It’s time to enroll for your benefits
Welcome!

Why is having a good Dental plan so important?

Because a healthier smile can be important to maintaining overall health.

Maintaining good oral health matters. Studies show that those with dental coverage are more likely to visit the dentist\(^1\). And of course staying on top of your care is the key to preventing costly problems that can add up. Plus, going to the dentist regularly can help prevent problems that have been linked to diabetes or heart disease\(^2\). That’s where a good dental plan comes in. The right coverage makes it easier to visit the dentist and helps lower your costs\(^3\). You get support to keep up with dental cleanings and other preventive care that helps you live healthier. Now that’s something to smile about!

How can having MetLife Dental insurance benefit you?
By making it easier to get the care you need and lowering your out-of-pocket costs.

Freedom to go to any dentist.
MetLife’s Preferred Dentist Program is a Dental PPO plan. So you can visit any licensed dentist, in or out of the network, and receive benefits.

If you prefer to go to a participating dentist, you can count on our large and constantly growing network. Plus, all participating dentists must meet rigorous selection standards\(^4\).

Find a participating dentist today at [https://www.metlife.com/stateoffl/](https://www.metlife.com/stateoffl/).

For better savings\(^3\), visit a participating general dentist or specialist. Visits are covered with any dentist you choose even if he or she is out of network but you'll get the most competitive prices with a participating provider. With MetLife Dental, you have a large network of providers in the State of Florida.

Managing your dental benefits is easy!

Once enrolled, MetLife’s MyBenefits tool, [www.mybenefits.metlife.com](http://www.mybenefits.metlife.com), is your secure self-service website available 24/7. You can use the site to get estimates on care or check coverage and claim status.

**MetLife Mobile App**\(^5\) - It’s easy. Search “MetLife” at iTunes App Store or Google Play to download the app. Then use your MetLife MyBenefits log in information to access these features.\(^6\)

Call 1-844-222-9104, representatives are available 8:00am until 11:00pm ET, Monday through Friday.

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\(^1\) 2013 US Survey of Dental Care Affordability and Accessibility; Empirica Research; July 2013.


\(^3\) Savings from enrolling in the MetLife Preferred Dentist Program will depend on various factors, including how often participants visit the dentist and the costs for services received.

\(^4\) Certain providers may participate with MetLife through an agreement that MetLife has with a vendor. Providers available through a vendor are subject to the vendor’s credentialing process and requirements, not MetLife’s.

\(^5\) Certain features of the MetLife Mobile App are not available for all MetLife Dental Plans.

\(^6\) Before using the MetLife Mobile App, you must register at [www.mybenefits.metlife.com](http://www.mybenefits.metlife.com) from a computer. Registration cannot be done from your mobile device.
### Dental Plan Summary

**Network:** PDP Plus

<table>
<thead>
<tr>
<th>Coverage Type</th>
<th>PEOPLE FIRST PLAN CODE 4031</th>
<th>PEOPLE FIRST PLAN CODE 4032</th>
<th>PEOPLE FIRST PLAN CODE 4033</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Indemnity with PPO</td>
<td>Standard PPO</td>
<td>Preventive PPO</td>
</tr>
<tr>
<td><strong>In-Network</strong></td>
<td><strong>Out-of-Network</strong></td>
<td><strong>In-Network</strong></td>
<td><strong>Out-of-Network</strong></td>
</tr>
<tr>
<td>% of Negotiated Fee</td>
<td>% of R&amp;C Fee</td>
<td>% of Negotiated Fee</td>
<td>% of R&amp;C Fee</td>
</tr>
</tbody>
</table>

- **Type A: Preventive** (cleanings, exams, X-rays)
  - 100% 100% 100% 80% 100% 80%

- **Type B: Basic Restorative** (fillings, extractions)
  - 80% 80% 80% 50% 80% 50%

- **Type C: Major Restorative** (bridges, dentures)
  - 50% 50% 50% 30% No Benefit No Benefit

- **Type D: Orthodontia**
  - 50% 50% 50% 30% No Benefit No Benefit

<table>
<thead>
<tr>
<th>Deductible†</th>
<th>Employee Only</th>
<th>$50</th>
<th>$50</th>
<th>$50</th>
<th>$50</th>
<th>$50</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Employee + Spouse</td>
<td>$100</td>
<td>$100</td>
<td>$100</td>
<td>$100</td>
<td>$100</td>
</tr>
<tr>
<td></td>
<td>Employee + Child(ren)</td>
<td>$100</td>
<td>$100</td>
<td>$100</td>
<td>$100</td>
<td>$100</td>
</tr>
<tr>
<td></td>
<td>Employee + Child(ren) + Spouse</td>
<td>$150</td>
<td>$150</td>
<td>$150</td>
<td>$150</td>
<td>$150</td>
</tr>
</tbody>
</table>

| Annual Maximum Benefit | Per Person | $2,000          | $2,000          | $1,500          | $1,500          | $1,000          | $1,000          |
| Orthodontia Lifetime Maximum | Per Person | $2,500          | $2,500          | $2,000          | $1,500          | No Benefit      | No Benefit      |

**Late enrollment waiting period:** None.

Employees can enroll upon date of hire or during each Annual Enrollment. There’s no late enrollment permitted.

* Negotiated Fee refers to the fees that participating dentists have agreed to accept as payment in full for covered services, subject to any copayments, deductibles, cost sharing and benefits maximums. Negotiated fees are subject to change.

** R&C fee refers to the Reasonable and Customary (R&C) charge, which is based on the lowest of (1) the dentist’s actual charge, (2) the dentist’s usual charge for the same or similar services, or (3) the charge of most dentists in the same geographic area for the same or similar services as determined by MetLife.

† Applies only to Type B & C Services. Once the Annual Employee + Child(ren) + Spouse Deductible is satisfied, no further Annual Individual Deductibles are required to be met.
Monthly Cost
The following monthly costs are effective through 12/31/2018. Your premium will be paid through convenient payroll deduction. Monthly cost covers all eligible children for Employee + Child(ren) and Employee + Child(ren) + Spouse plans.

PEOPLE FIRST PLAN CODE 4031
Indemnity with PPO

<table>
<thead>
<tr>
<th>Plan Type</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee Only</td>
<td>$45.50</td>
</tr>
<tr>
<td>Employee + Spouse</td>
<td>$84.16</td>
</tr>
<tr>
<td>Employee + Child(ren)</td>
<td>$94.04</td>
</tr>
<tr>
<td>Employee + Child(ren) + Spouse</td>
<td>$136.52</td>
</tr>
</tbody>
</table>

PEOPLE FIRST PLAN CODE 4032
Standard PPO

<table>
<thead>
<tr>
<th>Plan Type</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee Only</td>
<td>$32.08</td>
</tr>
<tr>
<td>Employee + Spouse</td>
<td>$59.34</td>
</tr>
<tr>
<td>Employee + Child(ren)</td>
<td>$66.32</td>
</tr>
<tr>
<td>Employee + Child(ren) + Spouse</td>
<td>$96.28</td>
</tr>
</tbody>
</table>

PEOPLE FIRST PLAN CODE 4033
Preventive PPO

<table>
<thead>
<tr>
<th>Plan Type</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee Only</td>
<td>$21.98</td>
</tr>
<tr>
<td>Employee + Spouse</td>
<td>$40.64</td>
</tr>
<tr>
<td>Employee + Child(ren)</td>
<td>$45.42</td>
</tr>
<tr>
<td>Employee + Child(ren) + Spouse</td>
<td>$65.94</td>
</tr>
</tbody>
</table>
List of Primary Covered Services & Limitations

The service categories and plan limitations shown represent an overview of your Plan Benefits. This document presents the majority of services within each category, but is not a complete description of the Plan.

<table>
<thead>
<tr>
<th>Service Category</th>
<th>Indemnity with PPO</th>
<th>Standard PPO</th>
<th>Preventive PPO</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Type A – Preventive</strong></td>
<td><strong>How Many/How Often</strong></td>
<td><strong>Type A – Preventive</strong></td>
<td><strong>How Many/How Often</strong></td>
</tr>
<tr>
<td>Prophylaxis (cleanings)</td>
<td>One cleaning in 6 consecutive months</td>
<td>One cleaning in 6 consecutive months</td>
<td>One cleaning in 6 consecutive months</td>
</tr>
<tr>
<td>Oral Examinations</td>
<td>One exam in 6 consecutive months</td>
<td>One exam in 6 consecutive months</td>
<td>One exam in 6 consecutive months</td>
</tr>
<tr>
<td>Topical Fluoride Applications</td>
<td>One fluoride treatment in 12 consecutive months for dependent children up to his/her 14th birthday</td>
<td>One fluoride treatment in 12 consecutive months for dependent children up to his/her 14th birthday</td>
<td>One fluoride treatment in 12 consecutive months for dependent children up to his/her 14th birthday</td>
</tr>
<tr>
<td>X-rays</td>
<td>Full mouth X-rays; one per 60 months</td>
<td>Full mouth X-rays; one per 60 months</td>
<td>Full mouth X-rays; one per 60 months</td>
</tr>
<tr>
<td>Space Maintainers</td>
<td>1 per lifetime, per area of the mouth</td>
<td>1 per lifetime, per area of the mouth</td>
<td>1 per lifetime, per area of the mouth</td>
</tr>
<tr>
<td>Sealants</td>
<td>One application of sealant material every 60 months for each non-restored, non-decayed 1st and 2nd molar of a dependent child up to his/her 16th birthday</td>
<td>One application of sealant material every 60 months for each non-restored, non-decayed 1st and 2nd molar of a dependent child up to his/her 16th birthday</td>
<td>One application of sealant material every 60 months for each non-restored, non-decayed 1st and 2nd molar of a dependent child up to his/her 16th birthday</td>
</tr>
<tr>
<td><strong>Type B – Basic Restorative</strong></td>
<td><strong>How Many/How Often</strong></td>
<td><strong>Type B – Basic Restorative</strong></td>
<td><strong>How Many/How Often</strong></td>
</tr>
<tr>
<td>Fillings</td>
<td>One per tooth surface, per 24 consecutive months</td>
<td>One per tooth surface, per 24 consecutive months</td>
<td>One per tooth surface, per 24 consecutive months</td>
</tr>
<tr>
<td>Simple Extractions</td>
<td>Simple Extractions</td>
<td>Simple Extractions</td>
<td>Simple Extractions</td>
</tr>
<tr>
<td>Crown, Denture and Bridge Repair/Recommendations</td>
<td>One in 12 months</td>
<td>Crown, Denture and Bridge Repair/Recommendations</td>
<td>One in 12 months</td>
</tr>
<tr>
<td>Service</td>
<td>How Many/How Often</td>
<td></td>
<td></td>
</tr>
<tr>
<td>-------------------------------------</td>
<td>-----------------------------------------------------------------------------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Endodontics</td>
<td>Root canal treatment limited to once per tooth per lifetime</td>
<td></td>
<td></td>
</tr>
<tr>
<td>General Anesthesia</td>
<td>When dentally necessary in connection with oral surgery, extractions or other covered dental services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Periodontics</td>
<td>Periodontal scaling and root planing once per quadrant, every 24 months</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Implants</td>
<td>One per tooth position in 60 consecutive months</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bridges and Dentures</td>
<td>Initial placement to replace one or more natural teeth, which are lost while covered by the plan</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Dentures and bridgework replacement; one per 84 consecutive months</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Replacement of an existing temporary full denture if the temporary denture cannot be repaired and the permanent denture is installed within 12 months after the temporary denture was installed</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Type C – Major Restorative**

<table>
<thead>
<tr>
<th>How Many/How Often</th>
</tr>
</thead>
<tbody>
<tr>
<td>Implants</td>
</tr>
<tr>
<td>Bridges and Dentures</td>
</tr>
</tbody>
</table>

**Not Covered**

<table>
<thead>
<tr>
<th>How Many/How Often</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Covered</td>
</tr>
<tr>
<td>Crowns, Inlays and Onlays</td>
</tr>
<tr>
<td>--------------------------</td>
</tr>
<tr>
<td><strong>Type D – Orthodontia</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

The service categories and plan limitations shown above represent an overview of your plan benefits. This document presents the majority of services within each category, but is not a complete description of the plan.

**Frequently Asked Questions**

**Who is a participating dentist?**
A participating dentist is a general dentist or specialist who has agreed to accept negotiated fees as payment in full for covered services provided to plan members. Negotiated fees typically range from 15%-45% below the average fees charged in a dentist’s community for the same or substantially similar services.†

**How do I find a participating dentist?**
There are thousands of general dentists and specialists to choose from nationwide --so you are sure to find one that meets your needs. You can receive a list of these participating dentists online at www.metlife.com/mybenefits or call 844-222-9104.

**What services are covered under this plan?**
All services defined under the group dental benefits plan are covered. Please review the enclosed plan benefits to learn more.
May I choose a non-participating dentist?
Yes. You are always free to select the dentist of your choice. However, if you choose a non-participating
dentist, your out-of-pocket costs may be higher. He/she hasn’t agreed to accept negotiated fees. So you may
be responsible for any difference in cost between the dentist’s fee and your plan’s benefit payment.

Can my dentist apply for participation in the network?
Yes. If your current dentist does not participate in the network and you would like to encourage him/her to
apply, ask your dentist to visit www.metdental.com, or call 1-866-PDP-NTWK for an application.†† The website
and phone number are for use by dental professionals only.

How are claims processed?
Dentists may submit your claims for you which means you have little or no paperwork. You can track your
claims online and even receive email alerts when a claim has been processed. If you need a claim form, visit
www.metlife.com/mybenefits or request one by calling 844-222-9104.

Can I find out what my out-of-pocket expenses will be before receiving a service?
Yes. You can ask for a pretreatment estimate. Your general dentist or specialist usually sends MetLife a plan
for your care and requests an estimate of benefits. The estimate helps you prepare for the cost of dental
services. We recommend that you request a pre-treatment estimate for services in excess of $300. Simply
have your dentist submit a request online at www.metdental.com or call 1-877-MET-DDS9. You and your
dentist will receive a benefit estimate for most procedures while you are still in the office. Actual payments may
vary depending upon plan maximums, deductibles, frequency limits and other conditions at time of payment.

Can MetLife help me find a dentist outside of the U.S. if I am traveling?
Yes. Through international dental travel assistance services† you can obtain a referral to a local dentist by
calling +1-312-356-5970 (collect) when outside the U.S. to receive immediate care until you can see your
dentist. Coverage will be considered under your out-of-network benefits.** Please remember to hold on to all
receipts to submit a dental claim.

How does MetLife coordinate benefits with other insurance plans?
Coordination of benefits provisions in dental benefits plans are a set of rules that are followed when a patient is
covered by more than one dental benefits plan. These rules determine the order in which the plans will pay
benefits. If the MetLife dental benefit plan is primary, MetLife will pay the full amount of benefits that would
normally be available under the plan, subject to applicable law. If the MetLife dental benefit plan is secondary,
most coordination of benefits provisions require MetLife to determine benefits after benefits have been
determined under the primary plan. The amount of benefits payable by MetLife may be reduced due to the
benefits paid under the primary plan, subject to applicable law.

Do I need an ID card?
No. You do not need to present an ID card to confirm that you are eligible. You should notify your dentist that
you are enrolled in the MetLife Preferred Dentist Program. Your dentist can easily verify information about your
coverage through a toll-free automated Computer Voice Response system.

†Based on internal analysis by MetLife. Negotiated Fees refer to the fees that in-network dentists have agreed to accept as payment
in full for covered services, subject to any co-payments, deductibles, cost sharing and benefits maximums. Negotiated fees are
subject to change.
††Due to contractual requirements, MetLife is prevented from soliciting certain providers.
* AXA Assistance USA, Inc. provides Dental referral services only. AXA Assistance is not affiliated with MetLife, and the services and
benefits they provide are separate and apart from the insurance provided by MetLife.
**Refer to your dental benefits plan summary for your out-of-network dental coverage.
Exclusions

This plan does not cover the following services, treatments and supplies:

- Services which are not Dentally Necessary, those which do not meet generally accepted standards of care for treating the particular dental condition, or which we deem experimental in nature;
- Services for which you would not be required to pay in the absence of Dental Insurance;
- Services or supplies received by you or your Dependent before the Dental Insurance starts for that person;
- Services which are primarily cosmetic (for Texas residents, see notice page section in Certificate);
- Services which are neither performed nor prescribed by a Dentist except for those services of a licensed dental hygienist which are supervised and billed by a Dentist and which are for:
  - Scaling and polishing of teeth; or
  - Fluoride treatments;
- Services or appliances which restore or alter occlusion or vertical dimension;
- Restoration of tooth structure damaged by attrition, abrasion or erosion;
- Restorations or appliances used for the purpose of periodontal splinting;
- Counseling or instruction about oral hygiene, plaque control, nutrition and tobacco;
- Personal supplies or devices including, but not limited to: water picks, toothbrushes, or dental floss;
- Decoration, personalization or inscription of any tooth, device, appliance, crown or other dental work;
- Missed appointments;
- Services:
  - Covered under any workers’ compensation or occupational disease law;
  - Covered under any employer liability law;
  - For which the employer of the person receiving such services is not required to pay; or
  - Received at a facility maintained by the Employer, labor union, mutual benefit association, or VA hospital;
- Services covered under other coverage provided by the Employer;
- Temporary or provisional restorations;
- Temporary or provisional appliances;
- Prescription drugs;
- Services for which the submitted documentation indicates a poor prognosis;
- The following when charged by the Dentist on a separate basis:
  - Claim form completion;
  - Infection control such as gloves, masks, and sterilization of supplies; or
  - Local anesthesia, non-intravenous conscious sedation or analgesia such as nitrous oxide.
- Dental services arising out of accidental injury to the teeth and supporting structures, except for injuries to the teeth due to chewing or biting of food;
- Caries susceptibility tests
- Initial installation of a fixed and permanent Denture to replace one or more natural teeth which were missing before such person was insured for Dental Insurance, except for congenitally missing natural teeth;
- Other fixed Denture prosthetic services not described elsewhere in the certificate;
- Precision attachments, except when the precision attachment is related to implant prosthetics;
- Initial installation of a full or removable Denture to replace one or more natural teeth which were missing before such person was insured for Dental Insurance, except for congenitally missing natural teeth;
• Addition of teeth to a partial removable Denture to replace one or more natural teeth which were missing before such person was insured for Dental Insurance, except for congenitally missing natural teeth;
• Adjustment of a Denture made within 6 months after installation by the same Dentist who installed it;
• Implants including, but not limited to any related surgery, placement, restorations, maintenance, and removal
• Repair of implants
• Implants supported prosthetics to replace one or more natural teeth which were missing before such person was insured for Dental Insurance, except for congenitally missing natural teeth
• Fixed and removable appliances for correction of harmful habits;
• Appliances or treatment for bruxism (grinding teeth), including but not limited to occlusal guards and night guards;
• Diagnosis and treatment of temporomandibular joint (TMJ) disorders.
• Repair or replacement of an orthodontic device;
• Duplicate prosthetic devices or appliances;
• Replacement of a lost or stolen appliance, Cast Restoration, or Denture; and
• Intra and extraoral photographic images

Alternate Benefits: Where two or more professionally acceptable dental treatments for a dental condition exist, reimbursement is based on the least costly treatment alternative. If you and your dentist have agreed on a treatment that is more costly than the treatment upon which the plan benefit is based, you will be responsible for any additional payment responsibility. To avoid any misunderstandings, we suggest you discuss treatment options with your dentist before services are rendered, and obtain a pre-treatment estimate of benefits prior to receiving certain high cost services such as crowns, bridges or dentures. You and your dentist will each receive an Explanation of Benefits (EOB) outlining the services provided, your plan’s reimbursement for those services, and your out-of-pocket expense. Procedure charge schedules are subject to change each plan year. You can obtain an updated procedure charge schedule for your area via fax by calling 844-222-9104 and using the MetLife Dental Automated Information Service. Actual payments may vary from the pretreatment estimate depending upon annual maximums, plan frequency limits, deductibles and other limits applicable at time of payment.

Cancellation/Termination of Benefits: Coverage is provided under a group insurance policy (Policy form GPNP99 / G.2130-S) issued by MetLife. Coverage terminates when your membership ceases, when your dental contributions cease or upon termination of the group policy by the Policyholder or MetLife. The group policy terminates for non-payment of premium and may terminate if participation requirements are not met or if the Policyholder fails to perform any obligations under the policy. The following services that are in progress while coverage is in effect will be paid after the coverage ends, if the applicable installment or the treatment is finished within 31 days after individual termination of coverage: Completion of a prosthetic device, crown or root canal therapy.
Frequently Asked Questions

Q. Why is Dental insurance important?
A. A good dental plan makes it easier for you to protect your smile and save.1 With the Preferred Dentist Program, you get coverage for cleanings, exams, X-rays and more. Keeping up with your dental cleanings and other preventive care now, can help you avoid costly dental problems and treatments in the future.

Q. How do I find a participating dentist?
A. There are thousands of general dentists and specialists to choose from nationwide, so you are sure to find one who meets your needs. Look for a list of participating dentists online at metlife.com.

Q. May I choose a non-participating dentist?
A. You are always free to select any general dentist or specialist. However, you usually save more when you visit a participating dentist. He/she has agreed to accept negotiated fees as payment in full for covered services. Negotiated fees typically range from 30-45% below the average fees charged in a dentist’s community for similar services.2 Non-participating dentists have not agreed to accept negotiated fees. So you may be responsible for any difference in cost between the dentist’s fee and your plan’s benefit payment.

Q. Can I get an estimate of my out-of-pocket expenses?
A. Yes. We recommend that you request a pre-treatment estimate for services totaling more than $300. Simply have your dentist submit a request online at metdental.com or call 1-877-MET-DDS9. You and your dentist will receive an estimate for most procedures while you are still in the office. Actual payments may vary depending upon plan maximums, deductibles, frequency limits and other conditions at time of payment.

Q. What types of services does the plan cover?
A. A number of dental procedures, including:3
- Exams and cleanings
- X-rays
- Fillings
- Root canals
- And much more

Get protection against costly emergency dental treatments.
Q. How does the plan save me money?

A. Think about this: The average family of four spends $1,824 a year on dental services. 4 Having a good dental plan in place can help you save money every year. 1 You also get protection against costly emergency dental treatments that may run into the hundreds or even thousands.

Q. Who can enroll in the plan?

A. You and your eligible family members. For example, your spouse and dependents.

Q. How are claims processed?

A. Dentists may submit claims for you which means you have little or no paperwork. You can track your claims online and even receive e-mail alerts when a claim has been processed. If you need a claim form, visit metlife.com/mybenefits or call 1 800 GET-MET8.

Q. How do I pay for my Dental plan?

A. Premiums will be conveniently paid through payroll deduction. So you don’t have to worry about writing a check or missing a payment.

Q. When can I enroll?

A. You can enroll during your open enrollment period.

HAVE OTHER QUESTIONS?

Please call MetLife directly at 1-844-222-9104 and speak with a benefits consultant.

1 Savings from enrolling in a MetLife dental benefits plan featuring the Preferred Dentist Program will depend on various factors, including the cost of the plan, how often participants visit the dentist and the cost of services rendered.

2 Based on internal MetLife analysis. Negotiated Fees refers to the fees that in-network dentists have agreed to accept as payment in full for covered services, subject to any co-pays, deductibles, cost sharing and benefits maximums. Negotiated fees are subject to change.

3 Those services defined under your dental benefits summary are covered. Please review your plan benefits summary for a more detailed list of covered services.


Like most group benefit programs, benefit programs offered by MetLife and its affiliates contain certain exclusions, exceptions, reductions, limitations, waiting periods and terms for keeping them in force. Please contact MetLife or your plan administrator for costs and complete details.