more than fifteen years experience and now serves more than 50,000 investors and financial advisors in the wealth management business and has over \$11 billion in invested assets in custody.



## EXCLUSIVELY FOCUSED ON YOU AND YOUR INDEPENDENT ADVISOR

GFTC was created specifically to support the clients of independent financial advisors as an integrated part of an overall investment service. Since our inception, we have more than fifteen years of experience meeting the needs – and earning the trust – of investors and advisors in the highly specialized field of wealth management.

By choosing GFTC as your custodian, you will be leveraging an experienced track record and a knowledgeable foundation earned by supporting complex investment solutions. Simply stated: We specialize in securing and servicing complex investment solutions. We understand your needs, and we deliver the service and security you demand.

**Building on a solid foundation: Our history of supporting wealth management gives us a unique experience with complex investment solutions.**



**Translating commitment into strength**

Our experience translates into an understanding of what you demand when it comes to safeguarding and administering your assets.



- **Security**

We value your trust and we earn it by delivering extensive security. Assets, personal data and privacy are secured through rigorous controls, frequent audits and monitoring programs.

- **Emergency plans**

We prepare to meet your needs no matter what the challenge by creating, revising and testing disaster recovery and business continuity plans.

- **Financial strength**

The Genworth name is synonymous with responsible financial strength. At GFTC, we back up that reputation with capital reserves in excess of requirements and extensive insurance coverage.

- **Service**

We understand the importance of speed and accuracy. Account requests are initiated quickly – typically within a business day of receipt. If there are issues, we will work directly with your advisor to resolve them in an expedient manner.

- **Accuracy**

Our rigorous controls, reconciliation and quality audits help ensure that reporting and account administration are accurate, reliable and timely.

- **Technology**

We back our in-house technology with solutions provided by the leading vendors in the business. The result is rock solid protection for your assets and account information.

## WEALTH MANAGEMENT: COMPLEX NEEDS, EFFICIENT SOLUTIONS

Why choose a custodian specializing in wealth management?

Because wealth management is a uniquely complex and continually evolving service offering investment solutions that combine a broad range of investment vehicles.

We have a history of administering some of the most innovative wealth management solutions in the industry. We understand how they work – and we understand the importance of timely, accurate and dependable administration.

By choosing GFTC, you will leverage our experience and commitment to ensure that all account activity, including new account opening, asset transfers and money movements, will be executed efficiently.

### **Quarterly custody statements**

Our easy-to-understand, detailed statements are available online or on paper. They clearly show account balances along with specific allocations, account-specific cash flows, transaction detail and income summaries, as well as any special features, such as systematic withdrawals.

### **Reduced paper mailings**

Electronic delivery options are available for custody statements, shareholder communications, tax documents, and soon we will expand eDelivery options to include other paper account correspondence. We provide these options to lower our natural resource consumption and to make it easier to organize and maintain your financial records.

### **Comprehensive recordkeeping**

GFTC's comprehensive recordkeeping keeps both you and your advisor informed about account activity. Our goal is to make sure that you and your advisor are always up-to-date whenever you need to discuss your investments or seek advice.

### **Duplicate reporting**

We make sure that you and your advisor are in synch. Whenever we send you a letter, report, or statement, we will send a duplicate to your advisor.

## GOING BEYOND: FINANCIAL STRENGTH AND SECURITY YOU CAN RELY ON

As custodian, our first responsibility is keeping your assets safe, secure and private. We use a number of external and internal controls, backed by exceptional financial strength.

### Internal risk management

We have a strong internal control structure that includes daily quality audits and reconciliations to ensure completeness and accuracy of account administration. Through a comprehensive set of risk management policies, frequent training and information security programs, we work hard to earn and keep your trust.

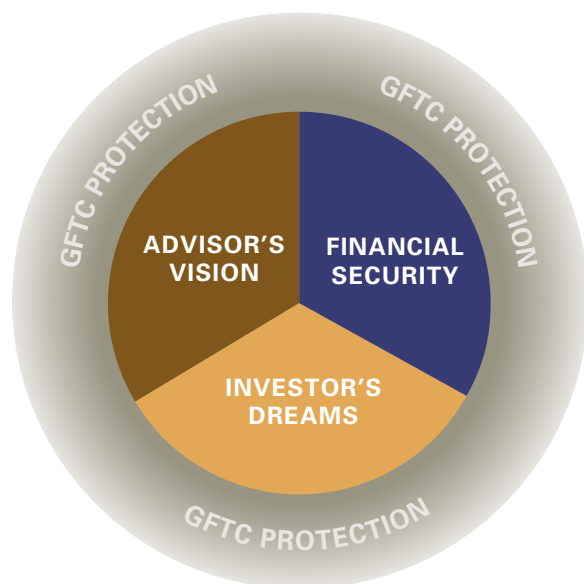
### External auditing

GFTC accounts are reconciled daily, weekly and monthly based on a rigorous oversight process that is reviewed both internally and externally by independent audit firms. Our audit process includes an annual SAS 70 audit — a rigorous

review of our internal control environment by an independent public accounting firm. These processes are examined annually during a review conducted by the Arizona Department of Financial Institutions.

### Insurance

GFTC maintains a financial institution bond and extensive insurance coverages protecting against loss through fraud, embezzlement, errors and omissions, compromised data, business interruption, and liability. We also maintain insurance protecting against loss to business property.



**Protecting more than assets: We never lose sight of the fact that we are being entrusted with your financial security.**

## PASSIONATELY DEDICATED TO SERVICE

We cannot meet your needs with technology or financial strength alone. Ultimately, we rely on our talented, energetic associates to deliver on our promise of service and commitment.

Our associates never lose sight of the fact that whenever, and however, GFTC touches your financial life, we have an opportunity to create a great experience for you. This goal is built into the core of our philosophy.

### **Experienced people**

Whenever we bring aboard new associates, we look for people with experience and a track record showing continuous improvement and a history of finding new ways to solve problems.

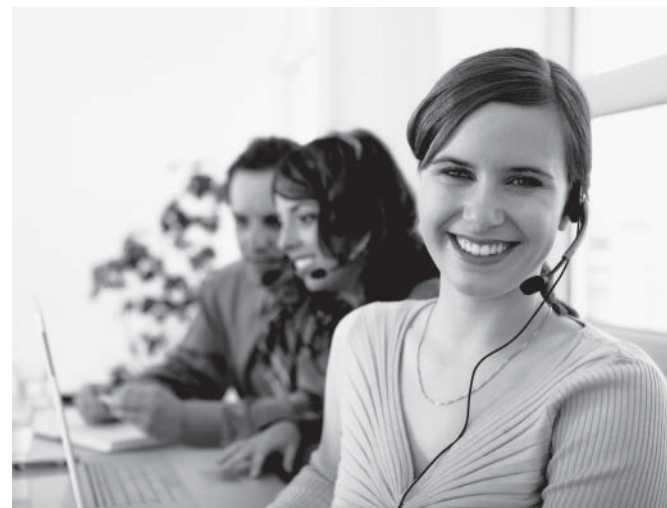
### **Accountability and ownership**

Great service does not happen by accident. It happens when people take ownership of every job they do. We encourage and reward a sense of accountability in all our associates.

### **Customer perspective**

All of our associates, whether or not they work directly with investors or advisors, are encouraged to take the customer's perspective into account. At every touch point, their goal is to find a way to make a positive impact.

We have created a "culture of service" within GFTC. Our people take pride in meeting your needs. And we take pride in them – we believe that they set us apart in a business where too often service and customers are separated by layers of bureaucracy and inflexible technology.



## WHY CHOOSE GFTC?

You have a number of choices when it comes to Custodial and Administrative Services.

Why choose Genworth Financial Trust Company? We believe the answer is simple: unlike some companies that primarily serve institutions, investors working with independent advisors are our only business.

### **Independent advisory specialists**

We were created to meet the needs of investors working directly with independent financial advisors.

### **Wealth management experience**

We have substantial experience with unique and constantly evolving wealth management investment solutions.

### **Alignment of goals**

Our goals and way of doing business are well-aligned with the practices of independent advisors.

### **Institutional strength, entrepreneurial spirit**

Our Genworth Financial heritage gives us institutional strength, but our specialized focus means we can respond quickly to a rapidly changing investment landscape.

**For more information, please contact your financial advisor. We look forward to working with you.**





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