



# MetLife®

## Streamlining benefits administration so you can focus on other business priorities

MetLink,® our website for benefits administrators, simplifies your most important benefits tasks so you can accomplish more in less time. With immediate access to benefits records, powerful management tools and innovative technologies, you can work more efficiently and have more time to focus on other important concerns, like building your business and helping your employees.

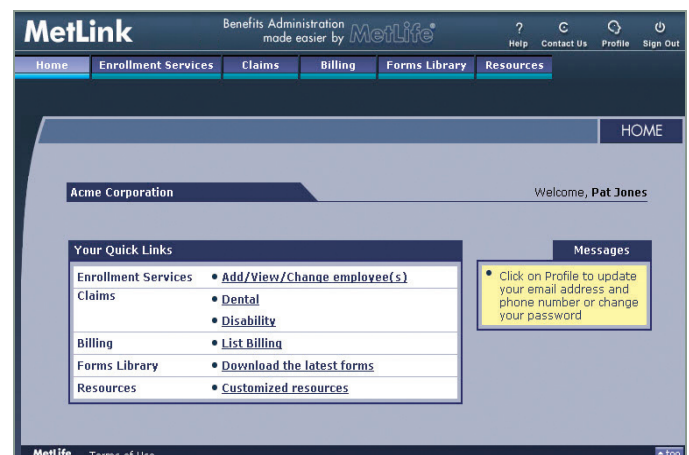
With MetLink, you can view your employee benefits information and perform real-time transactions<sup>1</sup> through a single, secure, easy-to-use interface. Accessing all your MetLife benefits information in one convenient location online streamlines and simplifies benefits management, making it easier to do your job.

### Putting you in control of your company's enrollment information

#### Enrollment Services

MetLink helps you manage everyday enrollment tasks with ease—reducing paperwork, phone calls and faxes.

- **Eligibility and Enrollment:** Add, change and view employee and dependent eligibility information, or terminate coverage.
- **Listing of Enrolled Employees:**<sup>2</sup> Download a detailed list of covered employees by coverage dates, type, amount and status.



### Time-saving, virtually paperless solution

MetLink enables you to save past transactions and view your most frequently used options, such as enrollment and claims status — helping to eliminate time spent on maintaining paper files.

More than 39,000 group customers, and 13,000 brokers and consultants, have access to MetLink.<sup>3</sup>

In 2009, MetLink users conducted over 10.1 million transactions online.<sup>3</sup>

## Adding value and convenience at every stage of your plan

### Claims<sup>4</sup>

MetLife focuses on delivering quality claim service by reducing turnaround time and improving payment accuracy and productivity. With MetLink, you can submit claims online and review their status in real-time at every step of the process.

### Billing

MetLink helps take the burden out of billing. The list billing feature on MetLink provides you with a simplified billing process, which allows you to view and download your monthly bill. You can also manage your bill online, change an employee's record, print an invoice to mail, and view 13 months of bill history.

## Helping you manage benefits more effectively with additional resources

- **Optional E-Mail Alerts**—advise customers to review their online bill prior to due date, or notify them about the status of a disability claim.
- **Legislative and Regulatory Releases**—provide summaries of and insights into new federal and state laws or regulations that may impact your business and benefit plans.
- **Quick Link to Online Administrative Manual**—through this manual, which is available through MetLink's Resources page, customers have access to all the information they need to administer their MetLife plans, including: information on enrollment, claim submissions, billing procedures, and links to forms they need to administer, enroll or make changes to their employees' MetLife coverage(s).

- 91% of MetLife group customers and brokers are satisfied with their MetLink billing experience.<sup>5</sup>
- 95% are of MetLife group customers and brokers are satisfied with their MetLink enrollment experience.<sup>5</sup>
- 94% of MetLife group customers and brokers are satisfied with MetLink overall, and 94% would recommend the site to a peer.<sup>5</sup>

**For more information about our Online Services or for a personal demonstration of our benefits websites, contact your sales representative.**

<sup>1</sup> Transactions are in real-time except when the systems are undergoing scheduled or unscheduled maintenance or interruptions.

<sup>2</sup> Available to groups with under 2,000 lives.

<sup>3</sup> MetLife Statistics, as of year-end 2010.

<sup>4</sup> Functionality is dependent on product offering.

<sup>5</sup> MetLink Satisfaction Study, Q1 2010, based on responses from those who participated in and responded to the survey.

**MetLink information applies to groups with 10-499 lives. MetLife Online Service capabilities may vary by product and may not be available to all customers. Please contact your MetLife sales representative for more information.**

Benefits for the **if in life**<sup>SM</sup>



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