



MetLife Advantages Summary of Services

Solutions	Basic Life	Supplemental Life	GVUL/GUL	AD&D	BTA
Face-to-Face Will Preparation ¹		✓	✓		
Online Will Preparation ²	✓	✓	✓	✓	✓
Funeral Planning Services and Discounts ³	✓	✓	✓		
Retirement Planning ⁴	✓	✓	✓		
Portability ⁵	✓	✓	✓	✓	
Transition Solutions ⁴	✓	✓		✓	
Travel Assistance ⁶				✓	✓
Beneficiary Grief Counseling ⁷	✓	✓	✓		
Beneficiary Claim Assistance ⁴	✓	✓	✓	✓	✓
Face-to-Face Estate Resolution Services ¹		✓	✓		
Life Settlement Option ⁹	✓	✓	✓	✓	✓

Face-to-Face Will Preparation (Supp Life and GVUL/GUL)

- Simply contact a Client Services representative to get started.
 - Call MetLife Legal Plans' toll-free number at 1-800-821-6400.
 - Provide your company name, customer number (if available) and the last 4 digits of the life policy holder's Social Security number.
- The Client Services representative will assign you a case number and help you locate a participating plan attorney near you.

Online Will Preparation (Basic Life, Supplemental Life, GVUL/GUL, AD&D, BTA)

- Available to all participants, or anyone with internet access
- Document creation services only
- Service provided by SmartLegalForms, Inc.
 - Go to WillsCenter.com
 - Register as a new user
 - Follow the simple instructions to create your online document
 - Return at your convenience to complete or update stored documents
- For help or more information contact your MetLife Representative or Dedicated, toll-free customer service available by calling 1-888-252-3607

Funeral Planning Services and Discounts (Basic Life, Supplemental Life, GVUL/GUL)

- Covers employees and their families including their extended families (spouse/children, parents, grandparents, and great-grandparents of the insured or the insured's spouse)
- Discounts
 - Up to 10% off funeral, cremation, and cemetery services
 - 5% off already discounted funeral package plans
- Contact your MetLife representative or visit [MetLife.com/plansmartsolutions](https://www.metlife.com/plansmartsolutions) for more information about this valuable program

Retirement Planning (Basic Life, Supplemental Life, GVUL/GUL)

- Helping employees retire with confidence – Employees can attend workshops that offer comprehensive retirement and financial education to help them plan for the future through Retirewise
 - Contact your MetLife representative or [MetLife.com/plansmartsolutions](https://www.metlife.com/plansmartsolutions)

Portability (Basic Life, Supplemental Life, GVUL/GUL, AD&D)

- Offering that allows employees to take coverage with them as they go
 - For help or more information contact your MetLife representative or Dedicated, toll-free customer service available by calling 1-888-252-3607

Transition Solutions (Basic Life and Supp Life)

- Helps ensure that transitioning employees are aware of life insurance options, including lower-cost alternatives
- Transition includes changes in benefits due to: Retirement, Voluntary/Involuntary termination of employment, or reduction in coverage
- MetLife notifies employees about group conversion and portability options within 31 days of transition
- No additional cost to employees to use this service
- For inquiries, contact your MetLife representative or visit [MetLife.com/plansmartsolutions](https://www.metlife.com/plansmartsolutions)

Travel Assistance (Accidental Death & Dismemberment, Business Travel Accident)

- Travel Assistance included in AD&D coverage at no additional cost
- Travel Assistance program is useful for:
 - medical assistance while traveling,
 - evacuation
 - pet travel assistance
 - help with lost documents, credit cards, luggage
 - Identity theft assistance
- For information/to access services:
 - Call (800) 454-3679 (from within United States)
 - Call (312) 935-3783 (collect, from outside the United States)

Beneficiary Grief Counseling (Basic Life, Supp Life, GVUL/GUL)

- Help with dealing with grief, next steps after the death of a loved one, and painful anniversaries
- Confidential 24/7 assistance with a personalized counselor, 5 sessions included with cost of plan
- Sessions can be in-person or by phone with LifeWorks
- To speak with a LifeWorks Counselor, employees should contact (866) 307-1405 or visit metlifebene.lifeworks.com
 - User Name: metlifebene
 - Password: support

Beneficiary Claim Assistance (Basic Life, Supp Life, GVUL/GUL, AD&D, BTA)

- Specialized network of highly qualified representatives available to help beneficiaries
- Assistance with filing insurance claims and government benefits, as well as identifying local support resources and future planning
- In-Person and Telephonic resources available
 - **For Phone resources, call 1-800-638-5000**

Face-to-Face Estate Resolution Services (Supp Life and GVUL/GUL)

- Telephone and office consultations to discuss matters related to probating and the estates of the insured employee and the employee's spouse/covered domestic partner
- Preparation of documents and representation and court proceedings need to transfer assets from the estate to the heirs
- Completion of correspondence necessary to transfer non-probate property
- Associated tax filings
- Coverage is offered through the MetLife legal plan; to get started:
 - Call MetLife LegalPlans' toll-free number at 1-800-821-6400
 - Provide company name, customer number (if available) and last 4 digits of policy holder SSN
 - Client Services representative will assign a case number and help you locate a participating plan attorney

Life Settlement Option (Basic Life, Supp Life, GVUL/GUL, AD&D, BTA)

- Provides access to the entire amount of insurance proceeds at any time by writing drafts in any amount of \$250, or ability to link a Total Control Account (TCA) to mobile payment services (Paypal, Venmo, etc.)
 - Information available electronically through MetOnline website
 - Dedicated, toll-free customer service available by calling 1-888-252-3607