

MyBenefits User Guide – Profile & Preferences



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[All States and All Territories]

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Overview

Employees today lead fast-paced, busy lifestyles and want convenient access to up-to-date information and resources. When it comes to accessing and managing your MetLife policies online, the MyBenefits portal provides an innovative and seamless experience.

Profile & Preferences provides a user the ability to view, manage and update their personal information, login information, product related communication preferences and other profile information online.

Let's get started!

My Profile



When the user selects the Profile Icon, they will land on the **My Profile** screen, which provides the user access to:

- ▶ Login Information
- ▶ Personal Information
- ▶ Communication Preferences
- ▶ Address Information
- ▶ Account Information
- ▶ User Agreements that include Terms of Use and eConsent.

Additional information for each category is available by clicking the [Edit](#) link located in the top right corner of each card (with the exception of the Address card).

My Profile

Welcome Jane Test
View and update your online account settings.



Log In Information

Username: [Edit](#)
JTest01@ml.com

Password: [Edit](#)



Personal Information

Name: [Edit](#)
Jane Test

Primary Email:
JTest01@ml.com

Primary Phone:
(000) 000-0000



Communication Preferences

View and update how and when you receive information about your group accounts. [Edit](#)

To view your retail communication preferences instead, please first access your retail account.



Address Information

To change your mailing address associated with your Group Benefits, please contact your Benefits Administrator.

Mailing Address:

We currently do not have mailing address on file for you. Please contact your Benefits Administrator to update this information as soon as possible

To view your retail address information, please first access your retail account.



Accounts

Manage your linked accounts and default Login view. [Edit](#)

Dynamic CMS Content at Front of Card.



User Agreements

Terms of Use [Edit](#)
Use of this website is subject to the current "Terms of Use" agreement.

You have agreed to the Terms of Use

Electronic Consent

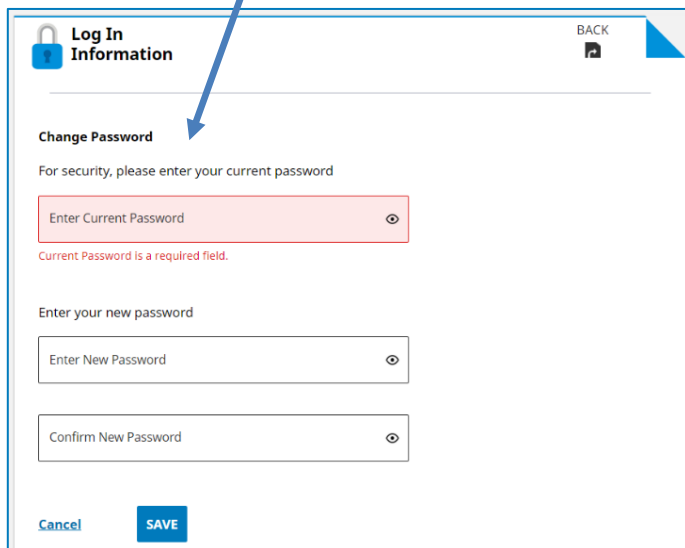
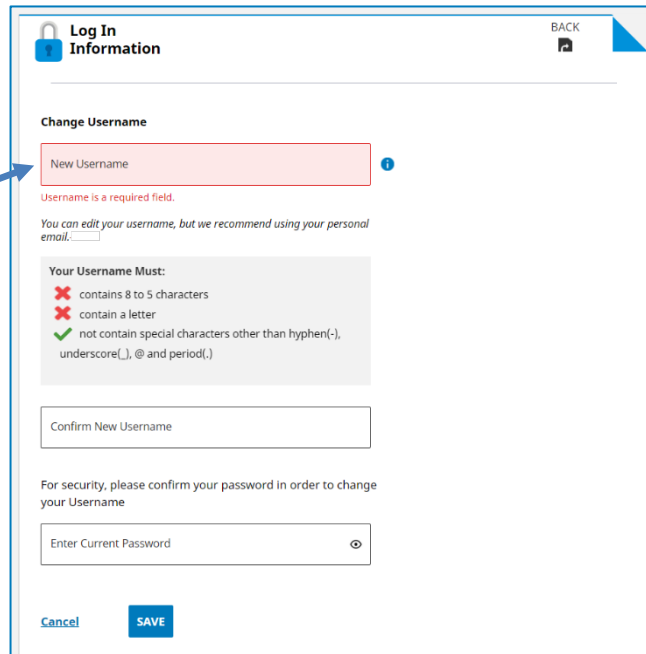
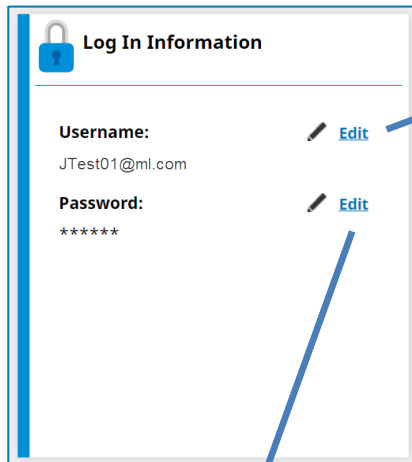
A valuable feature, Electronic Consent grants online transactions and electronic deliveries to enhance functionality.

You have disagreed to the Electronic Consent

Login Information Card

View and update your Username and Password.

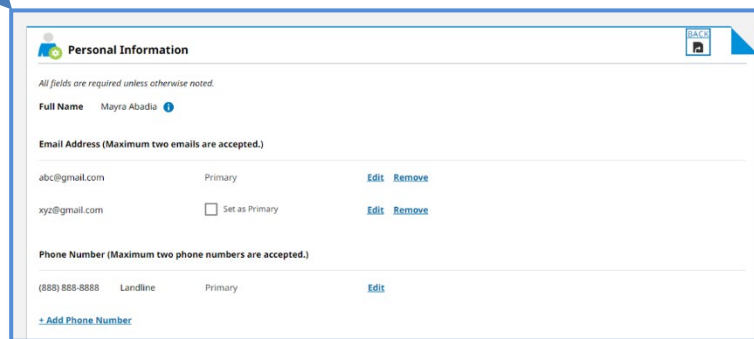
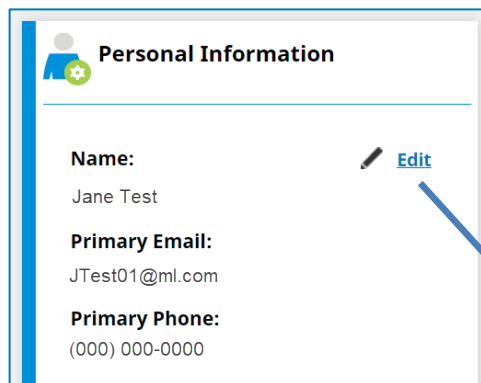
The user may click [Edit](#) to make changes.




You may click [Cancel](#) or [BACK](#) at any time to return to the My Profile screen or click the SAVE button to confirm your changes.

Personal Information Card

- ▶ Located on the MY Profile screen and includes user information such as name, email and phone number.
- ▶ Personal information may be updated by clicking the [Edit](#) link.



Personal Information Details

- ▶ Provides the ability to change/add your Email Address and Phone Number
- ▶ You may click  [BACK](#) at any time to return to the My Profile screen.

Full Name

- ▶ The first and last name provided during registration will be displayed.
- ▶ To change your name, contact Customer Support.

Email Address

Personal Information BACK

All fields are required unless otherwise noted.

Full Name Jane Test ⓘ

Email Address (Maximum two emails are accepted.)

test@gmail.com Primary [Edit](#) [Remove](#)

Edit an Existing Email Address

- ▶ Click the [Edit](#) link in the email address section to change your email address

Email Address (Maximum two emails are accepted.)

Email Address ⓘ Primary

[+ Add Email](#)

Add Another Email Address

Clicking the [+ Add Email](#) link from the Personal Information screen opens a screen to add an additional email.

Add another email BACK

If you choose, you can list multiple email addresses to accept MetLife alerts.

Email Address Set as Primary

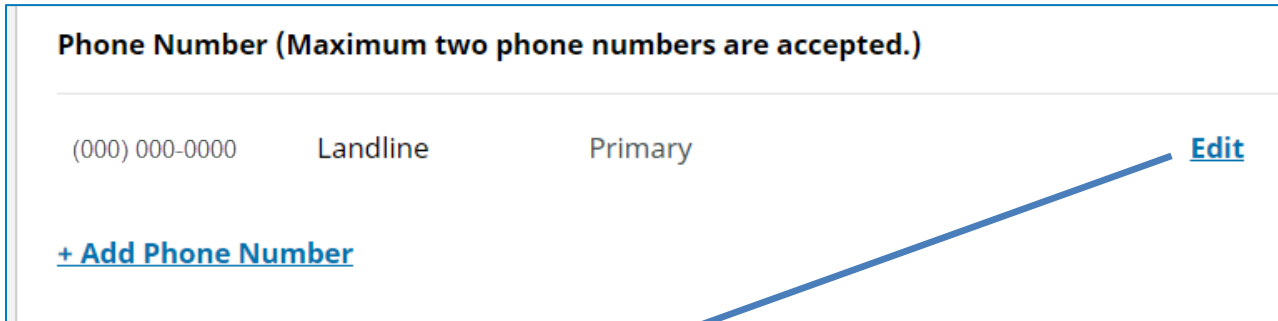
Email is a required field.

[Cancel](#) [ADD](#)

A maximum of 2 email addresses are allowed, and user must select one as a primary email for all default communications.

Phone Number

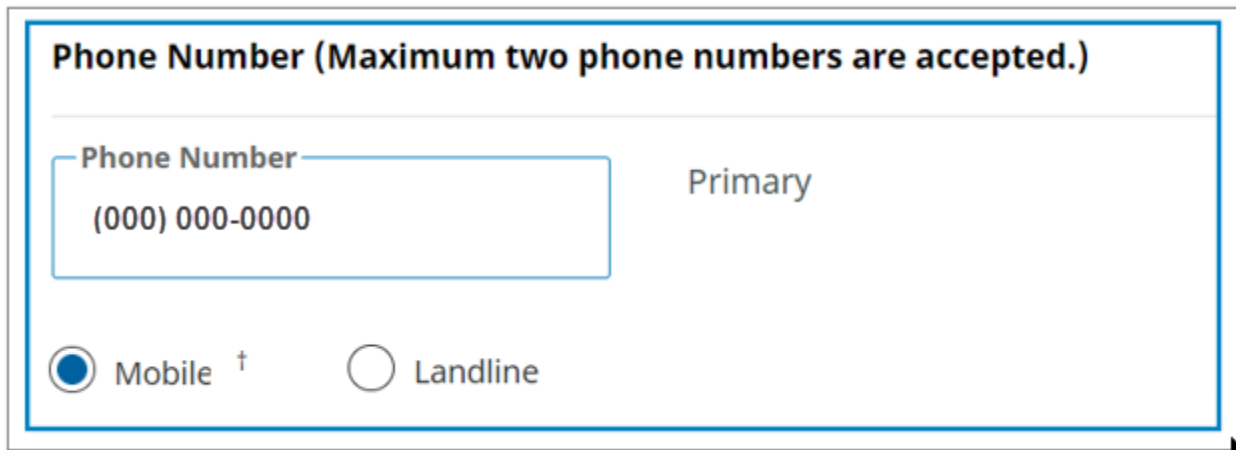
Click the [Edit](#) link in the Phone Number section to change the phone number. You may click [Cancel](#) or the SAVE button to confirm your changes.



Phone Number (Maximum two phone numbers are accepted.)

(000) 000-0000 Landline Primary [Edit](#)

[+ Add Phone Number](#)



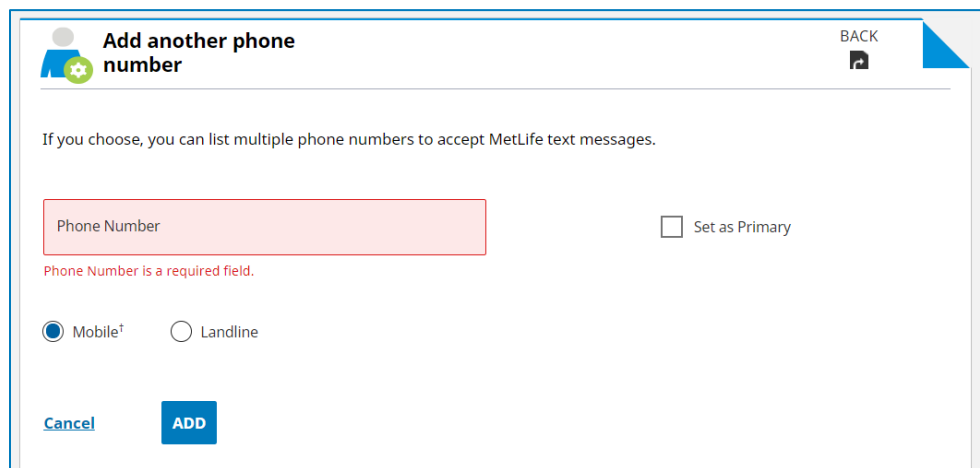
Phone Number (Maximum two phone numbers are accepted.)

Phone Number
(000) 000-0000 Primary

Mobile † Landline

Add Another Phone Number

This screen provides the ability to add additional phone number. Please note that a Mobile or Landline phone type must be selected.



Add another phone number BACK

If you choose, you can list multiple phone numbers to accept MetLife text messages.

Phone Number Set as Primary

Phone Number is a required field.

Mobile† Landline

[Cancel](#) **ADD**

A maximum of 2 phone numbers are allowed, and user must select one as a primary phone number for all default communications.

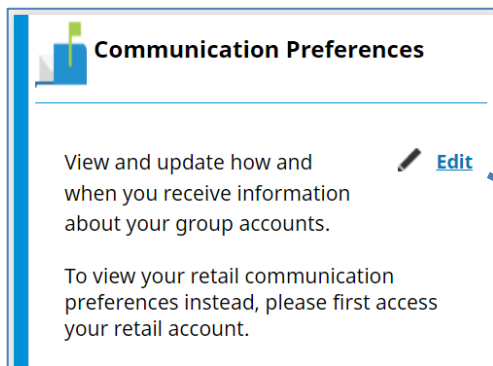
Communication Preferences Card

Communication Preferences allow you to manage how you receive information from MetLife regarding your products, including the ability to go green by opting into paperless communication and eConsent.

Note: Not all MetLife products offer the same communication preference options.

Click the [Edit](#) link on **Communication Preferences** card to make changes.

Your default contact information - email, phone number and address - will be displayed for your reference. **Communication Preferences** allows the user to select the method of communication and contact information for each specific product.

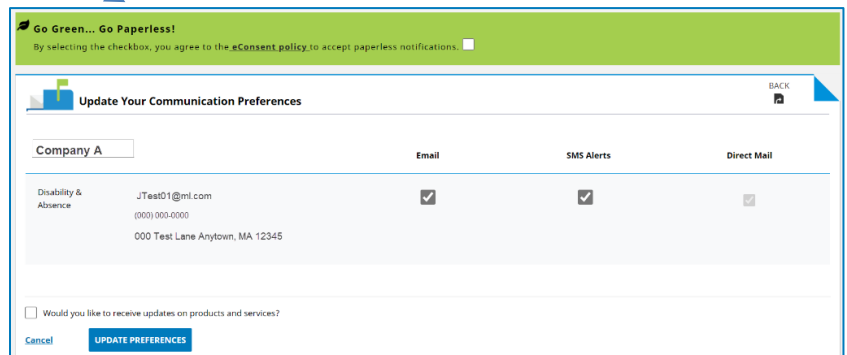


Communication Preferences

View and update how and when you receive information about your group accounts. [Edit](#)

To view your retail communication preferences instead, please first access your retail account.

Click the **UPDATE PREFERENCES** button to save the changes.



Go Green... Go Paperless!
By selecting the checkbox, you agree to the eConsent policy to accept paperless notifications.

Update Your Communication Preferences BACK

Company A	Email	SMS Alerts	Direct Mail
Disability & Absence JTest01@ml.com (000) 000-0000 000 Test Lane Anytown, MA 12345	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

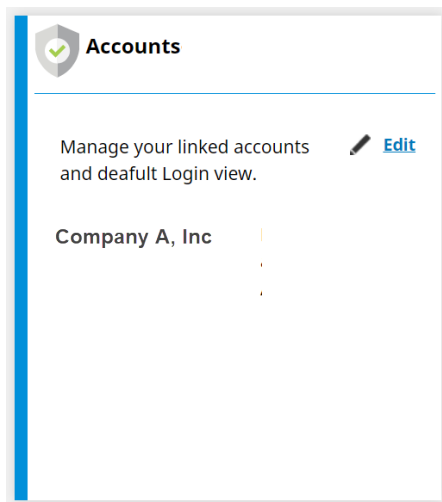
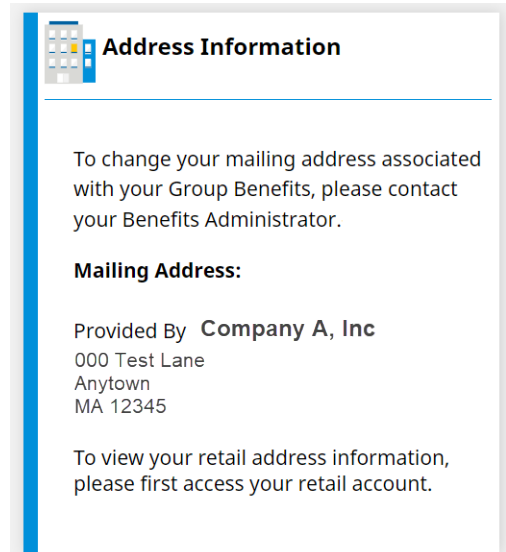
Would you like to receive updates on products and services?

[Cancel](#) [UPDATE PREFERENCES](#)

Address Information Card

Mailing address information cannot be changed from the My Profile screen (except for TakeAlong Dental product).

Users must contact their Benefits Administrator (Employer) to change a mailing address.



Accounts Card

The summary card provides a list of associated accounts.

Accounts may be added or deleted by clicking the [Edit](#) link.

Clicking the [Edit](#) link will open a new window that displays options and instructions for adding an account.

User Agreements Card

Provides access to MetLife's Terms of Use and Electronic Consent documents.

User must agree to Terms of Use in order to use MyBenefits portal. Agreeing Econsent allows user to receive communications electronically.

If the user clicks [Edit](#), a screen displaying the Terms of Use and Electronic Consent appears.

The user may edit their selection and click the [SAVE](#) button. The user may also click [Cancel](#) or [BACK](#) at any time to return to the My Profile screen.

An example of the User Agreements screen is shown below.

