

Group Through Agency | Agents Value Proposition



Jonathan Williams



Years of EB expertise

<Blank response box for years of EB expertise>



Education & accreditations

<Standard education & anything additional>



Professional highlight

<Proudest achievement for a client or MetLife>



Professional superpower

<Best attribute that they bring e.g. organization king>

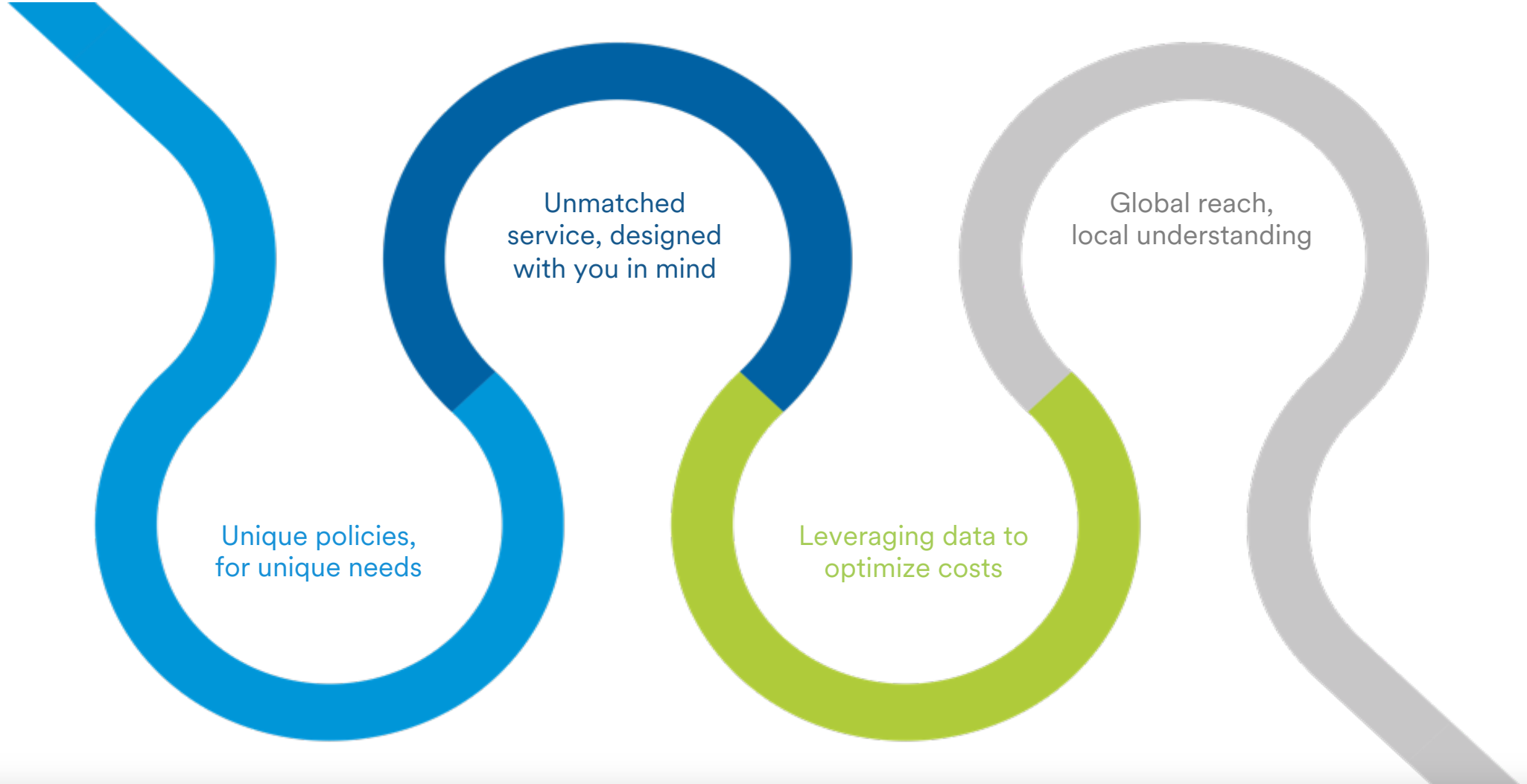


What's the last thing you taught someone?

<Business or personal based>

The best care for your employees

The best value for you



Our solutions are backed by vast global experience

150

years of global experience

49k

employees worldwide

40+

countries across the globe

100m

clients worldwide

#44

on the 2019 Fortune 500 list

USD

584.2

billion in combined managed assets

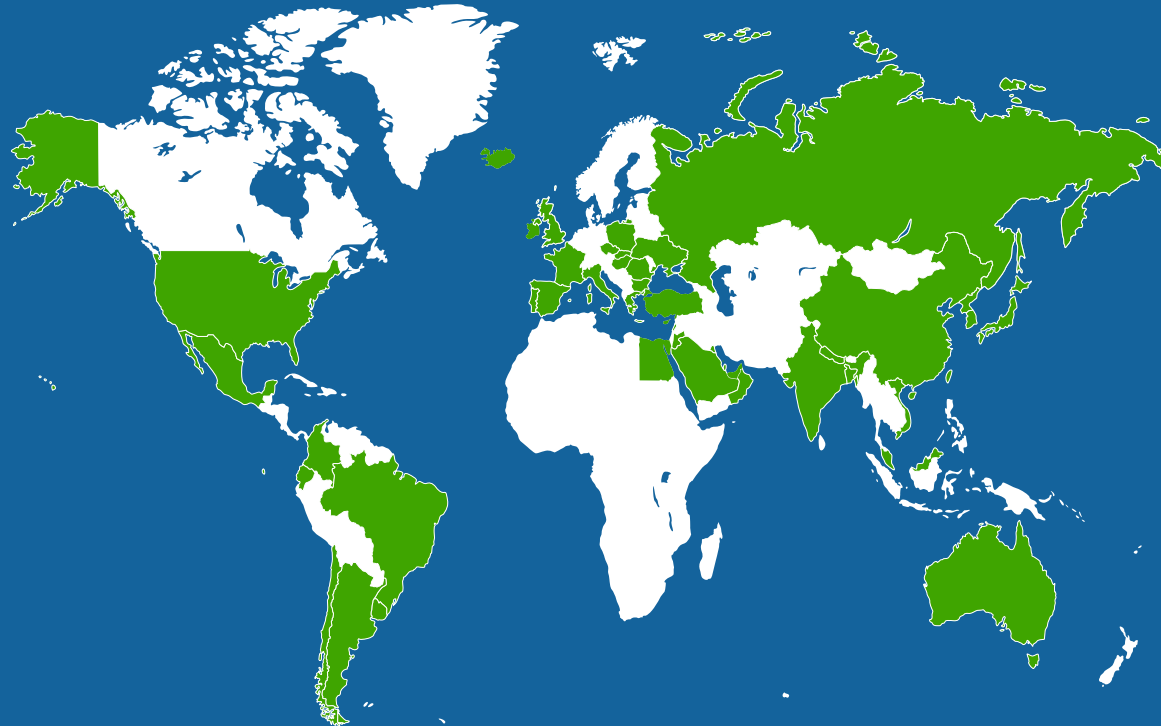
Financial Strength Ratings for Metropolitan Life Insurance Company

Moody's Investors Service Aa3

Standard & Poor's Ratings Services AA-

A.M. Best Company, Inc. A+

Fitch Ratings AA-



USA
Argentina
Brazil
Chile
Columbia
Mexico
Uruguay
Australia
Bangladesh
China + Hong
Kong
India
Japan
Korea
Malaysia
Nepal
Vietnam
Bulgaria
Cyprus
Egypt
Jordan

Czech Republic
France
Greece
Hungary
Ireland
Italy
Poland
Portugal
Romania
Russia
Slovakia
Spain
Saudi Arabia
Turkey
Ukraine
United Kingdom
Bahrain
Lebanon
Oman
Qatar
United Arab
Emirates
Kuwait

Our presence in the region

Turkey



- Established in 1988
- Our offering includes Group Life & Disability and Group Pensions
- 4 Bank Partners including 1 Exclusivity agreement with Deniz Bank

Lebanon



- Established in 1953
- TPA – Global Med - 1,208 medical providers
- 20,000 insured members in Health & 60,000 in Life

Saudi Arabia



- TPA – TCS – 1100+ medical providers
- Only Provider with Regional Managed Care
- JV with Arab National Bank

Jordan



- Established in 1958
- TPA – NatHealth - 3,905 medical providers
- 138,000 insured members
- 4 Bank Partners

Gulf

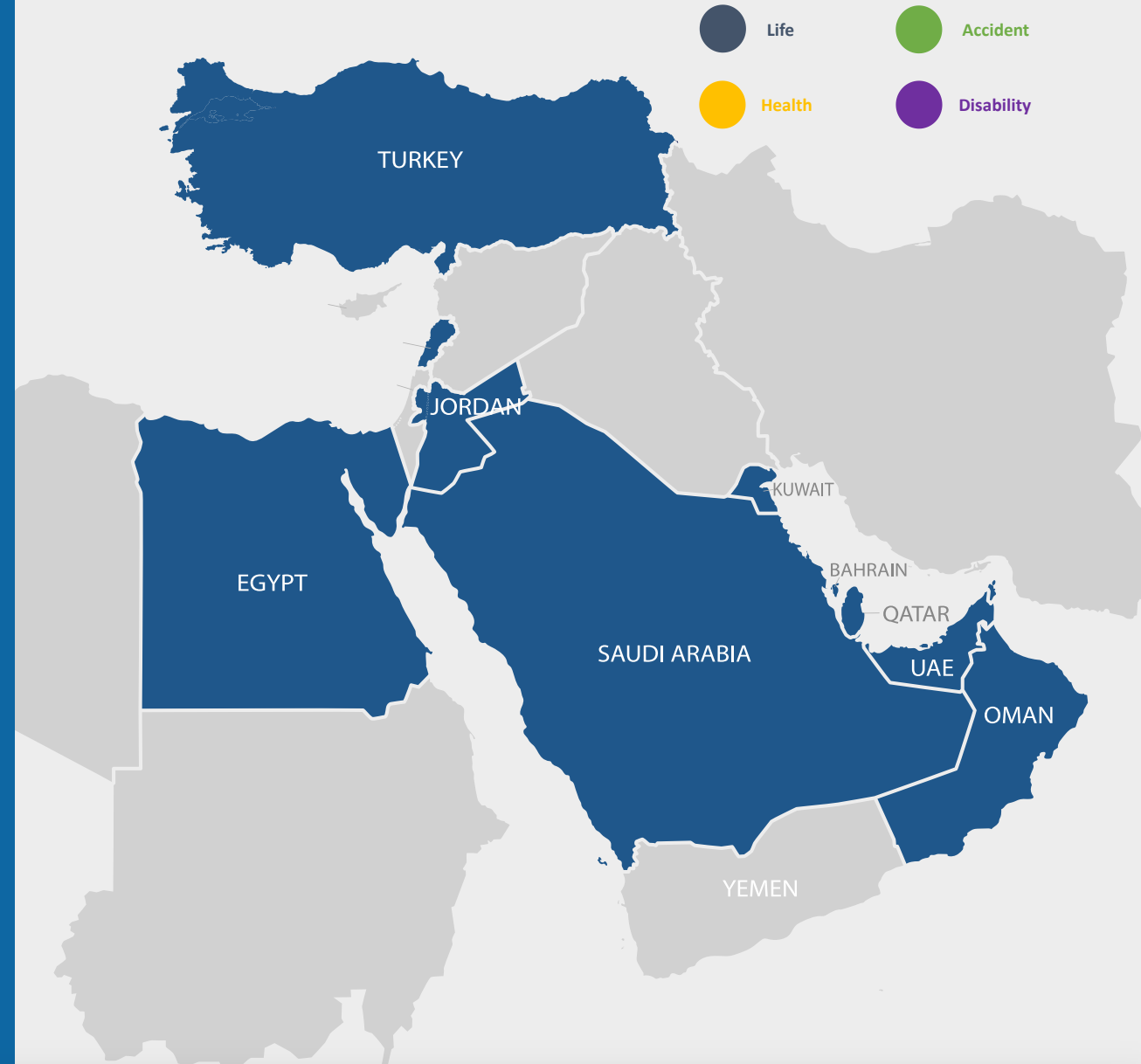


- Established in 1954
- Includes UAE, Bahrain, Oman, Qatar & Kuwait
- 2,550+ medical providers
- 622,229 insured members
- 4 preferred Banca partnerships & 18 open architecture relationships

Egypt



- Established in 1997
- 2,100 public and private medical facilities
- 417,000+ insured members
- 17 Bank Partners including 3 exclusivity agreements



We have extensive experience here in the Gulf



Presence in 5 countries:
UAE, Bahrain, Oman,
Kuwait and Qatar

1m

Customers in the region

USD
75_m

Annual average for
claims payout

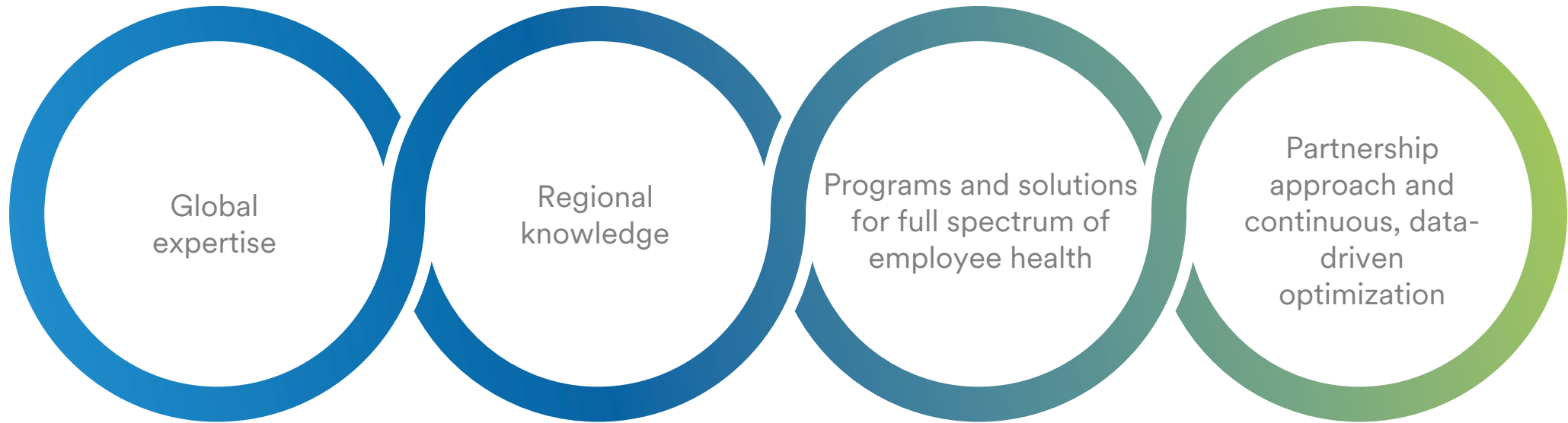


Listed as a Participating
Insurer under the DHA

65_{yrs}

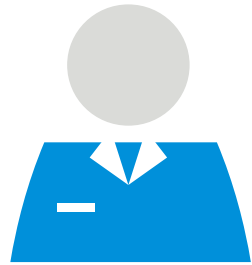
Trusted reputation
with 65 years of
experience in the Gulf

Your partner for progress



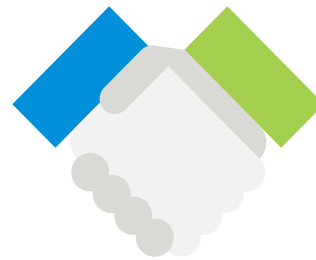
The best care **for employees.** The best value **for you.**

Your EB Specialist delivers a personalized service



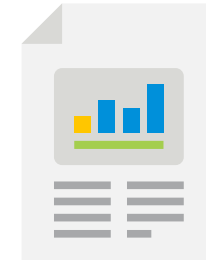
Customer-focused solutions

Delivering personalized service to your account and offering solutions tailored to your employees wellbeing



World class service

Our EB Specialists offer dedication and are invested in your relationship throughout the year, not just sales



Establishing a long-term relationship

Equipped with tools and insights to ensure your needs are promptly met

EB Specialists are dedicated to MetLife and are part of the company

Years of MetLife expertise to get to the heart of your needs.



Claims



Approvals



Global expertise



Local expertise



**Your EB Specialist
is your go-to
contact for access
to key MetLife
departments and
can leverage
leadership as an
escalation point**



Thank You

Appendix



**Building
partnerships
through seamless
onboarding.**

At MetLife, we're committed to you. We are there to support you by providing dedicated onboarding services which get to the heart of your needs and offer a simple, seamless process. Onboarding is just the beginning of our long-term partnership with you.

Reaching out to you

We're here to help you move forward. Here are just some of the ways that we do this:

ONBOARDING & EDUCATION

Welcome Pack

1

- Welcome Letter
- Medical Card
- Employee Handbook that includes general information on the benefits, claims process, in/out network benefits, exclusions, FAQs

Online Tools

2

- Free Access to **myMetLife** available on Desktop and Mobile App (Android and iOS) or TPA app
- Access to exclusive content, benefits information, health tracking tool, personalized forms & medical provider locator.

Onsite Presentations

3

- Dedicated support that will visit your worksite to go through the benefits and answer any queries
- Flexibility on the frequency and format based on your needs