

Important information About Coronavirus/COVID19

Why we're contacting you

At MetLife Auto & Home, we understand the difficulty surrounding the COVID-19 pandemic and all its uncertainty. We remain committed to ensuring our customers get the service they expect, maintain the coverages they need, and that we process all claims for all products in a timely manner. Our team is here and ready to help, so that you can focus on the health and well-being of you and your family.

What you need to know

Payment & Billing Leniency. We will not cancel nor non-renew any active policies due to non-payment and will waive late payment fees. This grace period is already in effect and can be extended to July 30, 2020 at your request. We recognize the challenges of this situation and will do everything we can to assist in this time of need.

Catching up on Overdue Insurance Payments. We will permit you, as an affected policyholder, to pay the overdue premium over a 12-month period if you did not make a timely premium payment due to financial hardship as a result of the COVID-19 pandemic and can still demonstrate financial hardship as a result of the COVID-19 pandemic.

What you need to do

If you have questions about your billing or payments, please contact us at 1-800-GETMET1 (800-438-6381), so that we may work with you. If you work with an independent agency, please call your agency for assistance.

What you should expect

Customer Service. Our service team has business continuity plans in place and will be responding to customer inquiries during this time. Please note that call wait times may be longer than usual. Customer service can be reached at 1-800-GETMET1 (800-438-6381). If you work with an independent agency, please call your agency for service. You can access your account, or register your account, through the MetLife Online Service Center at www.metlife.com.

Claims. Our team is here 24/7 for all your claim needs. As the health of our customers and associates remains our highest priority, our claim adjusters may use alternative contact-less approaches to help settle your claim, reducing person-to-person contact as well as individuals' concerns during these times. If you need to file a claim, please contact us at 1-800-854-6011.

What you should expect – continued

Expanded Identity Protection Services. With the increased usage and exposure to the Internet for school, work, shopping, banking, and bill paying during the COVID-19 crisis, it is important to protect yourself against identity theft.

If you or your immediate family members suspect that your identity may be compromised, or if you'd like reassurance that it's not, an experienced team of professional identity protection specialists is always available to assist you. The

CyberScout team will help you identify problems and work with you to resolve issues involving unauthorized use of your name or credit. Visit their website at cyberscout-idtheft.com/life-stages or call 866-305-7216 for more information. There are many ways your identity can be compromised, which is why we work with CyberScout to offer a wide range of identity protection services to our customers at no additional cost. We are pleased to announce that the services provided through this existing program will be extended to the following immediate family members of our MetLife Auto & Home customers through August 2020:

- Adult children, 26 years of age or older
- Parents (including stepparents and legally adoptive parents)
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers)

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We're here to help

If you have any questions regarding your rights under the Executive Order or regulations, please contact us. Please see the "How To Reach Us" in the front of your policy package for your choice of contact options.

Thank you for choosing MetLife Auto & Home. Please visit our website for additional information regarding COVID-19.