

Excellence from the start



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 Worldwide Benefits, 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

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 and 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. Subject to applicable legal requirements.

MetLifeWorldwide.com

MetLife's worldwide 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.



Delaware American Life Insurance Company | 600 North King Street | Wilmington, DE 19801

L0917498659(exp0918)(All States) © 2017 METLIFE, INC.