



# STAR SPANGLED CUSTOMER SOLUTIONS

## MetLife's Disability Evolution Initiative

MetLife has made intentional investments in technology and reporting solutions for our Disability products, which include:

- **Technology and Reporting Solutions:** Our new dedicated disability tools and industry-leading dashboards simplify our service model. Administration, tracking and monitoring are a simple and easy process.
- **Expertise and Resources to Ensure Appropriate Claim Decisions:** Claims specialists and an extensive care network give your people the support they need.
- New for 2021: **Text Message Claims Submission** possible
- **50% of claims decisions are turned around in 1 day!**
- Additional Information in [THIS VIDEO](#)

## MetLife Sustainability Report

Consistent with the UN Sustainable Development Goals (SDGs), MetLife is making significant contribution to critical areas.

- MetLife and MetLife Investment Management sustained job growth, wealth creation, and financial stability by investing **\$659.6 billion** for policyholders and clients.
- Committed to originating **\$500 million in new impact investments by 2030.**

Learn more at [sustainabilityreport.metlife.com](https://sustainabilityreport.metlife.com)

## Connected Benefits

In a few simple steps, we help connect existing benefits that employees otherwise may not have used:

1. Your employee has a medical claim or MetLife disability claim.
2. Our MetLife Team checks if the employee may be eligible for additional benefits under a MetLife Accident & Health plan
3. Our team proactively informs the employee that they may be eligible for additional benefits

As a value-added service, employees enrolled in Accident & Health plans will have access to **MetLife's Healthcare Navigation Services** consisting of comprehensive healthcare education and navigation support.

Be sure to check out our 2021 Employee Benefits Trends Study!  
[metlife.com/efts](https://metlife.com/efts)

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