

Excellence from the Start

MetLife



ACCORDING TO OUR 2015 IMPLEMENTATION SURVEY¹:

- 100% of clients and brokers responding to the survey were very satisfied with their Implementation Coordinator
- 98% were very satisfied with their overall onboarding experience
- 95% were very satisfied with MetLife's client materials
- 95% were very satisfied with MetLife's employee education tools
- 92% would recommend MetLife to a friend or colleague

HIGH-TOUCH IMPLEMENTATIONS THAT REVOLVE AROUND YOU

We know how important it is for you to have an easy, smooth transition when changing carriers, and that's why we provide a high-touch approach to implementation with a dedicated and experienced team that delivers a personalized plan for you and your employees. When you decide on MetLife, your Implementation Coordinator will lead the onboarding process, communicate transparently, and provide you with the tools and resources you need for a truly seamless, high-touch implementation. Best of all, ID cards are shipped to employees about five business days after loading eligibility.

EXPERIENCE IMPLEMENTATION EXCELLENCE

- Regardless of your size, we assign a dedicated Implementation Coordinator to manage the project life cycle and hold the onboarding team accountable for delivery excellence
- Customized implementation process that aligns with your culture and proactive, consistent communication means you're always up-to-speed without having to manage the details
- A host of communication tools to help your employees manage their plan, from enrollment to end of assignment
- Our implementations boast a Net Promoter™ Score of 84²

[continued >](#)

HERE'S WHAT BROKERS AND CLIENTS ARE SAYING:

"Thank you for your ongoing communications and excellent implementation. We are working with other carriers for a 1/1 effective date that are 2 weeks delayed! Thanks everyone at MetLife that has gone above and beyond to work swiftly on this implementation."

—Broker

"I have to say I am so (continually) impressed by the amazing customer service and overall professionalism of the full MetLife team supporting this implementation. You have this down to a science, without it feeling impersonal in any way – all aspects we highly value. Thank you for continuing to keep us in the loop through your thorough status reports."

—Client

"Our MetLife implementation team was very well versed in what needed to be done, fantastic at meeting all deadlines and responding to last-minute or unique needs of our population, and accounting for all of the considerations of this implementation. This was one of the most thoughtful, easy and well-coordinated implementations in my 18-year HR career."

—Client



WE MAKE IMPLEMENTATIONS EASIER

- We offer implementation support for all size groups, from small, simple cases to large, complex ones, with the main focus of aligning our process to your culture
- Our onboarding team consists of:
 - » Project Sponsors, who champion the project, remove roadblocks, and ensure progress
 - » Project Managers, who ensure quality control and timeliness
 - » Project Team, made up of Subject Matter Experts from each functional area, who execute on deliverables
- Weekly governance meetings ensure all implementations are on-track and are used as a forum to share best practices

OUTSTANDING, HIGH-TOUCH SERVICE TO TAKE WORK OFF YOUR PLATE

- We deliver transparent, proactive communication: it's our goal to respond to all client and broker inquiries within one business day
- We are flexible in our administrative processes so we can meet your needs, from account structure to billing to eligibility³
- Tools and educational resources to help your employees adapt to their new plan before, during, and after assignment:
 - » Pre-trip assistance
 - » Transition of care support for pregnancies, scheduled surgeries and ongoing medical treatment
 - » Comprehensive Welcome Kit
 - » Personalized webinars
- Account Managers are involved throughout the implementation process, so they are familiar with your case from implementation to renewal

A TRULY SEAMLESS TRANSITION THROUGHOUT THE PROJECT LIFE CYCLE

- **Initiation** – Team works with client and broker to clearly define goals and objectives
- **Planning** – Project plan and deadlines are reviewed and responsibilities are assigned
- **Execution & Control** – Team executes on deliverables; Implementation Coordinator mitigates risk by enforcing quality controls, best practices, and managing onboarding timeline
- **Close Out** – All tasks completed and results are communicated to client and broker; case transitions to Account Manager

FOR MORE INFORMATION, CONTACT YOUR METLIFE SALES REPRESENTATIVE

¹ The 2015 MetLife Expatriate Implementation Survey was conducted online by MetLife between January and December 2015. The survey was sent to 79 clients with MetLife expatriate group coverage with an effective date in 2015 and to 52 brokers servicing clients with MetLife expatriate group coverage with an effective date in 2015. Responses to the survey were provided by 18 clients and 8 brokers. The percentages were calculated based on the information provided by the respondents and are rounded to the nearest whole percent.

² Net Promoter™ is a system for monitoring the loyalty of a company's customer relationships. It allows a company to understand what percentage of its customers are loyal, likely to buy more from it and would recommend the company to friends and family. It also measures what percentage of current customers are not satisfied with the service a company provides, would not recommend the company and are at risk of moving to their business to a competitor. NPS is obtained by asking customers a single question: On a scale of 0 to 10, how likely is it that you would recommend our company to friends or family? The NPS reference above has been calculated based on the responses provided by clients and brokers to the 2015 MetLife Expatriate Implementation Survey. Net Promoter is a registered trademark of Satmetrix Systems, Inc.

³ Subject to applicable legal requirements.

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.