



Dear Valued Broker,

MetLife understands how important it is to have partners who live up to their promises and protect your customers in times of need. As a company who focuses on our mutual customers, MetLife was well prepared to execute our Business Continuity Plan in the US when the pandemic started. Consequently, we are proud that this has enabled us to not only meet, but exceed, our service guarantees across our Group Benefits business. **At MetLife, we stand behind our performance guarantees for you—every single day.**

To further demonstrate our commitment to your customers, **MetLife will be increasing the amount at risk for clients who currently have our standard claims and call center performance guarantees by 25% for the remainder of 2020 for insured and administrative services only business. Fully insured amounts at risk are subject to a maximum of 3%\*.**

We are excited to also inform you that we are **extending our standard claims and call center performance guarantees to clients with 500 or more eligible lives who do not currently have any performance guarantee with MetLife. This addition is effective immediately.**

Our team is here and ready to help you and your customers, so that you can focus on your and your customers business. **Your customer's client service consultant will be in touch with additional details about the performance guarantees being extended within the next month. If you have any questions in the meantime, please feel free to contact your Account Executive.**

Thank you for choosing MetLife. Please visit our [website](#) for additional information and resources regarding COVID-19.

Sincerely,  
MetLife

\*Applies to our insured customers. ASA customers are not subject to this maximum.



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