
For immediate release

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MetLife Innovations in Employee Benefits Implementation Earn Dalbar Awards for Excellence

(Boston, MA. September 6, 2011) Recognizing MetLife's achievements in Group Employee Benefits, Dalbar Inc. presented two of the company's customer service processes with the Dalbar Recognition for Excellence Award.

The award is bestowed on financial services programs that provide clients with especially high-quality services and have a high record of success in helping customers meet their business objectives and goals. After audits conducted by Dalbar, MetLife's Employee Benefits Implementation (10-999 employee groups) and National Accounts Project Management Certification Program/Implementation Process (10,000 or more lives) were both shown to meet these standards. Both programs are designed to make it easier for brokers and employers to implement multi-faceted employee benefits programs with high satisfaction from their own respective clients and employees.

Louis S. Harvey, President of Dalbar said, "Our audits showed that MetLife has a deep understanding of the benefits issues facing both large and small employers and lead the industry in addressing these client issues. We congratulate MetLife for its commitment to this customer-centric approach that will inspire confidence when implementing new employee benefits programs."

With the Employee Benefits Implementation (10-999 employee groups) MetLife focused on establishing a more modern, streamlined process for brokers and these businesses to execute and update new employee benefits programs. To address concerns about what could be a complicated process, the company implemented several new changes including the creation of a national electronic group benefits form and pre-populated enrollment forms. Having these as part of the new process helped to improve the accuracy of the data being submitted.

Streamlined processes were also a focus of the company's National Accounts Project Management Certification Program (PMCP)/Implementation Process, which trains MetLife associates on how to best provide national clients (customers with 10,000 or more lives) with consistent yet flexible service when implementing employee benefits programs. Building on methodology established by the Project Management Institute, the curriculum ensures that associates have the skills for success as well as the tools to implement new business with accuracy, timeliness, and consistency. This approach keeps customers effectively engaged and informed throughout the implementation process which ultimately leads to a longer lasting relationship.

Anthony J. Nugent, executive vice president, Employee Benefits Sales at MetLife said, "It is rewarding to receive this recognition by Dalbar for programs developed as part of our ongoing commitment to always improving the customer experience – from the smallest of employers to the largest."

About MetLife

MetLife is a subsidiary of MetLife, Inc. (NYSE: MET), a leading global provider of insurance, annuities and employee benefit programs, serving 90 million customers in over 60 countries. Through its subsidiaries and affiliates, MetLife holds leading market positions in the United States, Japan, Latin America, Asia Pacific, Europe and the Middle East. For more information, visit www.metlife.com.

About DALBAR Inc.

Dalbar, Inc. is the financial community's leading independent expert for evaluating, auditing and rating business practices, customer performance, product quality and service. Launched in 1976, Dalbar has earned the recognition for consistent and unbiased evaluations of investment companies, registered investment advisers, insurance companies, broker/dealers, retirement plan providers and financial professionals. Dalbar awards are recognized as marks of excellence in the financial community.

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