

Delivering High Quality Global Solutions

MetLife



THE OPPORTUNITY

A global executive leadership and search firm with more than 350 consultants in 44 offices worldwide looked to explore an alternative to its current expatriate medical benefits program. The broker, working with MetLife, seized the opportunity.

The current program included expatriates on a temporary assignment outside of their home country, as well as the firm's permanent resident employees in Mexico (local nationals). The critical need was to determine if the firm's current program delivered appropriate value for the renewal price being offered by the incumbent insurer.

After learning about MetLife's Expatriate solutions and the MAXIS Global Benefits Network¹ (a global benefits network created by MetLife and AXA with local member insurance companies in over 110 countries), the broker and the HR leadership at the search firm took advantage of MetLife's consultative approach to learn how it could meet the firm's varied global benefits needs.

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THE SOLUTION

MetLife first presented its global capabilities to the broker at a meeting that highlighted how to leverage MetLife's vast product portfolio of 20-plus group insurance solutions to grow their business. MetLife's simplicity and overall value proposition delivered through a consultative approach intrigued the broker to request a proposal of MetLife's Expatriate Medical benefits program.

With that, MetLife offered several potential improvements to the executive search firm's current program.

For Expatriates, MetLife could:

- Provide a global medical network that didn't exist with the current provider.
- Offer, in addition to provider cost savings,² a network that significantly improved member experience by eliminating large up-front costs (to be reimbursed later), and providing access to one of the largest global medical networks designed for expatriates to reduce benefit costs without reducing coverage.
- Deliver a solution that provided local expertise and superior service, closer to where the members are located, resulting in a better experience for the member.

For Local Nationals in Mexico, MetLife could offer:

- A compliant solution via a MAXIS member company, whereas the current program may raise compliance issues.
- Access to a local provider network—the current program didn't offer this access since the local Mexican employees were covered through a US-issued expatriate policy.
- A more appropriate plan design comparable to other Mexican group populations in the industry.



BEST OF ALL, THE CLIENT NOW REPORTS BEING EXTREMELY PLEASED WITH THE IMPLEMENTATION OF THE METLIFE EXPATRIATE PROGRAM

THE SUCCESS AND RESULTS

Apart from choosing MetLife for its expatriate medical program, the executive search firm is also weighing significant plan design changes for the local nationals in Mexico, focusing on being locally competitive and compliant.

Through MetLife's consultative approach, the broker could, in turn, present a valuable alternative to their client that included improving the expatriate member experience and reducing program costs. Best of all, the client now reports being extremely pleased with the implementation of the MetLife expatriate program—not only with employer administrative functions, such as eligibility file transfer and contracts, but also with the expatriate member experience, including receiving ID cards and effective communication on how to use the program.

In addition, the broker reports:

- The client appreciated the expertise provided around a key program for a relatively small, but very important employee population.
- The client believes they have a better plan and are paying less, a significant improvement in value.
- The exercise uncovered a joint opportunity for the broker and their colleagues in Mexico.

As an added bonus, by marketing the current program, the broker learned more about specifics on expatriate medical programs, including service, network and pricing approaches. In turn, this set the stage for future renewal discussions around the client's program, enabling the broker to be well-versed in what to look for in future RFP responses.

Finally, based on discussions with MetLife, the broker realized other potential business opportunities:

- Several clients have employees on foreign assignment (expatriates), and most clients likely had at least some employees traveling overseas on business
- Some companies still cover expatriates via their domestic plan—there is a strong client and member value proposition to implement a stand-alone expatriate specific plan
- There are a limited number of insurers in this business
- Although a niche business, expatriate medical can help navigate the complexities of global benefits in a simplified way
- The experience can both introduce and strengthen the broker's client relationships

From start to finish, this case makes it clear that the consultative approach of MetLife Global Employee Benefits can help provide a competitive edge making business better for brokers wanting to serve their clients.

FOR MORE INFORMATION, CONTACT YOUR METLIFE SALES REPRESENTATIVE TODAY

¹ The MAXIS Global Benefits Network is administered by AXA France Vie S.A., and Metropolitan Life Insurance Company, New York, NY (MLIC) and is a network of locally licensed MAXIS member insurance companies ("MAXIS Members"). The MAXIS Global Benefits Network is neither an insurance provider nor an insurance intermediary and only the MAXIS Members provide insurance. MLIC is the only MAXIS Member licensed to transact insurance business in New York. The other MAXIS Members are not licensed or authorized to do business in New York, and the policies and contracts they issue have not been approved by the New York Superintendent of Financial Services and are not subject to all of the laws of New York.

²Cost savings are largely the result of the purchasing power of the Regional Service Centers (RSCs) and their ability to monitor local providers. Some Regional Service Centers (RSCs) are operated by MetLife affiliates and some by third parties contracted by MetLife.

MetLife's expatriate benefits products are underwritten by Delaware American Life Insurance Company, a MetLife affiliate domiciled at 600 North King Street, Wilmington, DE 19801, and other affiliates.

Like most group insurance policies, insurance policies offered by MetLife contain certain exclusions, exceptions, waiting periods, reductions, limitations and terms for keeping them in force. Ask your MetLife representative for costs and complete details.