

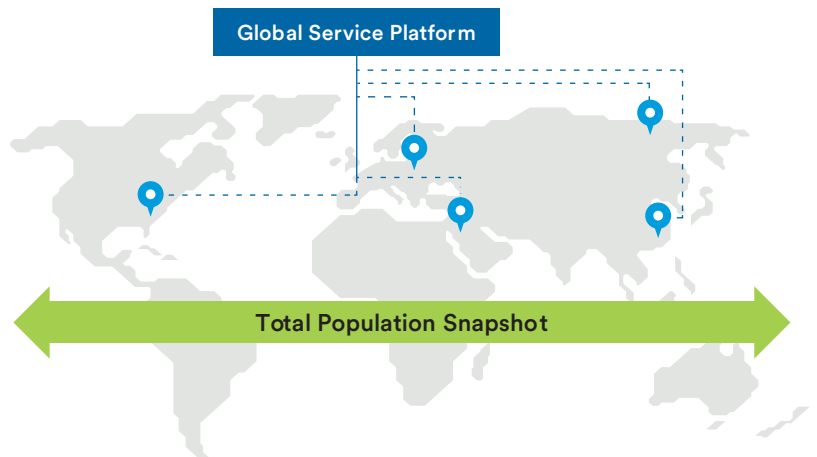
# Superior service. Global connection.

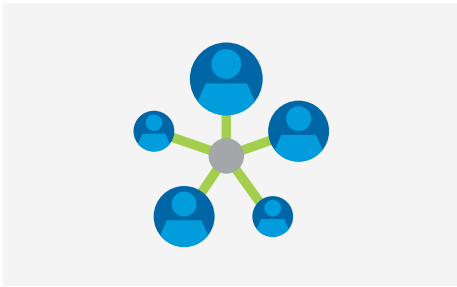


We're putting innovation to work for you and your globally-mobile employees. With the Global Service Platform, MetLife is connected to members across the world in real time — so we know what's going on with the push of a button. We also review the data in our proprietary platform to identify population 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.



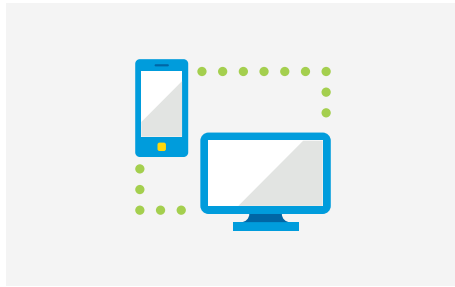


## The System.

All MetLife Regional Service Centers,<sup>1</sup> as well as our evacuation partner,<sup>2</sup> 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<sup>3</sup> 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<sup>4</sup> 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](http://MetLifeWorldwide.com)

1. Some Regional Service Centers are operated by MetLife affiliates and some by third parties contracted by MetLife.

2. Emergency medical and travel assistance services are provided through a vendor not affiliated with MetLife.

3. Information is only accessed by team members assigned to the case with a need to know the corresponding member's information.

4. Information provided in an aggregated and anonymous fashion; subject to applicable laws and regulations.