

Reliable. Experienced. Unique.

Taking care of the details so you can take care of your clients

A dependable partner for uncertain times

Delivering the kind of **connected, empathetic and proactive** services and experiences that clients increasingly expect in the insurance sector requires a dependable partner to help deliver the expertise, efficiency and experience you need to overcome today's challenging business landscape.

To position for long term success in a changing sector, you face significant hurdles like:



Increasing regulatory complexity



The need to reduce costs



And intense competition for talent

And that's before we factor in the social and economic uncertainty causing significant disruption to your clients' operations.

At MetLife, we understand your challenges and are ready to help bring more certainty to an uncertain world.

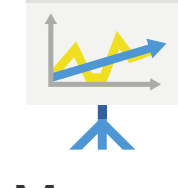
A complete broker and client experience

When you partner with MetLife, **you get:**



End-to-end strategic support with complete services

Feel reassured with assisted client onboarding and support through the lifetime of the policy, with help from our dedicated Client Relationship Manager and our New Business Administration team. And we offer a complete set of value-added services providing support for employers, their employees and their families through all life's ups and downs.



More cohesive operations with actionable intelligence

Gain actionable insights on Employee Assistance Programme (EAP) take-up and usage to inform better strategic approaches to growth and service delivery. We can drive shared understanding with you through data-driven, actionable intelligence around market trends and client product use.



In-person and online skills development

Develop your knowledge and skills with our online MetLife Academy, including market insight and product deep dives. Our Academy helps you develop and grow your career while enabling you to deliver greater intelligence to clients.

[Learn more here >](#)



Hassle-free client assistance

Build stronger client relationships by delivering a fast and easy 2-step onboarding experience. Our New Business Administration team also delivers dedicated support throughout your client's first year with MetLife.

Why MetLife for Brokers?

Here's what makes our offering unique:



Global capabilities

- We have a Standard & Poor's (S&P) **Rating of A+¹**
- We can leverage global insight and local expertise through our **MAXIS Global Benefits Network (GBN)**, supporting multinational client opportunities



Unique approach and offering

- Our exclusive **funeral concierge** service brings unique independent support to employees and their families
- A market-leading value-added proposition, providing end-to-end support for life's ups and downs
- We paid £177m Group Life claims and £18m Group Income Protection claims in 2022²
- **99% of claims are paid²**
- Group Life claims are typically paid within **2.7-days²**



We put people first

- Even as life becomes more **complex and unpredictable**, we remain committed to what matters most: **putting people first**
- Funeral concierge brings independent support to employees and their families to help overcome challenges during their most difficult times
- Our EAP, virtual GP, early intervention, bereavement and probate support, plus funeral concierge delivers a service employees and their families can trust



We retain clients

- **87% of clients renew with us** each year²
- **Group Life** policyholders stay for an average of **9.8 years²**



We deliver a virtual GP, service that makes a difference

- Our value-adds support employees and their families, extending the reach and impact of employee benefits
- We support employees and their families through life's ups and downs, and we're there to offer a helping hand when someone passes away. Second medical opinion is also available



We can help you better align with changing values through thought leadership

Our latest research shows:

- 95% of employees say **being in good health is most important in life⁴**
- 82% of employees say **individual purpose** is important even in times of crisis⁴
- 95% of employees **prioritize work/life balance⁴**
- Fuelling the perception of purpose at work can help companies **nurture a more motivated and committed workforce⁴**
- 83% of employees say **benefits play a strong role in choosing a place to work⁴**

Give your clients the peace of mind they deserve with MetLife.

**Reliable.
Experienced.
Unique.**

[Get in touch to learn more](#)

¹ https://www.standardandpoors.com/en_EU/web/guest/home

² MetLife portfolio data, October 2021.

³ 2.7 days is our average payment time for Group Life claims, MetLife portfolio data 2021.

⁴ MetLife thought leadership, Navigating purpose at times of uncertainty, understanding the role of purpose in working lives.