

Frequently Asked Questions

Q. Why are Life and Accidental Death & Dismemberment insurance important?

A. It's a competitively-priced way to protect your family and finances in the event something happens to you. For many people, they help ensure that if something unforeseen should happen, short and long term financial obligations could be met. If you have a spouse, domestic partner and/or children, they may rely on you to help keep the household running. It's important to take steps to make sure your family would be financially prepared if you were no longer there to handle expenses like:

- ✓ Mortgage or rent payments
- ✓ Insurance premiums
- ✓ Transportation
- ✓ Utilities
- ✓ Child care/education fees
- ✓ Credit card bills

Accidental Death & Dismemberment Benefits (AD&D) can provide financial security should a sudden accident take your life or cause you serious loss or harm. This coverage complements your life insurance coverage and helps protect you 24 hours a day, 365 days a year.

Q. I already have life insurance through my employer. Why get more?

A. While having some life insurance provided by your employer is a great benefit, chances are it may not be enough to adequately provide for your family now and years from now. Additional life insurance can give your family greater financial security.

Q. How much life insurance do I need?

A. Probably more than you have now. You should keep in mind that insurance needs change as your life changes — for example, getting married, starting a family or purchasing a home. Many people are surprised to learn that they don't have enough life insurance to cover the many expenses their loved ones may face. We've made it very simple to determine the amount of coverage you need now: Go to www.metlifeeasier.net and click on the easy-to-use Life Insurance calculator to find your answer in minutes.

Q. How much does a MetLife insurance plan cost?

A. It may be less expensive than you think. MetLife has designed these Group Life insurance plans to be an economical way for you to provide for your family. You'll enjoy competitive group rates, with a wide range of coverage options to choose from. Exact rates can be found in the enrollment materials provided by your employer.

Q. How are claims paid?

A. Tax-free proceeds are paid in a lump-sum to the beneficiary(ies) you choose.

It's important to review your life insurance needs periodically to ensure that your family is protected.



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Q. How do I pay for my coverage?

A. Premiums will be conveniently paid through payroll deduction, so you don't have to worry about writing a check or missing a payment.

Q. Where can I get more information?

A. MyBenefits provides you with a personalized, integrated and secure view of your MetLife-delivered benefits. You can take advantage of a number of self-service capabilities as well as a wealth of easy to access information. MetLife is able to deliver services that empower you to manage your benefits. Please visit www.metlife.com/mybenefits. As a first time user, you will need to register on MyBenefits.

Q. What other benefits are included?

A. This plan also includes features and services through MetLife AdvantagesSM for support, planning and protection when you need it most:

- ✓ Accelerated Benefit Option¹
Provides early access to funds in the event of a terminal illness.
- ✓ Face-to-Face Will Preparation Services²
Offers in-person will preparation for you and your spouse/domestic partner at no additional cost when you use a Hyatt Legal Plans attorney.
- ✓ Face-to-Face Estate Resolution Services²
With this service, executors or administrators may receive face-to-face legal assistance with probating your and your spouse's/domestic partner's estates. Beneficiaries can also consult an attorney for general questions about the probate process.
- ✓ Portability³
Provides an opportunity to continue your Group Term Life insurance coverage with MetLife if your coverage terminates due to a qualifying event.
- ✓ Face-to-Face Grief Counseling⁴
Available with basic term life insurance, provides the insured and dependents up to 5 in-person or telephone sessions per event with a grief counselor.
- ✓ Funeral Planning Assistance⁴
Offers valuable benefits that span the entire loss spectrum, from planning for a loss to support following a loss and help finding closure. Funeral planning services range from a self-paced funeral planning guide to locating funeral homes and other providers like caterers, florists and headstone vendors, to obtaining cost estimates, and to finding local support groups.

¹ The Accelerated Benefits Option is subject to state regulation and is intended to qualify for favorable federal income tax treatment, in which case the benefits will be excludable from your income and will not be subject to federal taxation. This information was written as a supplement to the marketing of life insurance products. Tax laws relating to accelerated benefits are complex and limitations may apply. You are advised to consult with and rely on an independent tax advisor about your own particular circumstances. Receipt of accelerated benefits may affect your eligibility, or that of your spouse or your family, for public assistance programs. You are advised to consult with social service agencies concerning the effect that receipt of accelerated benefits will have on public assistance eligibility for you, your spouse or your family.

² Will Preparation Services and Estate Resolution Services are offered by Hyatt Legal Plans, Inc., a MetLife company, Cleveland, Ohio. In certain states, Will Preparation Services and Estate Resolution Services are provided through insurance coverage underwritten by Metropolitan Property and Casualty Insurance Company and its affiliates, Warwick, RI. In some states, Will Preparation and Estate Resolution Services are subject to regulatory approval and are not currently available. These services are provided at no cost to those who purchase Supplemental Life Insurance only.

³ To take advantage of this benefit, coverage of at least \$10,000 must be elected. Increases, decreases, minimum and maximum coverage amounts are subject to state availability. Please contact your plan administrator or refer to your certificate for specific details.

⁴ Grief Counseling and Funeral Planning services are provided through an agreement with Harris, Rothenberg International (HRI), Inc. HRI is not an affiliate of MetLife, and the services HRI provides are separate and apart from the insurance provided by MetLife. HRI has a nationwide network of over 35,000 counselors. Counselors have master's or doctoral degrees and are licensed professionals. Availability is subject to state regulatory approval. The Grief Counseling program does not provide support for issues such as: domestic issues, parenting issues, or marital/relationship issues (other than a finalized divorce). For such issues, members should inquire with their human resources department about available company resources. This program is available to insureds, their dependents and beneficiaries who have received a serious medical diagnosis or suffered a loss. Events that may result in a loss are not covered under this program unless and until such loss has occurred.

HAVE OTHER QUESTIONS?

Please call MetLife directly at
1 800 GET-MET8
(1-800-438-6388)
and talk with a
benefits consultant.



Metropolitan Life Insurance Company
200 Park Avenue
New York, NY 10166
www.metlife.com