

## Frequently Asked Questions

# COVID-19 Preparedness

MetLife takes the health and well-being of our customers, 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 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

### Can annuitants expect the same high level of customer service from the Call Center?

Our RIS Customer Solutions Center representatives are available to assist our annuitants. We have the resources and plan in place to ensure that the Call Center continues to operate uninterrupted even if our representatives are working remotely.

## Will the Call Center hours remain the same?

Our Call Center hours will remain the same: Monday-Friday, 8:00 am – 9:00 pm (EST).

## Will annuity payments be delayed or interrupted?

We don't expect any disruptions to our payment processing. Payment processing remains a top priority for us and we will do everything in our power to limit any negative impact to our annuitants.

However, if an annuitant is receiving a check in the mail for a benefit payment, they may want to consider taking advantage of electronic payment delivery by enrolling in direct deposit through our online portal, [MyBenefits](#) or by calling our Call Center at 1-800-638-2704. Direct deposit provides secure delivery of benefit payments to an annuitant's bank account in the event of any unplanned disruption to services such as postal delivery.

## Will brokers be able to receive a quote?

Yes, the Rate Desk is fully operational to meet all your quoting needs as usual.

## Can annuitants access online systems like MyBenefits?

Annuitants will continue to have 24/7 access to their accounts through our self-service online portal, [MyBenefits](#). They can review their account history and make administrative changes to their account.

## Can annuitants make a change in address or other changes to their account?

They can make address changes and other changes to their account through our self-service online portal, [MyBenefits](#) or by calling 1-800-638-2704.

**If you have any questions or concerns, please do not hesitate to reach out to a Structured Settlements team member. As the situation evolves, we will continue to make any necessary adjustments to our operations and update you accordingly.**