



Dear Valued Partner,

Why we're contacting you

MetLife understands the difficulty surrounding the COVID-19 pandemic and the uncertainty generated for employers and their employees. We remain committed to ensuring our customers get the service they expect, maintain the coverages they need, and that we process all appropriate claims in a timely manner.

The COVID-19 pandemic has resulted in the shutdown of most dental offices for non-emergency services, consequently many employees will defer non-emergency dental work to when dental offices re-open. Recognizing that many services will be deferred or cancelled altogether, **customers with fully insured dental PPO plans will receive a premium credit on a future bill in the amount of 25% for the months of April and May, 2020.**

We will begin to communicate this credit to customers today.

We're here to help

Thank you for your continued partnership. We will remain in contact with the dental community and provide any pertinent updates to you when needed. We expect to see guidance shortly from the American Dental Association regarding when and how dental offices will reopen. If you have any questions, please contact your MetLife Account Executive.

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

Sincerely,
MetLife

