

Welcome to Your IMO Life New Business Team

Contact Information

888 325.5433 ext.4300

igroup@genworth.com

- Your Dedicated Touch Team Case Managers can be reached at 888 325.5433, ext 4300
- All Case Management Email inquiries should be sent to igroup@genworth.com
- Underwriting quick quotes should be sent to igroupquickquote@genworth.com
- Mail all application packages to**
Genworth Financial
Attn New Business Department
3100 Albert Lankford Drive
Lynchburg, VA 24501
- Client Relationship Manager**
 - Patrick Bowen
 - Email: patrick.bowen@genworth.com
- Vice President Life New Business Operations**
 - Phone: 888 325.5433, ext.
 - Email:

Case Management/Issue Resolution

- Touch Team Group Leader**
Kim Hahn, ext. 5666
kim_hahn2@genworth.com

 - Top-line escalation and feedback as needed
- Touch Team Team Leader**
Kim Krantz
ext. 5050
kimberly.krantz@genworth.com

 - Assists Case Managers with complex problem review and escalated case resolution
- Touch Team Case Managers**

 - Barbara Brown - Coordinator
 - Tiffany Litchford
 - Wendy Tyree
 - Kara Jordan
 - Shannen Logue
 - Michelle Jones
 - Donna Martin
 - Daryll Stump
 - Answers your dedicated line for
 - status
 - rush requests
 - problem resolution
 - Large case processing
 - Responds to and processes your routine emails

Steps for Working with the Team

- Please begin the New Business process with this team. They are your first point of contact.
- As needed, please work with the Team and Group Leaders to escalate your needs and provide feedback.
-

Underwriting

- Director of Underwriting**
Cindy Peebles, ext. 5744
cindy.peebles@genworth.com
- Drives New Business-wide underwriting consistency and service
- Underwriter Team Leader**
Acting Team leader
A.C. Whitehead
- Works with team to drive consistency and reviews escalated cases from team underwriters and customers as needed
- Underwriter Contacts**
- Bob Alexander ext. 5755
bob.alexander@genworth.com
- David Davis ext 7479
David.Davis@genworth.com
- Diana Williams ext 2849
Diana.williams@genworth.com
- Pete Perez ext 7404
Pete.perez@genworth.com
- Reviews escalated reconsiderations and handles customer issues as referred by the case managers and from agents.
- Team Production Underwriters**
- Connie Merrill
David Davis
Pete Perez
- Focused on daily team production including trials and large cases

