

## Frequently Asked Questions

# COVID-19 Preparedness

MetLife takes the health and well-being of our customers, their employees and retirees, our associates and our business partners seriously. During this time, we are here for you.

### What steps is MetLife taking?

MetLife is leveraging its existing Business Continuity Plans and revising these plans through the lens of a global pandemic. This includes reviewing a number of potential scenarios including employee and location outages as well as various work from home solutions and stress testing our plans.

### How is MetLife meeting customer needs during this time?

We are focused on ensuring business operation continuity during this time. We are conducting mock pandemic exercises, stress testing critical processes and systems, and determining alternate solutions for all critical processes, including resources and technology. Our planning also includes testing for a high number of resources being out due to illness and counter-measures and supplemental staffing should this situation arise.

MetLife remains committed to ensuring our customers get the service they expect. We are working with our customers in affected markets to promptly address any of their questions. This is being done on a local level to observe all regulations, adhere to policy terms, and ensure our customers can easily and quickly engage with us as necessary.

### Is MetLife prepared to handle a large shift to remote workers?

Yes, MetLife is prepared to handle a shift to a remote workforce. In fact, our staff is already equipped to work remotely and securely.

### What is MetLife doing for its employees?

The health and well-being of our employees is our top priority. MetLife is closely monitoring the coronavirus situation around the world. We are taking a number of proactive steps to protect the well-being of our employees. These include:

- A ban on all non-essential air travel, both internationally and domestically
- Postponement of all large meetings, defined as 50 or more people, for the next 45 days
- 14-day self-quarantines for those who have traveled to impacted areas or might otherwise have come into contact with infected persons
- Deep cleaning of facilities where our people work
- Regular consultations with medical professionals to ensure our policies remain robust



## What is the best way to contact us?

Electronic communications (email/fax) are an efficient means of transmittal and can help expedite customer requests. Please remember to provide an email address for return correspondence, policy reporting, statements and other policy correspondence. This may be the broker or policy owner email address, as applicable.\*

When sending email to the Client Executive, please copy (cc) the applicable general service mailbox or the Client Executive's personal back-up.

## How should we handle disbursements?

For disbursements, bank wire transfers are more efficient than paper checks. Disbursements include, but are not limited to loans, withdrawals, refunds, surrenders and claims.

## If you have any questions, please contact us at:

### Executive Benefits

SBRService@metlife.com

FAX: 908-552-2121

### Liability Funding

SBR\_LF\_Service@metlife.com

FAX: 908-552-2207

\*Certain documents require an "Opt In" for electronic delivery, as required by state and/or regulatory agency. Your Client Executive will let you know if requested information can be delivered electronically.

