At MetLife, we make a promise to each client. And now we can deliver on that promise through our beneficiary support program.

**Compassionate Support When Beneficiaries Need It Most**

**WE WANT TO DELIVER ON OUR PROMISE**

We set ourselves apart by considering the diverse needs of employers, employees and their beneficiaries. Delivering the Promise® is a valuable resource offered through MetLife's PlanSmart® financial education series. This unique program can enhance your benefit offerings, help reduce your workload and help beneficiaries with the details and questions about claims and financial needs during a difficult time. Delivering the Promise® is available to our Group Life customers at no additional cost.

**IT’S UNIQUE**

During a time of loss, we provide your employees’ beneficiaries dedicated support from a specially trained network of local MetLife financial professionals. They thoroughly understand the circumstances of beneficiaries and their families and have the special skills needed to work with them.
95% of beneficiaries who met with a MetLife Delivering the Promise® Financial Professional reported being satisfied with the counseling they received.¹

“"The care they show is genuine.”

“They were comforting, professional and knowledgeable. It was clear they knew what they were doing.”

“They were prompt and courteous. I was told when the check would be ready and sure enough, it was there and waiting.”

They are ready to provide in-person or telephone assistance with:

• Completing and filing life insurance claims — including those from other companies
• Contacting Social Security or Veterans Administration, or other government agencies about benefits
• Locating local grief counseling and support resources
• Updating necessary documents such as titles or deeds

YOU’LL DISCOVER HOW EASY IT IS

There are no additional steps for you to implement Delivering the Promise®.

However, if MetLife does not manage the recordkeeping for your MetLife Group Life Insurance, we will provide you with a notification form, which you will need to email or fax to us to notify us of a death. Upon receiving the notice, our financial professionals will immediately reach out to the beneficiary.

Contact your MetLife representative or visit www.metlifeplansmart.com/solutions for more information.

¹ 2012 Delivering the Promise® Satisfaction Survey Results