Our Approach

Since 1976, MetLife Foundation has provided more than $783 million in grants and $70 million in program-related investments to make a positive difference for the individuals, families, and communities we serve. Through all of our work—grant-making, volunteer engagement and impact investing—our goal is to build healthier and stronger communities worldwide.

In 2013, MetLife Foundation set out to significantly focus our resources on advancing financial inclusion globally—leveraging MetLife’s nearly 150 years of experience as a financial services leader. We recognize that with the right financial knowledge and tools, low-income people and communities are able to more effectively manage their day-to-day cash flow, navigate life’s challenges, and plan for the future. By the end of 2017, the Foundation had provided grantees with $170 million to advance this cause, and we remain on track to fulfill our $200 million commitment in 2018. The insights we are gaining from our non-profit, social enterprise, and other partners play an integral role in shaping plans for our future initiatives to drive financial health and well-being for low-income populations worldwide.

While financial inclusion grants represent the majority of the Foundation’s annual grant-making, we also continue to uphold our long-standing commitment to support the needs of local communities where we operate through grant-making in areas such as health and medical research, education, and disaster relief. MetLife employees’ volunteer hours are also a major reason for our success and reach. They volunteer their time to get involved with the Foundation’s financial inclusion and community development work, leveraging their many talents for social purpose.

In the pages that follow, we are pleased to share key highlights on the progress and impact we made in 2017. We are proud of the positive outcomes our partners and volunteers have helped us achieve and—recognizing that the work is never done—look forward to enhancing and scaling our initiatives in the years ahead.
MetLife Foundation aims to improve the financial health and inclusion of low-income individuals across the globe by creating access to financial products and services that are high quality, safe, convenient, and affordable to help people achieve their goals. Ultimately, our aim is to help low-income people and communities more effectively manage their day-to-day cash flow, navigate life’s challenges, and plan for the future.

Through our work and the work of our partners, we have seen successes in the use of digital technology and behavioral economics to expand access to—and effective use of—financial services. In 2017, we increased our focus on investments in these areas.

Our commitments and partnerships have generated valuable lessons which we share with the financial inclusion community and apply to continually improve the design of new grants.

**Our Focus on Financial Inclusion**

**Total Commitments through 2017: $170 Million**

<table>
<thead>
<tr>
<th>Region</th>
<th>Committed</th>
<th>Partners</th>
<th>Individuals Reached</th>
</tr>
</thead>
<tbody>
<tr>
<td>UNITED STATES</td>
<td>$64M</td>
<td>57</td>
<td>1.2M</td>
</tr>
<tr>
<td>LATIN AMERICA</td>
<td>$31M</td>
<td>32</td>
<td>776K</td>
</tr>
<tr>
<td>EUROPE, MIDDLE EAST AND AFRICA</td>
<td>$15M</td>
<td>20</td>
<td>232K</td>
</tr>
<tr>
<td>ASIA</td>
<td>$50M</td>
<td>48</td>
<td>3.8M</td>
</tr>
<tr>
<td>TOTAL</td>
<td>$160M*</td>
<td>157</td>
<td>6.0M</td>
</tr>
</tbody>
</table>

*$10 million of global grants, 6% of total contributions, not depicted regionally.
MetLife Foundation partner Trickle Up implements a program called Graduation to help ultra-poor women learn how to save, access credit, and build new skills to improve their livelihoods. Featured here, women disburse small loans at a savings group meeting in West Bengal, India.

Our Focus on Financial Inclusion

MetLife Foundation partners with Verb, a social innovation platform, to produce a global competition series that brings together social entrepreneurs, financial inclusion experts and MetLife employees volunteering their time to advance financial inclusion. Inclusion Plus originally launched in Ireland, China and India. In 2017, the program expanded to Mexico, Egypt, Lebanon and Bangladesh. To date, more than 350 social ventures have competed, and over 400 MetLife employees volunteered their time to serve as judges and mentors—contributing more than 3,500 volunteer hours.

United States: The Financial Clinic

The Financial Clinic enables other nonprofits to offer financial advice and guidance to their clients. In 2017, MetLife Foundation expanded our partnership with The Financial Clinic, committing $2.5 million to scale its digital financial coaching platform, Change Machine, across workforce development agencies. To date, the Clinic and its partners have returned nearly $90 million in resources and assets to more than 75,000 low- and moderate-income individuals.

Asia: United Nations Capital Development Fund (UNCDF) and MicroSave — Innovation and Learning Program

Across Asia, MetLife Foundation is working with UNCDF and MicroSave on an Innovation and Learning Program known as I3 - Innovate Implementation. Through this initiative, UNCDF and MicroSave will work with financial services institutions and fintech companies across China, Malaysia, Bangladesh and Vietnam to drive innovation and digital transformation to reach and better serve low-income populations with a full suite of products to improve financial health.

Applying Technology and Innovation for Greater Impact

To deliver safe, affordable and convenient financial services at scale—and meet changing expectations around speed and ease of use—the financial inclusion community is taking full advantage of new technologies, reimagining product design beyond “one size fits all,” and experimenting with new business models.

Global: Inclusion Plus

MetLife Foundation partners with Verb, a social innovation platform, to produce a global competition series that brings together social entrepreneurs, financial inclusion experts and MetLife employees volunteering their time to advance financial inclusion. Inclusion Plus originally launched in Ireland, China and India. In 2017, the program expanded to Mexico, Egypt, Lebanon and Bangladesh. To date, more than 350 social ventures have competed, and over 400 MetLife employees volunteered their time to serve as judges and mentors—contributing more than 3,500 volunteer hours.
Our Focus on Financial Inclusion

Leveraging Behavioral Economics to Drive Positive Change

To encourage healthier financial behavior among their customers, financial institutions must first understand why people make certain decisions. By applying behavioral insights to their product offerings and service approach, our partners are helping clients spend less and save more.

Latin America: ideas42

ideas42 is a nonprofit behavioral science firm that leverages what we know about human behavior to design innovative solutions to difficult problems. In Latin America, ideas42 worked with MetLife Foundation to explore the underlying factors contributing to a widespread lack of retirement savings among working adults. They then designed and tested interventions to promote larger and more frequent retirement contributions. In Mexico, ideas42 redesigned client account statements for retirement fund administrators—which collectively reach 21 million Mexican citizens—to incentivize clients to take the steps needed to prepare for retirement.

United States: Common Cents Lab, Duke University

Housed at the Center for Advanced Hindsight at Duke University and exclusively funded by MetLife Foundation, Common Cents Lab tests interventions to help households increase their financial well-being. The lab—composed of behavioral economists, social scientists, and technologists—undertakes experiments to understand and improve financial decision-making among low-income Americans. The Lab has partnered with fintech companies, credit unions, banks, and nonprofits, resulting in more than 500,000 low-income Americans reached with better financial services.

Vietnam: BFA Global and the Capital Aid Fund for Employment of the Poor (CEP) – OPTIX Program

OPTIX aims to improve how financial institutions can be a one-stop shop for financial services for low-income people. Working in four countries in Latin America and Asia, OPTIX aims to increase convenience and affordability for customers taking advantage of multiple financial products that are relevant to their needs, such as savings and borrowing services in one institution. In Vietnam, BFA works with the CEP, a nonprofit lending institution, to apply marketing science insights to improve its product offerings and promotion strategy to enable low-income borrowers to take advantage of a wider range of savings products.

Our Focus on Financial Inclusion

Advancing New Insights and Sharing What We Learn

MetLife Foundation and our grantees continuously share lessons learned in order to improve our work and to advance the knowledge of the global financial inclusion community. With our partners, we prepare white papers, publish articles, and sponsor and appear at conferences.

United States: Center for Financial Services Innovation (CFSI)

CFSI is a think tank and network of financial services organizations focused on improving the financial health of low-income populations. For the past three years, MetLife Foundation has funded CFSI’s efforts to lead a paradigm shift from “financial inclusion” to an outcomes-oriented framework of “financial health”—changing the way financial institutions design products and services and measure the impact of those products on their customers’ financial health. In 2017, the Foundation launched a new three-year partnership to continue support for CFSI which will focus on strengthening and promoting financial health with a wider community globally.

Global: Multipliers of Prosperity and NextBillion

MetLife Foundation sponsors and partners with online platforms that are leading the conversation around financial inclusion and health.

• Developed in partnership with Wall Street Journal Custom Studios, Multipliers of Prosperity is an award-winning thought-leadership platform that features content and videos on the latest financial inclusion and health insights, programs, and strategies from MetLife Foundation’s grantees.

• NextBillion is a community of business and nonprofit leaders, social entrepreneurs, policymakers, and other stakeholders who are chronicling trends in market solutions to poverty that reach the “base of the pyramid,” the world’s four billion low-income people. With support from MetLife Foundation, NextBillion has relaunched the “Financial Health” section of its website.

Global: Gallup

Gallup launched the first global survey to assess the financial health of individuals, interviewing more than 15,000 people across 10 countries. The goal of the survey is to accumulate a robust data set that helps the industry understand consumer financial health across a range of markets and demographics. The survey data will be shared with the public and may be used to inform future decision making among researchers, policymakers, and other stakeholders.
MetLife Foundation is involved in a variety of grant-making ventures that positively affect communities around the world. These include grants in areas such as: health and medical research, arts and culture, disaster relief, community improvement, youth and education, and diversity and inclusion. These grants totaled $11.6 million in giving by MetLife Foundation, MetLife, Fundación MetLife México, and MetLife Foundation Korea in 2017.

United States & Mexico: Disaster Relief
In 2017, hurricanes and earthquakes caused devastating damage in areas including Florida, Mexico, Puerto Rico, and Texas. Not only did MetLife’s employees overcome disruptions in their own lives to serve MetLife’s customers and help their communities recover, but MetLife Foundation responded with financial support for relief and recovery. The Foundation contributed $632,000 to the American Red Cross following Hurricanes Harvey, Irma, and Maria. Fundación MetLife México committed $900,000 in funding to support the individuals and communities impacted by the devastating earthquakes that struck the country in September. The funding will help rebuild 70 homes and 12 schools across affected communities.

MetLife volunteers are a vital component of the Foundation’s commitment to social impact. Through hands-on and skills-based volunteering, they are building healthier, more resilient communities.

In 2017, MetLife volunteers provided more than 66,000 hours of service, with 45 percent of the hours supporting the Foundation’s global financial inclusion focus. Twenty-eight percent of volunteer hours were skills-based, with volunteers sharing their knowledge and professional skills with organizations working to increase financial well-being and bringing vital services to those in need.

Bangladesh: Bankers without Borders and Shakti Foundation
In Bangladesh, a MetLife volunteer team used their professional expertise to help Shakti Foundation, an organization focused on empowering low-income women. With Shakti representatives, the team brainstormed solutions and developed recommendations to enhance Shakti’s digital literacy and entrepreneurship program, expand it to more women, and make it self-sustaining. The project was managed by Bankers without Borders, a program that leverages private-sector talent to support poverty-focused social enterprises.

Global: Habitat for Humanity International
A home is many families’ biggest financial asset. By obtaining a home, stabilizing living expenses, and managing the cash flows necessary to maintain a home, low-income families can improve their financial health and well-being. Through MetLife Foundation’s global partnership with Habitat for Humanity International, MetLife volunteers build, repair, and renovate homes for low-income families. In 2017, volunteers in 14 countries provided more than 9,000 hours to Habitat, and MetLife Foundation contributed nearly $700,000 in financial support. In its first Habitat project, MetLife Korea mobilized employees, sales representatives, and customers to build a house in Kangwon province. In Raleigh, North Carolina, more than 600 volunteers participated in Build-a-Block, an historic partnership between Habitat Wake County and North Carolina State University to build affordable townhomes.

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Supporting Local Communities
GRANT LISTING

2017 MetLife Foundation Giving*

Financial Inclusion

Grants 10,000 and under  22,560

Supporting Local Communities

Health & Medical Research

YoungMinds via RPA  20,600

Arts & Culture

American Red Cross  632,000

Aria Museum  15,000

VermontPlus  250,000

Bancroft Library  100,000

Village Capital  520,000

Yorkin Foundation  25,000

Community Involvement

Disaster Relief

American Red Cross  632,000

Grants 10,000 and under  4,380

Disaster Relief Total  645,300

Youth & Education

Asian University for Women  200,000

Bring Me a Book  20,150

New Leaders  152,000

New Teacher Center  100,000

Partners of the Americas  27,000

Room to Read  150,000

YoungMinds via RPA  20,600

Grants 10,000 and under  23,000

Youth & Education Total  969,900

Community Improvement

Aeria Insight  25,000

Bedford-Stuyvesant Restoration Corp  15,000

Capital Cities International  20,000

CASA of Morris & Sussex Counties  15,000

Communication without Barriers via RPA  24,750

Community FoodBank of New Jersey  30,000

CRF India via RPA  16,450

Encore.org  20,000

Equal Justice Works  25,000

Feeding America-Tampa Bay  20,000

Foundation for the Carolinas  25,000

Funding Alliance - Sports via RPA  10,400

Harlem Educational Activities Fund  15,000

Independent Sector  15,000

Integration Foundation via RPA  23,660

Living Cities  100,000

Local Initiatives Support Corporation  210,000

Neighborhood Housing Services of New York City  82,000

New York City Partnership  70,000

Police Athletic League  25,000

Regional Plan Association  40,000

Rhode Island Community Food Bank  20,000

SAFE Ireland via RPA  20,600

Scholarship Programs for Employees’ Children  1,257,860

Special Olympics  150,000

SAGE  50,000

SAGE  40,000

SAGE  35,000

Secure Housing Trust for Families  1,000

Supporting Local Communities Grant-Making Total  9,681,530

Employee Involvement

AECOM  165,190

American Corporate Partners  76,000

Arts & Culture Total  1,344,200

Accion Fund  2,250,000

Accion International  1,509,459

Accion, the US Network  625,000

Accion International  1,274,650

All figures shown in US dollars.
MetLife Lean Management volunteers partnered with New York City-based nonprofit social enterprise Hot Bread Kitchen to scale the admissions process for its Bakers in Training program. The program provides culinary and workforce readiness training for women facing economic insecurity. Graduates are placed in fair wage positions with access to benefits and opportunities for advancement.

Looking Ahead

Through all of our work, we continue to learn, grow, and apply new insights about how to create the most significant impact for the communities we serve. As we close out 2017, we look forward to building on our successes and continuing to make a meaningful difference in the lives of millions of individuals and families across the globe.