









The need in a nutshell

Nearly 3 million people are long term sick, costing businesses large and small £500 for every employee, every year.

- MetLife's Group Income proposition helps address the cause, not just the issue, of sick leave absence.
- Our unique wellbeing, healthcare and early intervention services, from our best-in-market partners, help keep working people in work, and support the recovery and safe return of those on sick leave.
- Our Limited Term policies, designed for today's typical job tenures, are 50% of the cost of SPA.
- We resolve 96% of referrals without a claim, reducing the cost of absence and renewals.
- And being MetLife, we ensure claims are processed promptly and fairly.









1 Welcome to MetLife

2 Work isn't working

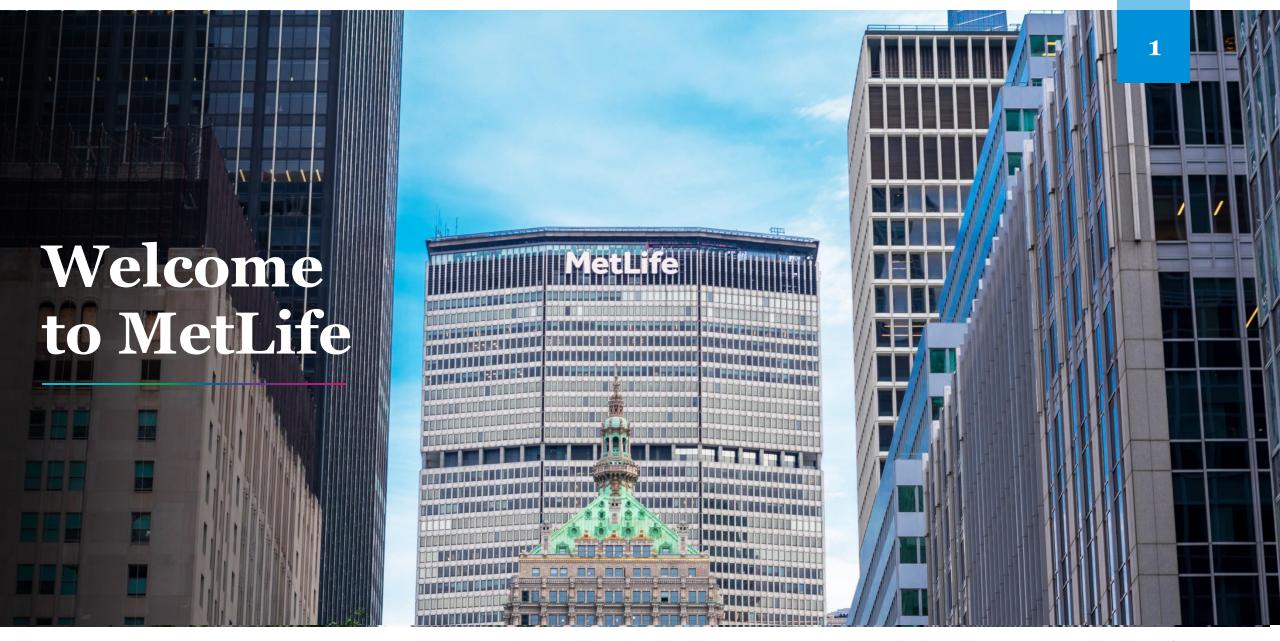
3 Keep work working

4 The benefits

5 The MetLife difference in action

















40+
countries
worldwide



156 year long history



#50Fortune 500 company



AA-1S&P rating



\$638b assets



100m+
customers







MetLife through the years

1868

156 years ago, the Metropolitan Life Company was founded.

1912

Metropolitan Life paid the first death claim for a passenger on the Titanic. This was paid just 12 hours after rescue boat Carpathia docked in New York.

1986

Established the Awards for medical research in Alzheimer's disease which recognises scientific breakthroughs and research.

2001

The MetLife foundation made multiple charitable donations in the wake of the September 11 attacks.

2007

MetLife UK opens its doors, bringing our unique range of innovative products and services to people across the UK.

2022

MetLife UK launches GP24 and makes it available to all of its GIP clients. 2022

Funeral Concierge launched exclusively in the UK through our partnership with Everest.









































1906

After the San Francisco earthquake, Metropolitan Life were the first US insurance company to send employees into the city to help pay claims on the spot.

1930

Throughout great depression. Metropolitan Life aided thousands of farmers, meaning that over 7,000 farms were able to re-open.

1993

After rebranding the company name to MetLife in 1990, the logo became home to one of Manhattan's most iconic skyline buildings – formally the PanAm building.

2005

MetLife is first awarded the DiversityInc 'Top 50 Companies for Diversity'. MetLife continues to feature year on year.

2020

MetLife signs the UN Women's Empowerment Principles and announces the formation of a MetLife Gender Equality Team partnering with the United Nations.

2022

We launch our refreshed brand representing our renewed guiding principle: For every moment, there's MetLife.









In partnership with world-leading brands:

Backed by world-leading venture capital funds. £150 million in funding 15 investors including Dai-ichi:



















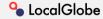


















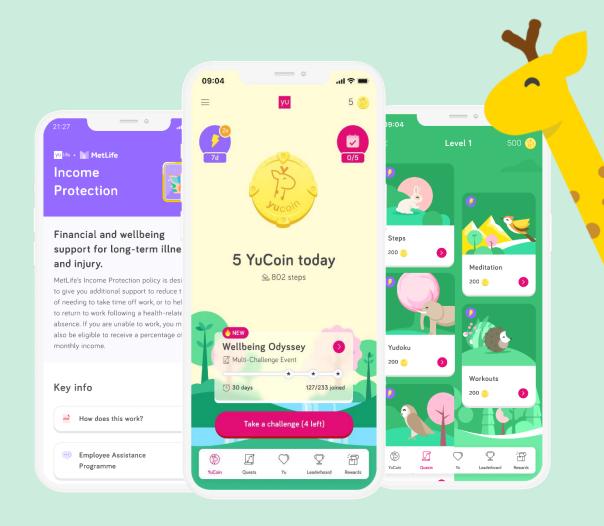




YuLife is an innovative insurance technology provider that inspires wellbeing for everyone, every day

- Gamified wellbeing experience with 100s of levels and quests
- Earn YuCoin for simple, healthy Habits
- Donate YuCoin to unlock mystery prizes & rewards
- Customisable Wellbeing Hub featuring MetLife's tools and services
- Access to insurance policy details and key information

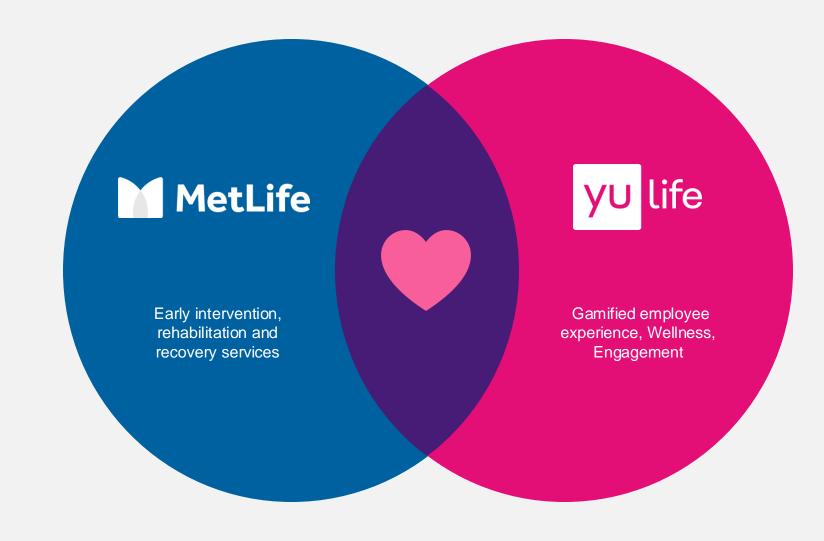






Combining forces to deliver a new insurance model

Focused on prevention and recovery.

















Work isn't working for UK plc

UK businesses are facing an unprecedented increase in long-term sickness.



2.8 million

aren't working because of poor health¹



Long-term sick

Mental health, joint and back problems and cancer are the most accountable²



3.7 million

working people have a work-limiting condition³







^{1.2.} https://www.ons.gov.uk/releases/uklabourmarketjuly2024

^{3.} https://www.health.org.uk/publications/long-reads/what-we-know-about-the-uk-s-working-age-health-challenge

The people behind the numbers

Even the people who are working are struggling to stay fit and healthy, to see a doctor and to get mental health support.

1.6m

people over 50 are long term sick¹

More women

are long-term sick than ever before²

Young people

are more likely to be off work with mental health issues than those in their 40s³

80%

of chronic diseases are caused by lifestyle⁴

^{4.} https://www.who.int/news-room/fact-sheets/detail/noncommunicable-diseases







^{1.} https://www.theguardian.com/business/2023/jan/30/long-term-sickness-leaving-16m-uk-adults-aged-50-or-over-unable-to-work

^{2.} https://www.tuc.org.uk/news/tuc-long-term-sickness-becomes-top-reason-women-being-out-labour-market

^{3.} https://www.resolutionfoundation.org/press-releases/youth-worklessness-due-to-ill-heath-has-almost-doubled-in-a-decade-and-is-heavily-concentrated-among-those-with-poor-qualification-levels/

The modern workforce and health

Workforces are more diverse than ever.





11.5%

of workers are still working at 65, up from 5.2% in 2000¹



Nearly half

of all working-age disabled people are working²



72%

of women are working compared to 52% in the 1970s³



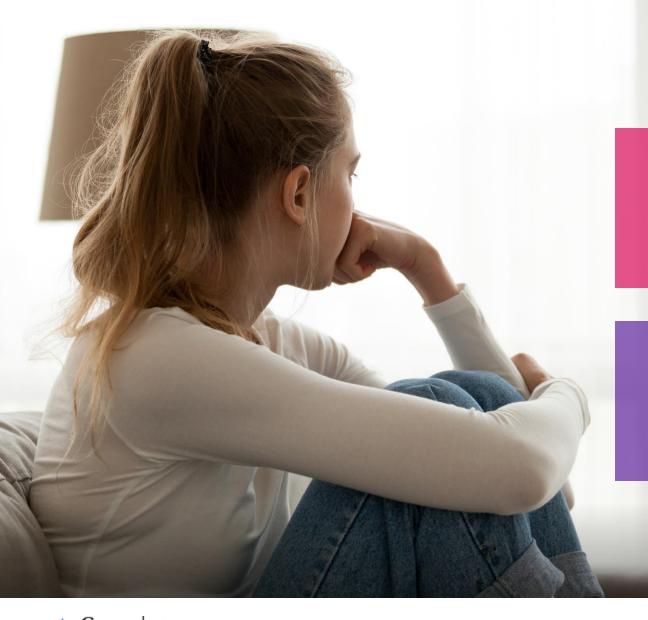


^{2.} https://www.gov.uk/government/statistics/the-employment-of-disabled-people-2023/employment-of-disabled-people-2023





^{3.} https://www.ons.gov.uk/employmentandlabourmarket/peopleinwork/employmentandemployeetypes/bulletins/uklabourmarket/previousReleases



The cost of absence

£500

Absent staff cost businesses an estimated £500 each year for every employee¹

£2,200

New onset long term health problems cost individuals £2,200 on average in lost earnings each year²







^{1.} https://www.goodshape.com/long-term-sickness-report-download

 $^{2.\} https://www.ippr.org/media-office/revealed-the-hidden-personal-cost-of-uk-long-term-sickness-that-cries-out-for-a-new-national-health-mission and the contraction of the contracti$













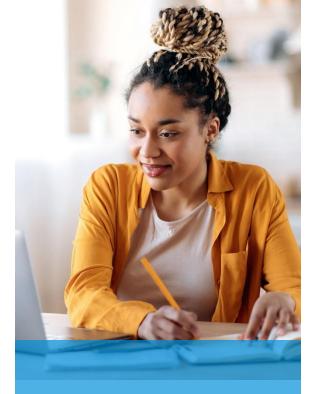






Group Income Protection works

Group Income Protection (GIP) is a growing market, valued by employers and employees.



More people protected

43% of employers plan to invest more in benefits that support their people.¹



More money paid out

£633.6m paid out by GIP policies in 2023, up by 14% on the year before.³



More talent secured

63% of employees say benefits play a key part in accepting a job.²





^{2.} https://grouprisk.org.uk/2024/05/21/the-uk-group-risk-industry-paid-out-a-record-2-49bn-in-claims-in-2023-6-82m-a-day/





^{3.} https://boostworks.co.uk/blog/what-benefits-do-employees-really-want/

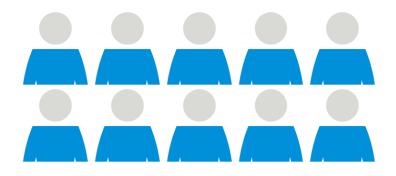


But it's not working for enough businesses and their people



3 million

employees are protected with GIP



30 million

are not







The world of work needs a different approach to GIP



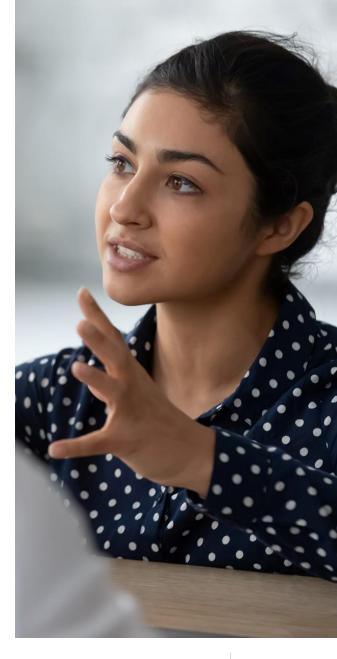
More prevention



More hands on



More affordable









Protecting both people & productivity, MetLife keeps work working



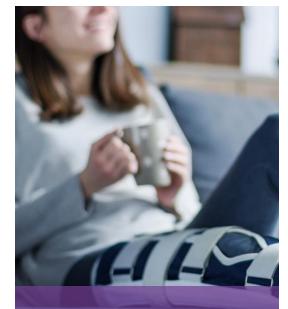






MetLife's GIP helps work, work better

Our GIP proposition is built around what our clients actually need protection for:



Less sick leave, fewer claims

We drive daily engagement with healthy habits, improving productivity and reducing sickness absence.



Better absence management

We support employers, line managers and colleagues to better manage the cost and impact of long-term sick leave.



A healthier business and balance sheet

A complete suite of services from wellbeing, healthcare and early intervention to recovery, rehabilitation and claims.

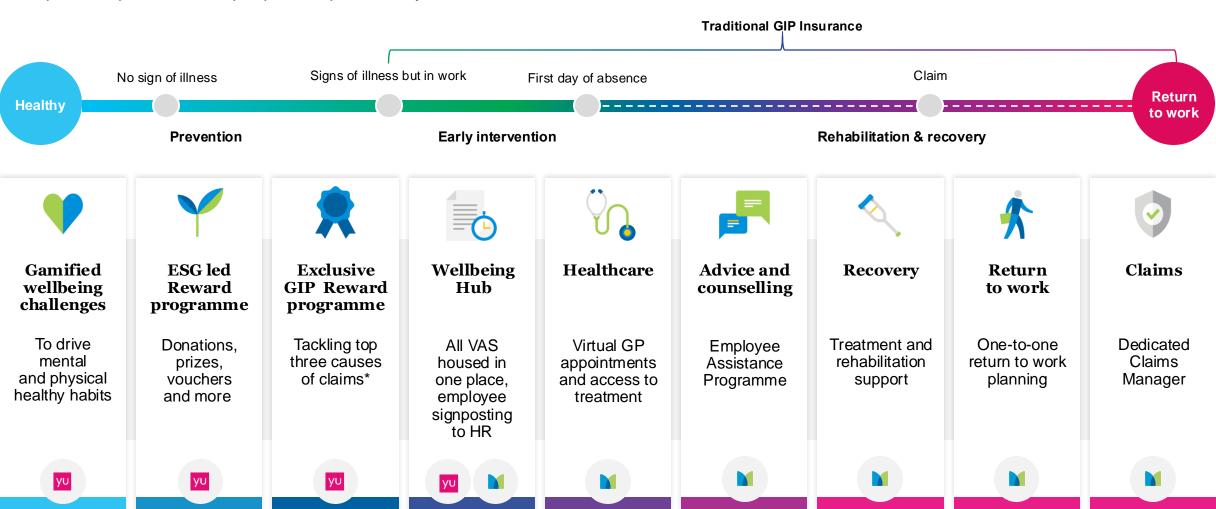






How MetLife x YuLife GIP works

Specialist protection for people and productivity.











An engaging employee experience

Specialist protection for people and productivity.









Underpinned by gold standard Early Intervention



The original Early Intervention experts, 40 years of market leadership

Expert, clinically-backed services

Dedicated Case Managers providing one-to-one support

Proven and robust processes and pathways

Liaise between employees, employers and healthcare professionals to ensure the optimum outcome A fully-comprehensive service including faceto-face assessments and reviews

'At work' referrals considered to help prevent absence from occurring







More than a policy, a complete service

On-boarding, embedding and employee engagement

Data and insight for Absence and Employee Health Management

Flexible, tailored policies including a range of Limited Term options

Claims support, including a dedicated Claims Assessor



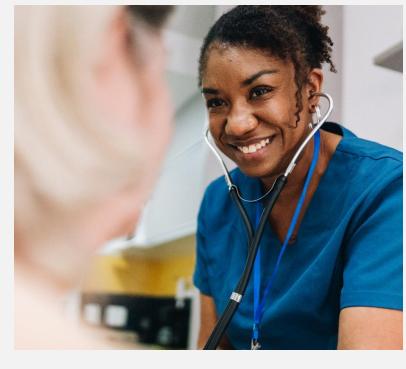






Supported by powerful partnerships





MetLife's GIP is delivered in partnership with industry experts:

health assured

Health Assured - EAP

- Award-winning employee assistance support from BACP accredited Counsellors
- Includes Wisdom, the health and mental wellbeing app



HealthHero - GP24

- Europe's largest digital-first healthcare provider in Europe
- Fast access to virtual GP appointments and referrals to treatment













People and business, working together



A caring culture creates healthier people

Being in good health is the number one priority for people in the workplace.¹



Health and work go hand in hand

Healthier people, in a positive work environment are happier and more motivated.



Early Intervention can help prevent absence

Struggling employees can be referred to earlier intervention while they are still at work.



Helping people and businesses recover faster

The sooner the referral, the faster their recovery and successful return to work.

1. https://www.metlife.co.uk/purpose/







Lower premium costs

With Limited Term policies, premium costs are on average 50% lower.

- Limited term pays out up to a fixed time period
- Limited term premiums are an average of 50% lower*
- > SPA policies pay out until an employee reaches retirement age
- In fact, the cost of a 2 year payment term is just 20% of the cost of a typical SPA policy



Employees typically stay in a job for 4 years so why pay to insure them for 40?

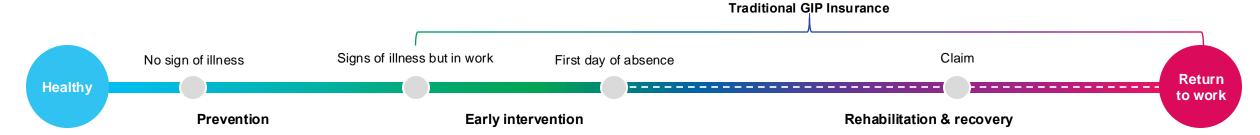


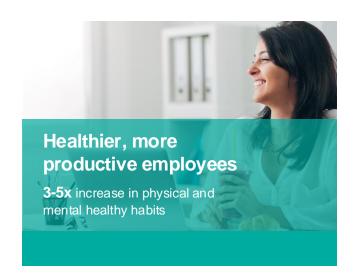




The benefits of a proactive and preventative approach

The fewer the claims, thanks to prevention and better Early Intervention, the lower the next year's premiums can be.











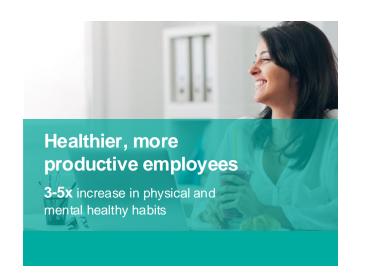




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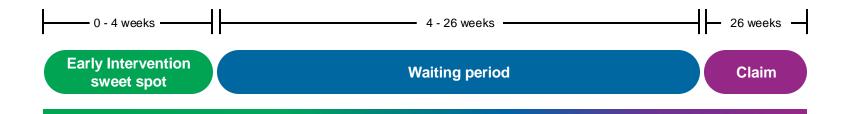






The benefits of Early Intervention

The fewer the claims, thanks to sooner and better Early Intervention, the lower the next year's premiums can be.





96% of referrals within 4 weeks of absence will remain at work or return to work within the waiting period - with no need to claim.









Why choose MetLife?

01



- Gamified employee experience that inspires employees to live healthier lives
- > Fast access to GP appointments and counselling
- Early intervention to reach out to and support at-risk or absent employees
- Vocational rehabilitation and recovery services to help employees return to work safely
- > In-person, virtual and telephone support

02



- Flexible policies that can be tailored to the organisation and its people
- Support with on-boarding, embedding, employee engagement
- Data and reporting on employee health and absence
- Reduced claim rates and payment periods help keep renewal costs lower







In summary

Gamified employee experience and end to end suite of services



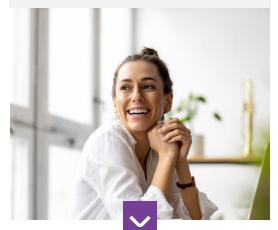
Better health, fewer claims and lower costs

Hands-on and holistic employee health management



Supporting businesses and their people to thrive together

Flexible, affordable policies



Sustainable premiums, sustainable care

Bespoke, supportive service for people managers



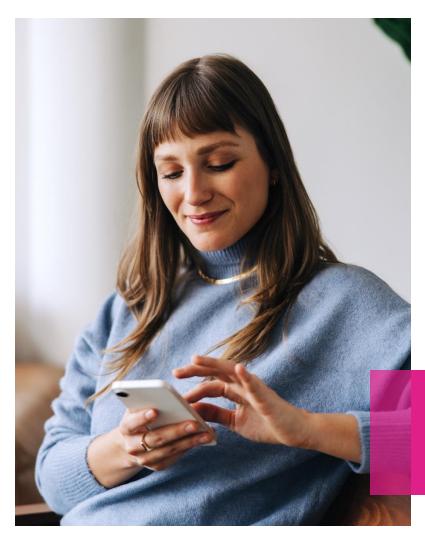
Maximising positive impact and value







How this works



How you access and manage the YuLife platform.

As a MetLife customer, you can provide your employees access to the YuLife app by following these simple steps:

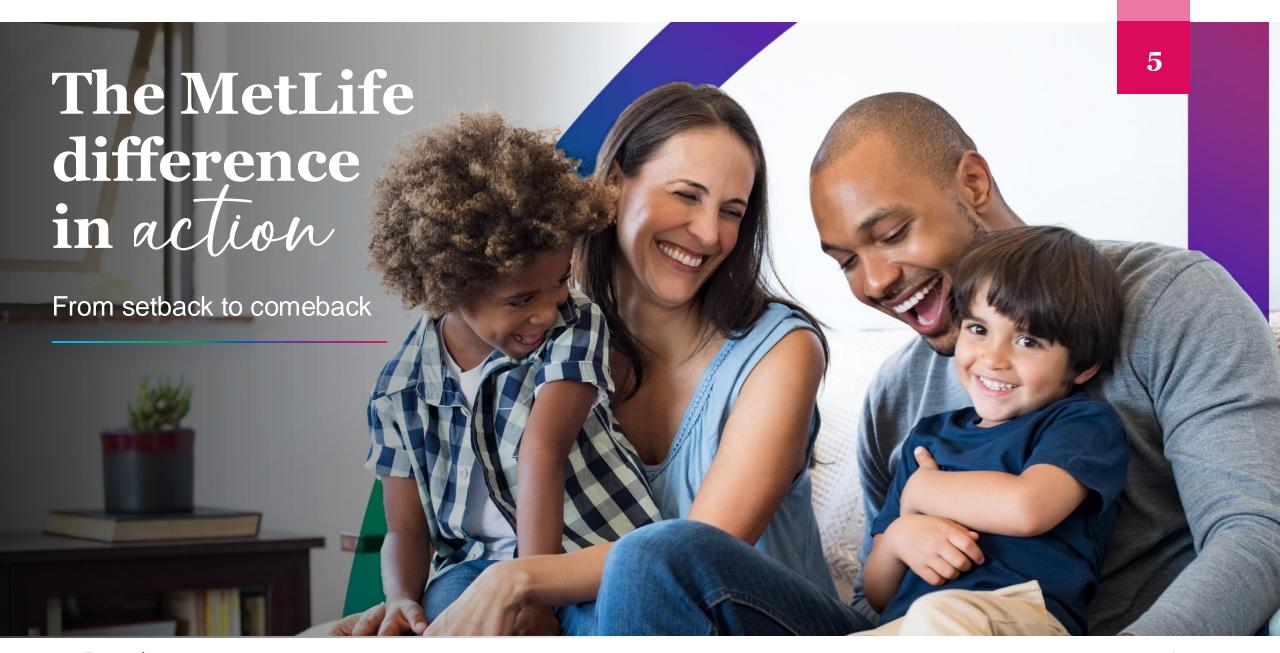
- Go to the **YuLife Activation Page** to find out more about YuLife and your onboarding journey.
- From the Activation page, you will be able to log into your Employer Portal to accept the terms and create a new username and password to activate YuLife.
 - You'll then receive an email from our Launch Team with instructions which will help you roll out YuLife company-wide.

Using the HR portal, you can also customise your Wellbeing Hub to include all of your company benefits, as well as access real time data and MI that helps you understand the impact and effectiveness of YuLife!















How David got back on his feet



The issue

David, a 45 year old construction worker was struggling at work with a painful problem with his foot and was on the waiting list for surgery.



The intervention

After a face-to-face assessment by a Case Manager, it later transpired that David was also experiencing anxiety and low mood around his abilities in the workplace as a result of his health problem.

Recommendations were made to support him by adjusting his role to help him remain at work while he waited for surgery.

He received support during his recovery at home and a return to work plan was put in place, in addition to counselling support for his low mood.

The outcome

Without early intervention, it is likely that David might have left his job or would have taken a much longer absence, requiring his employer to take on costly agency staff. His line manager and HR were also better able to roster teams and plan projects, enabling the business to keep running smoothly.





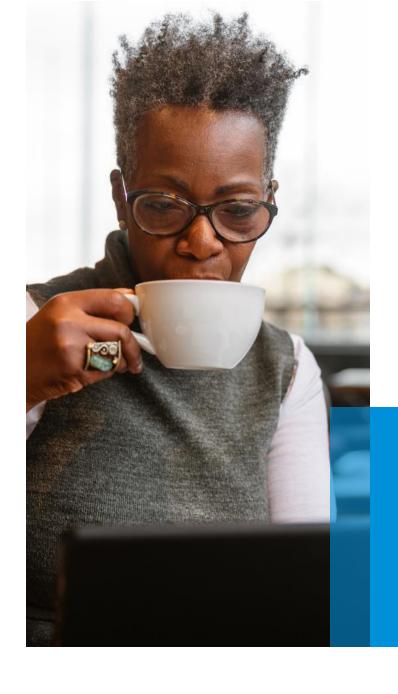


How Amena made her comeback



The issue

Amena, a 52 year old Senior Manager had been absent from work with stress for 2 weeks, having been signed off by her GP but no treatment or support had been implemented.



The intervention

After a face-to-face assessment by a Case Manager, it was identified that Amena was also experiencing severe menopausal symptoms which were thought to be the root cause of the stress.

Amena was given specialist advice and support and adjustments were made to her work and team to make her return easier.

Amena was able to come back, on reduced hours, after a further 3 weeks absence and a review assessment prior to her return.

The outcome

Without early intervention, Amena's struggles with the menopause might never have been identified or addressed. She could have remained long-term absent from work, with the subsequent impact on her, her team and the cost to the business.







How Charlie came back from the brink



The issue

Charlie, a 26 year old account executive, had recently gone absent from work, having told a mental health first aider colleague that he was suffering from depression. He was advised to see his GP who signed him off work.



The intervention

After his referral, Charlie was seen by a Case Manager to whom he confided he was having suicidal thoughts. She arranged for Charlie to see his GP the same day and to have urgent treatment.

On his recovery, a Gradual Return to Work plan, including a weekly review call with his Case Manager and his Line Manager plus communications with colleagues to help with his reintegration, were put in place.

The outcome

If Charlie had not been referred early and seen quickly, his condition could have deteriorated with potentially fatal consequences. He might never have returned to work.















The Wellbeing Support Centre is provided by Health Assured Limited (No.6314620) registered in England at the Peninsula, Victoria Place, Manchester M4 4FB.

GP24 is a healthcare service provided by HealthHero Solutions Limited, trading as HealthHero.

GP24 and the Wellbeing Support Centre services do not form part of the insurance policy and can be amended and/or withdrawn at any time. Insurance premiums are unaffected by the provision of these services and there will be no difference in the cost of the premiums should you decide not to take up these services.

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

MetLife Europe d.a.c. is a private company limited by shares, registered in Ireland under company number 415123. Registered office at 20 on Hatch, Lower Hatch Street, Dublin 2, Ireland. UK branch office at Invicta House, Trafalgar Place, Brighton BN1 4FR. Branch establishment number: BR008866. MetLife Europe d.a.c. (trading as MetLife) is authorised and regulated by Central Bank of Ireland. Authorised by the Prudential Regulation Authority in the UK. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority are available from us on request.





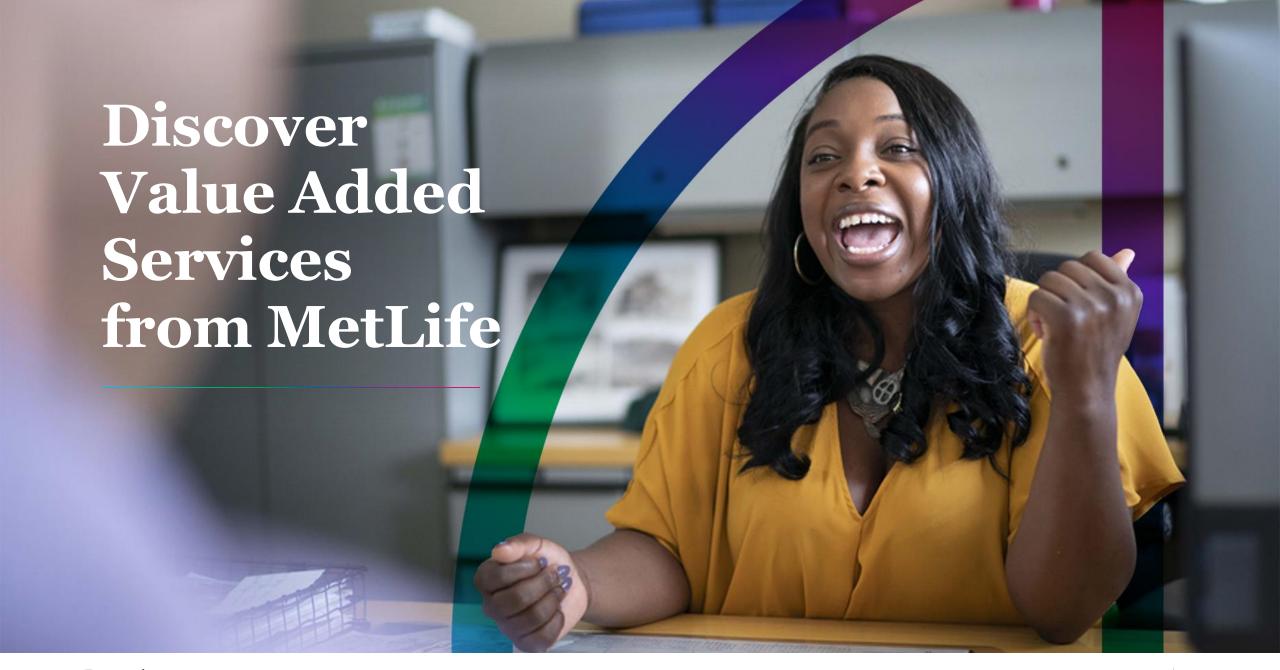


















How MetLife will support throughout the policy

We've a proven track record of managing clients.

Our people



- Claims Assessor assigned to you
- Backed up by the claims support team
- Supported by a dedicated
 Client Relationship Manager

Our service



- Full digital claims process
- No original documents required
- Flexible and pragmatic approach
- Monthly claim reports
- Monthly absence calls
- Quarterly review meetings





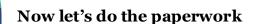


We're here to make it easy for you

Delivering for you throughout the policy.

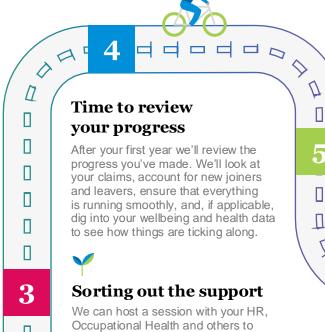
The Employee Benefits sales team will be on hand before and after your cover starts.





Our digital forms make things simpler, but there is still some paperwork we'll need you to complete.

You'll need to send back our Proposal Form, provide Confirmation of Payment and complete the Master Trust Administration Form (if required). Your intermediary will need to get this back to us within 30 days.



ensure there's a seamless onboarding

benefits are, how to claim and how we

can support your wellbeing strategy.

experience so you know what your

We'll support you for the life of the policy

Our focus is on building long-term relationships that make it easy for you to do business with us.



Prior to your review date, we'll look at your end of year data and discuss the rate review with your intermediary.

review your rate



Here are the teams who'll help make it easy:

- Sales Support
- Client Relationship Managers





3. Source. MetLife Internal Data, Jan 2022











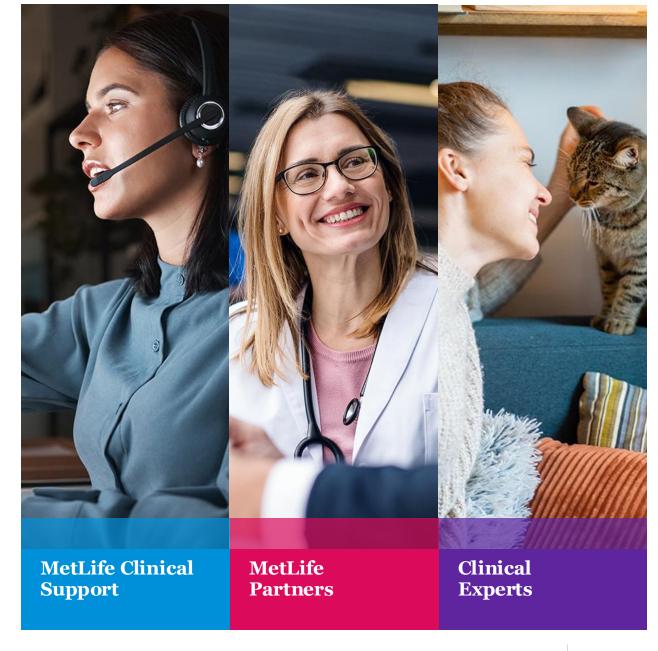


Helping to give employees the support they need during challenging times.

Along with **HCB Group**, we provide a team of registered Nurses, Physiotherapists and Occupational Therapists to support you with early intervention and rehabilitation.

Case Managers are there to help employees with recovery and, at the right time, return to work, through a tailored support plan.

To see how we can help employees get back on track, ask your account representative about our sample early intervention reports.

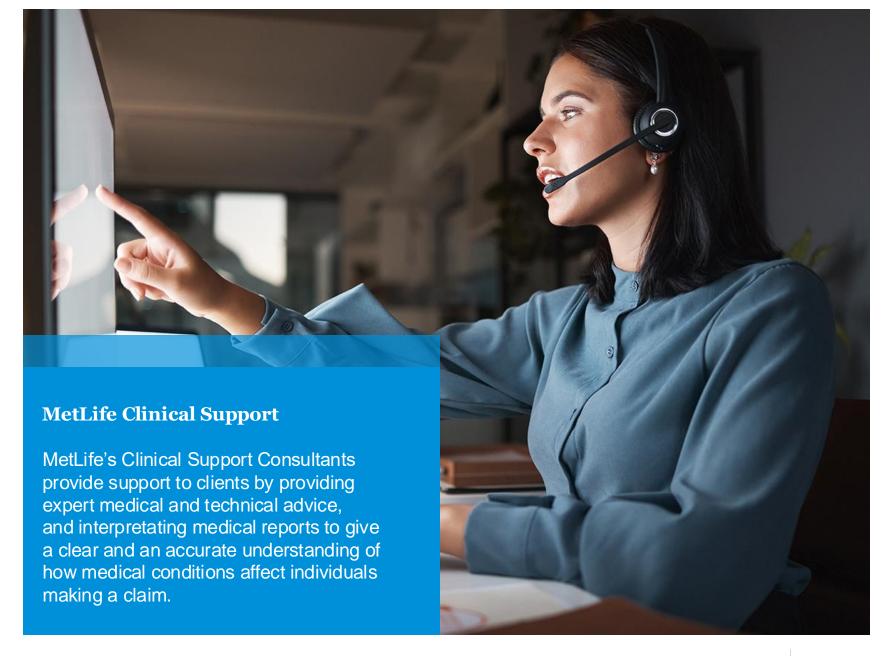








Helping to give employees the support they need during challenging times.

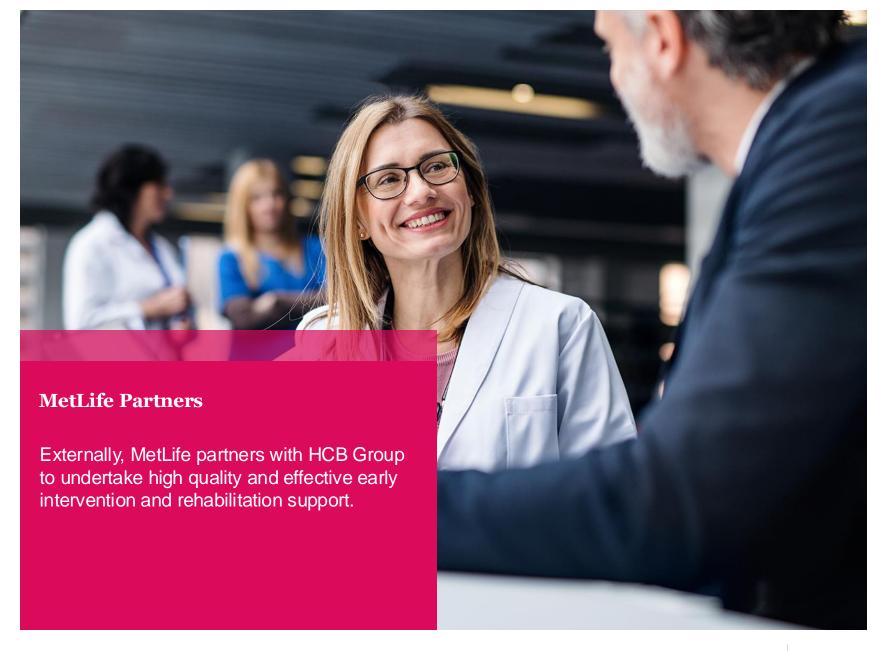








Helping to give employees the support they need during challenging times.

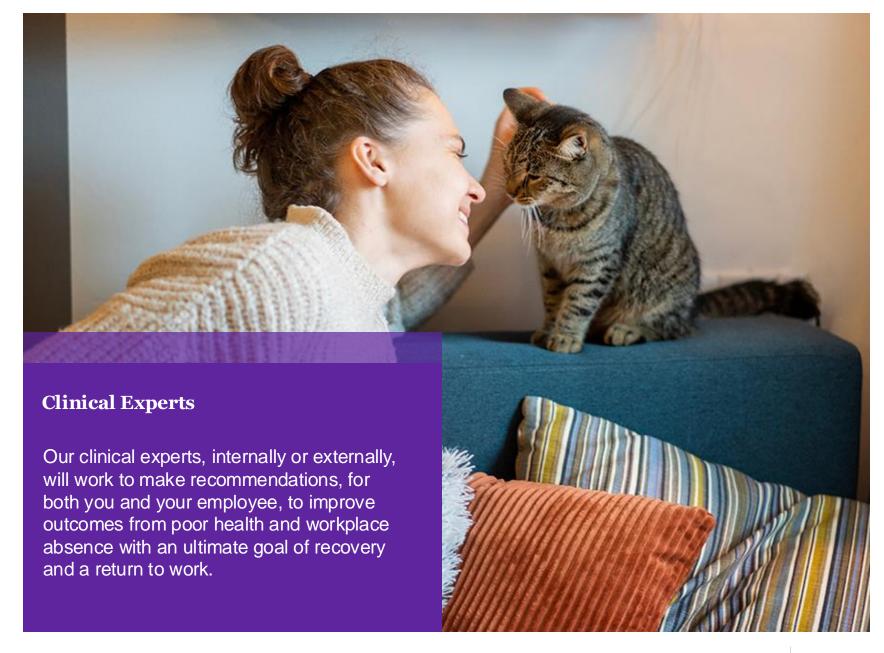








Helping to give employees the support they need during challenging times.

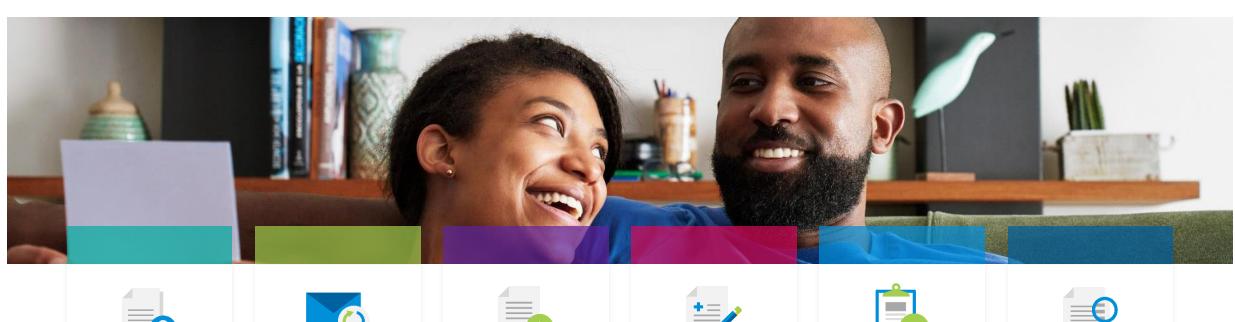








The claims absence process: an overview







Employer makes the early intervention referral



Week 6

HCB contact employer and employee



Week 13

Employer to submit cláim form



Week 14

MetLife requests medical evidence



Week 24-26

Claim decision confirmed



Onwards

Claim monitored regularly







Clinical pathways

Clinical pathways support employees' rehabilitation and return to work for a range of illnesses.

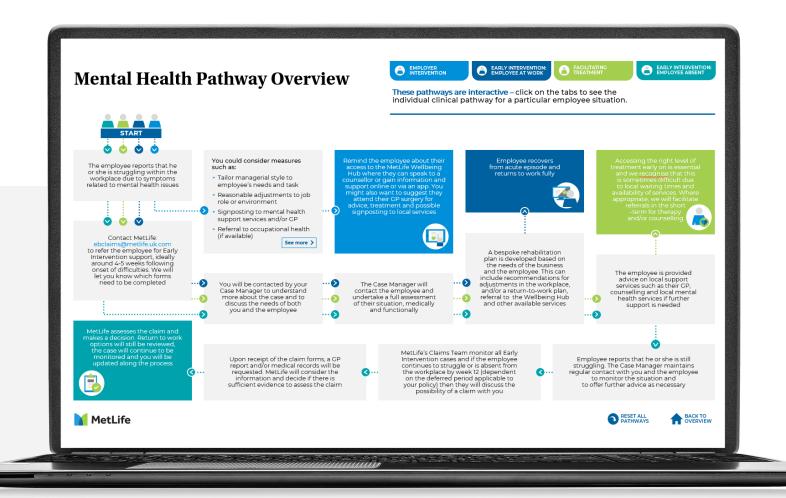
With designated case managers throughout, clinical pathways provide employees with the right support when they need it.

Click the links below to download the full pathways:

Musculoskeletal Clinical Pathway

Mental Health Clinical Pathway

Long COVID Clinical Pathway



















Introducing Wisdom

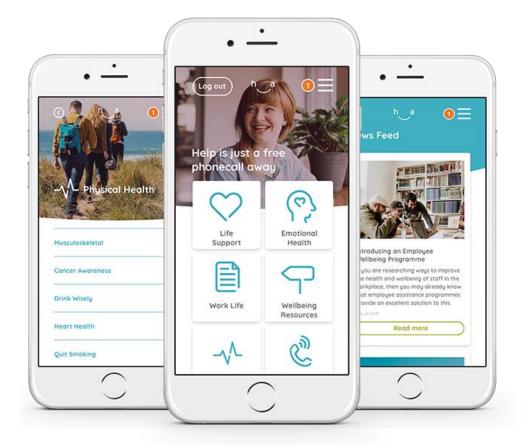
Confidential 24/7 telephone support

- Up to 10 structured counselling sessions per issue
- Cognitive Behavioural Therapy
- Focus on short term counselling
- Access to trained legal advisers
- · Financial and debt management information
- Speak to a qualified nurse, or nurse call back and medical information
- Health risk assessment and mini health checks
- 'Challenge yourself' 4-week plans
- Webinars and additional health and wellbeing support

Your Employee Assistance Programme



The new Wisdom app provides proactive wellbeing tools and engaging features to support employees and their household dependants.







Issues supported by Wisdom





Health & Lifestyle



- · Physical health
- Medical information
- Mental health
- · Sickness absence
- Critical incidents
- · Eldercare
- · Rehabilitation
- Addiction
- · Cancer survivorship
- · Terminal illness

Legal Information



- · Probate and wills
- · Legal queries
- · Caring for a dependent
- · Debt and financial
- · Buying a new home
- Separation and divorce

Work Life



- · 'Leavism' & 'presenteeism'
- Managing change
- · Return to work
- · Bullying and harassment
- · Redeployment
- Redundancy
- · Retirement
- · Stress

Home Life



- · Identity and LGBT
- Domestic abuse
- Discrimination
- · Childcare
- · Eldercare
- · Dependent care
- · Bereavement and loss
- · Relationships and marital







Wisdom's support tools

New health & wellbeing content

We're delighted to announce the launch of a new range of health and wellbeing content in the Wisdom app. This new content has been designed to help you achieve a sense of calm and relaxation. To provide this comprehensive support, we have separated the content into four distinct categories:



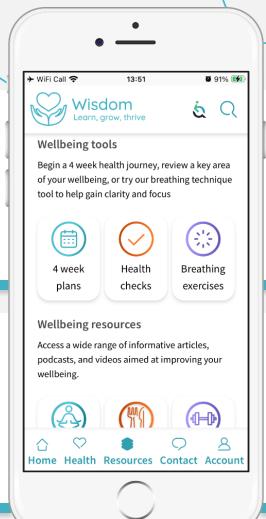
Meditation zone

Relieve your stress and become more mindful. Our tailored meditations can help you unwind relax your body and clear your mind.



Sleep zone

Drift off with mindful meditations, sleep stories, and dreamy soundscapes.







Recipe zone

Change it up and try something new with our delicious monthly recipes.



Fitness zone

Work your way through our diverse fitness videos ranging from HIIT and upper body workouts, to meditative yoga lessons.



























A GP Hero service

Availability

24/7, unlimited use

Guaranteed worldwide

Dedicated doctor sessions

24/7 doctor rota

24/7 customer service

Covers dependents

Second medical opinion

Quality

Experienced, practising GPs

Clinical audit

Performance review

Training/protocols

Qualifications check

GMC/IMC best practice











A GP Hero service

Unlimited advice and reassurance



Service range

- · Phone consultation
- Video consultation
- · Prescription service
- Open referrals
- Fit notes



Flexibility

 Accessible on all smartphones, tablets, desktops, laptops (multi-platform)



Certainty

- Guaranteed 24/7
- Not internet dependent
- No additional charges







