

Frequently Asked Questions

COVID-19 Preparedness

MetLife takes the health and well-being of our customers and their employees, 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. This includes responding to inquiries, transaction processing, and maintaining daily operations. To achieve this, we are conducting 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 of the office due to illness as well as counter-measures and supplemental staffing should this situation arise. MetLife remains committed to ensuring our customers get the service they expect.

How does the current situation with COVID-19 and the Market's reaction affect Stable Value?

The current market conditions are exactly what the Stable Value product structure was developed to address. No matter the situation, your Stable Value products provide both a guarantee of principle and interest to participants within the offerings.¹ In addition, the methodology used for setting crediting rates on these offerings smooths out market volatility experienced within the portfolio over an extended period. The result to participants is a guaranteed interest rate, with limited fluctuation period to period, and established security of principle.

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

If you have any questions or concerns, please do not hesitate to reach out to your Stable Value representative. As the situation evolves, we will continue to make any necessary adjustments to our operations and update you accordingly.

1. Guarantees are subject to the financial strength and claims-paying ability of Metropolitan Life Insurance Company or Metropolitan Tower Life Insurance Company are subject to policy terms and conditions.

