

# Working in partnership with MetLife



## The power of employee benefits

A business is only as strong as its people. And while finding and retaining talent is still increasingly challenging and with continued unprecedented change on the horizon, it makes sense for businesses to make their benefits work harder for them.

Getting the benefits package right plays an important part in demonstrating **the value employers place upon their employees**, which in turn can help build a more productive and engaged workforce.

## How employees are treated matters

69%

of employees said they would work harder for an employer that provides employee benefits that support their individual needs<sup>1</sup>

73%

of employees have said they will work harder for an employer who cares about them<sup>1</sup>

## Why work with us?

### Group Life

- A lump sum cash payout for chosen beneficiaries
- Free [Bereavement & Probate support](#) for employees and their families to help at a time of need
- Up to six face to face structured bereavement counselling sessions available
- Access to MetLife's Registered and [Excepted Master Trusts](#) at no extra cost
- Receive quotes for Group Life schemes with 10 to 199 employees in minutes with our portal, [Accelerate](#)

### Group Income Protection

- Experienced [claims management](#), ensuring best possible outcome for both employee and employer
- Access to the Wellbeing Hub, an enhanced wellbeing online portal and 24/7 telephone helpline, for improving health with practical and emotional support
- Tailored data insights to help pinpoint potential risks and issues with employee health and wellbeing
- Managerial support available through the Wellbeing Hub to help manage workplace challenges
- In partnership with HCB Group, we're offering '[Connected at Home](#)' – a complimentary service to support employees requiring further support due to home working
- Our [Early Intervention support](#) is proven to reduce absence levels by helping colleagues return to work more quickly
- Our [Clinical Pathways](#) support employees suffering from Musculoskeletal, Mental Health and Long COVID illnesses to help them get better

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We understand that paying a claim is the fundamental promise of the policy and MetLife endeavour to assess and pay valid claims as quickly as possible.

Stuart Lewis,  
Head of Claims

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# MetLife in the UK

Since its launch in 2007, MetLife UK (MetLife Europe d.a.c. trading as MetLife) has offered a market leading flexible product range, including group and individual protection solutions, only available via Financial Advisers. MetLife Europe, an affiliate of MetLife Inc., is registered in Dublin, Ireland, and our UK offices are in London and Brighton. What drives our employee benefits business strategy is our belief that when people are at their best, businesses also thrive.

Our products provide much more than just critical financial support. They recognise the emotional needs and challenges of modern working lives and find ways to help build resilience, connect people and drive better health and performance.

## A+

### A+ rating

for MetLife Europe d.a.c. by Standard and Poor's<sup>2</sup>



## 96%

claims satisfaction rating from our customers for 2020<sup>3</sup>



## 88%

of clients renew with us year after year



## 7,500+

in-force Group Life policies



## 9.8 years

average length of Group Life policy



### Financial Adviser Service Awards 2020 winner:

- 5 Star Award - Pensions and Protection
- Most Improved - Pensions and Protection



### Financial Adviser Diversity in Finance Awards 2020 winner:

- Trailblazing Company of the Year
- Diversity Champion of the Year (Helen Walpole, HR Business Partner)



## 100% paperless

Group Life claims process



## £170m

paid out in Group Life claims in 2021



## 99%

of claims submitted are paid every year<sup>5</sup>



## 100+ countries

Co-founder of [MAXIS GBN](#), a leading global benefits network with operations in 100+ countries

## EST<sup>D</sup> 1868

## 150 years

of MetLife, inc.



### Strong presence

MetLife, Inc. has established a strong presence through organic growth, acquisitions, joint ventures and partnerships in over 40 countries worldwide and is trusted by tens of millions of customers



### 2030 environmental goals launched

and currently manages \$28.7bn in green investments<sup>4</sup>



## \$1 billion

in grants that the MetLife Foundation is closing in on to [build stronger communities](#), impacting 17.3 million<sup>4</sup>



## \$100M

originated from MetLife, Inc. for impact investments that [support diverse communities](#)<sup>4</sup>

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#### Sources:

<sup>1</sup>Source: [MetLife's Re:Me's report 2021](#)

<sup>3</sup>Taken from MetLife internal portfolio data, correct as at October 2021

<sup>5</sup>Source: MetLife Claims Portfolio, 2021

<sup>2</sup>Standard and Poor's rating, correct as at October 2021

<sup>4</sup>Taken from MetLife's 2020 Sustainability Report, correct as at December 2021

Products and services are offered by MetLife Europe d.a.c. which is an affiliate of MetLife, Inc. and operates under the "MetLife" brand.

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