



SUPPLIER THIRD-PARTY RISK MANAGEMENT PROGRAM

Third-parties are required to comply with all elements of the MetLife TPRM Program including participation in a risk assessment prior to provision of goods or services and participation of ongoing monitoring of the business relationship between the parties.

Risk assessment

- Complete risk assessment questionnaires and agree to use commercially reasonable efforts to incorporate any risk remediation language as identified by the TPRM Program Office into contracts.
- Provide relevant documentation, as requested, in support of responses to the risk assessment questionnaires, which include but are not limited to code of conduct and copies of policies and/or procedures which demonstrate strength of internal controls, management of IT risk, demonstration of business continuity plan, coverage over regulatory requirements, and monitoring of sub-contractors.

Ongoing monitoring

- Provide enterprise-wide, globally relevant, operational and performance data demonstrating a holistic view of third-party performance.
- Participate in customer satisfaction surveys and periodic performance review discussions to drive continuous improvement and innovation. If the survey results fall below agreed upon target metrics, the Third-Party is required to provide a root cause analysis and develop a corrective action plan within ten (10) days of notification from MetLife.
- Resolve corrective action plans, as developed in collaboration with MetLife stakeholders in a timely manner.
- Document and share, when applicable, significant changes in Third-Party business plans, personnel, or capabilities demonstrating impact to MetLife's book of business.