

# An enhanced online customer experience for your employees

We've made it even easier to manage their benefits online



We are proud to announce that we have enhanced our servicing website with a **new** look and feel, which focuses primarily on simplifying the most common benefit tasks that your employees face on a daily basis.

At MetLife, listening to our customers and helping them **Navigate Life**, has never been more important.

## What's New & Exciting?



A redesigned card-based Account Summary page with all of your benefit information right up front, starting with the “Account Summary”



Less clicks with a more consolidated/streamlined view into your policy and claim information

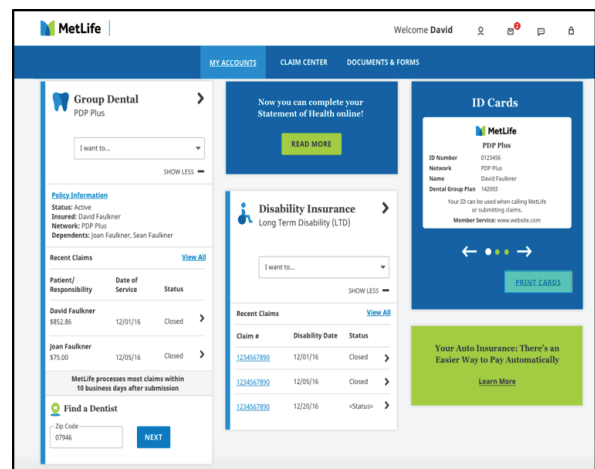


The ability to view and customize product information



Mobile friendly and easily viewable on all electronic devices

## What does it look like?



## Account Summary

- ▶ Product Summary Cards with more policy & claim info up front
- ▶ “Find A Dentist” is easily accessible
- ▶ Dental ID Card readily available
- ▶ “I want to” menu for quick access
- ▶ Easy access to the “Claim Center” and to “Documents & Forms”

metlife.com/mybenefits

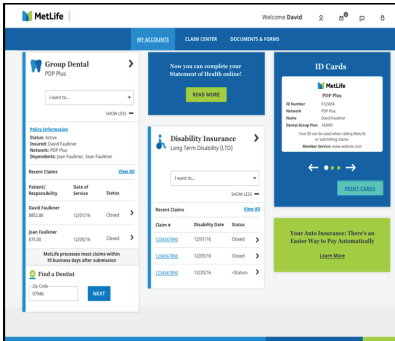


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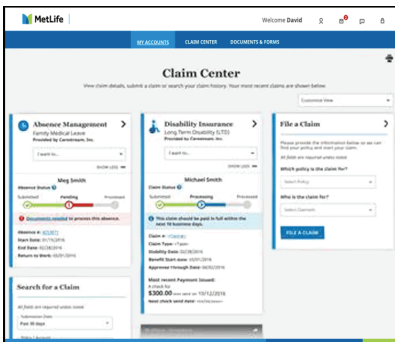
# Less clicks to get you where you need to go...

By simply prioritizing the claim and policy information that we know to be so important to your employees, and making it easier for them to access, we have essentially established an environment that puts all of the pertinent information right at their finger-tips.



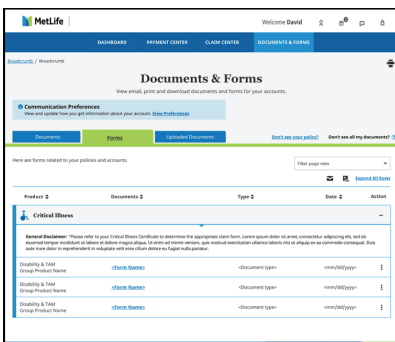
## Policy Information

- **Policy Information** - You will find coverage information, policy detail and individual benefit information
- **Coverages** – Common procedures listed first, can filter on a variety of criteria, and expand for additional detail
- **Claim History** – Access to current and historical claim information
- **Common Questions** – Frequently Asked Questions that are relevant to your policy



## Claim Center

- A centralized claims experience where you can manage your claims
- Submit claims online and check status
- View past/current claims
- Print/download/email claim history



## Documents & Forms

- View relevant and essential product documents/forms
- Sort by type, date, for product
- Print, download, upload and email documents/forms

At MetLife, we are committed to **Navigating Life Together** and continually searching for the most optimal customer experience.

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