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CareScout Focuses Strategic Direction on Aging Care Services

RICHMOND, Va.--(BUSINESS WIRE)--CareScout today announced a singular focus on its aging care services business and plans to discontinue new insurance sales through CareScout Insurance Company in accordance with applicable regulatory requirements.

The decision reflects CareScout's belief that its services business offers the greatest opportunity to help millions of families navigate aging care for their loved ones and create long-term value for Genworth shareholders.

"We set out to make the aging journey more confident, connected, and clear, and that ambition has not changed," said Samir Shah, CEO of CareScout. "We are choosing to focus our investment on a capital-light services business where we see the greatest opportunity for growth and long-term value creation. Together with our partners, we can help more families plan for and manage the care of aging loved ones as their needs evolve."

CareScout brings together cost-of-care insights, care expertise, personalized guidance, and access to quality care to help families understand their needs, explore their options, and take the next steps with confidence. Building on these capabilities, the company will work with insurers, employers, advisors, and care providers to reach more families and broaden its services across the aging journey.

Existing CareScout Insurance policies remain in force with no change to servicing contacts or processes, and CareScout Insurance Company remains committed to meeting all contractual obligations. The decision is not expected to have a material impact on Genworth's financial condition or results of operations.

About CareScout
CareScout helps older adults and their families navigate the aging journey, find, and fund quality care. Inspired by a mission to simplify and dignify the aging experience, we're building an integrated ecosystem of care and funding solutions. To learn more about CareScout, visit www.CareScout.com. CareScout is a wholly owned subsidiary of Genworth Financial, Inc. (NYSE: GNW). CareScout is the marketing name for CareScout Holdings, Inc., its affiliates and entities. Affiliates and entities are solely and separately responsible for their own financial and contractual obligations.

Cautionary Note Regarding Forward-Looking Statements
This press release contains certain "forward-looking statements" within the meaning of the Private Securities Litigation Reform Act of 1995. Forward-looking statements may be identified by words such as "expects," "anticipates," "intends," "plans," "believes," "seeks," "estimates," "will," or words of similar meaning and include, but are not limited to, statements regarding CareScout Insurance Company's (Company) decision to discontinue new insurance sales. Examples of forward-looking statements include statements CareScout

makes relating to the timing and potential costs associated with the discontinuation, the anticipated effects on CareScout's operations, the potential impact on the financial performance of the Company and Genworth Financial, Inc. (Genworth), and the Company's plans with respect to customers and other stakeholders affected by the discontinuation. Forward-looking statements are based on management's current expectations and assumptions, which are subject to inherent uncertainties, risks, and changes in circumstances that are difficult to predict. Actual outcomes and results may differ materially due to global political, economic, business, competitive, market, regulatory, and other factors and risks, as well as risks discussed in the risk factor section of Genworth's Annual Report on Form 10-K, filed with the United States Securities and Exchange Commission on February 27, 2026. Genworth undertakes no obligation to publicly update any forward-looking statement, whether as a result of new information, future developments or otherwise.

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