We’re putting innovation to work for you and your globally-mobile employees. With the Global Service Platform, MetLife is connected to members across the world in real time — so we know what’s going on with the push of a button. We also review the data in our proprietary platform to identify population trends so you can see where and how your employees are interacting with their benefits: we call this Member Insight Reporting.

Ready with answers regardless of time zones.

With your employees’ information available to be called up at a moment’s notice, connected MetLife Account Managers, Client Service Consultants, Customer Service Representatives, Claims Specialists, Clinical Teams — and even our evacuation provider — around the globe can stay current and keep you informed of everything from medical emergencies to claim status.
The System.

MetLife, as well as our evacuation partner, utilize the Global Service Platform.

We provide resolution quickly with features that escalate, prioritize, and centralize information:

- **Special Handling**
  Flags unusual requests to ensure continuity of service.

- **Email Notifications**
  Sent for escalations and items older than two days, so a response won’t be delayed.

- **Product Display**
  Shows information for any member in a single system.

The Status.

Service teams located around the world can see data in real time, so your Client Service Consultant can tell you the status of a claim in any country.

Instant data and access to the history of a member’s interactions allow us to monitor high-touch situations, like evacuations, and engage employees who have had multiple inquiries.

The Insights.

The information in our system does more than keep us connected to your employees — it also tells us how your employees are interacting with MetLife and what we can do to proactively improve their experience. Reporting for any size group can provide you with:

- Insights that identify trends within your workforce, plus any issues your members are facing.

- Recommendations on how to address communication gaps, followed by implementation campaigns designed to change member behaviors.

- The results of a given action plan, plus member feedback/surveys that can further refine communications.

For more information, contact your MetLife Account Executive today.

MetLifeWorldwide.com

1. Emergency medical and travel assistance services are provided through a vendor not affiliated with MetLife.
2. Information is only accessed by team members assigned to the case with a need to know the corresponding member’s information.
3. Information provided in an aggregated and anonymous fashion; subject to applicable laws and regulations.