

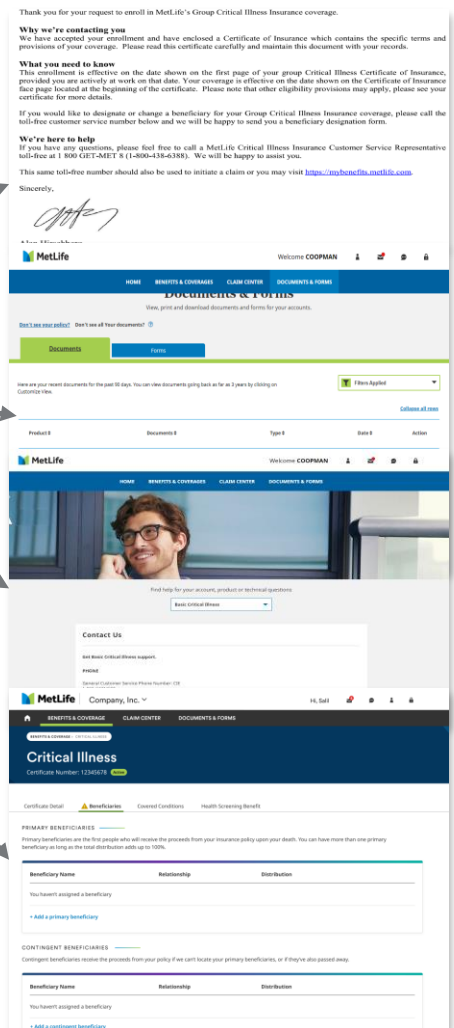
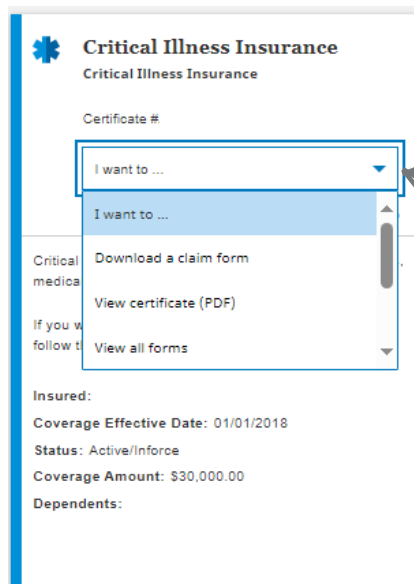
Now more than ever, you need easy access to your company's benefits.

We've made it easy for you to manage your benefits online.

As part of MetLife's continued commitment towards enhancing your online experience, we are excited to announce the launch of our redesigned **Accident & Health** experience! This is one of several steps we are taking to provide you with a more seamless product servicing experience.

MyAccounts

"I want to" links now take the user to a redesigned experience with fewer clicks.



Beneficiary Management

Beneficiary changes are now updated within hours.

The screenshot shows the 'Critical Illness' page with a 'Certificate Number' field. Below, there are two sections: 'PRIMARY BENEFICIARIES' and 'CONTINGENT BENEFICIARIES'. Each section contains a table with columns for 'Beneficiary Name', 'Relationship', and 'Distribution'. The primary beneficiary is listed as 'SPOUSE' with a '100%' distribution. The contingent beneficiary is listed as 'SISTER' with a '100%' distribution. A 'Manage beneficiaries' link is visible in the primary section.

Beneficiary Name	Relationship	Distribution
	SPOUSE	100%
Total		100%

Beneficiary Name	Relationship	Distribution
	SISTER	100%
Total		100%

Claim Intake

Claim intake has been streamlined to remove fields that are not critical for claim processing. In addition, the covered condition selected during intake will drive the required documents ensuring that claims get the information needed upfront during intake.

The screenshot shows the 'File a Critical Illness Claim' process. A progress bar on the left indicates the current step is 'Medical Information and Physician' (In progress). The main form area is titled 'Medical Information' and includes sections for 'Covered Conditions' (with an 'Add One or More Conditions' button), 'Important Dates' (with input fields for 'Date of first medical appointment' and 'Date of earliest diagnosis'), and a list of conditions with checkboxes: Cancer, Heart Attack, Major Organ Transplant, Stroke, Sudden Cardiac Arrest, Transient Ischemic Attack, and Other. A 'Back' button and a 'Next' button are at the bottom. A 'MetLife' logo and copyright notice are at the bottom left.

Claim Center

Claim Center cards will now show the most recent claim status per dependent. Dynamic links based on claim status will take you to the new claim intake, new claim history view, and to the new document upload screen.

The screenshot shows a 'Critical Illness Accident and Health' card. It features a dropdown menu 'I want to...' and a 'Claim Status' section with a progress bar showing 'CLAIM FORM' (completed), 'UNDER REVIEW' (in progress), and 'COMPLETE'. Below the progress bar, there is a message: 'We'll save your draft for 30 days so you can pick up where you left off.' A tip says: 'Tip: Upload all required documents for faster processing.' Metadata includes: 'Created: 03/12/2023', 'Claim Status: Draft', 'Last Saved: 03/12/2023', and 'Expires: 04/12/2023'. A red box highlights a 'RESUME CLAIM' button at the bottom.

Claim History

Claim history will pull in all Accident & Health claims for the user and dependent(s), as well as display the various statuses - paid, partially paid, denied, pending (info needed) and under review (no info needed).

The screenshot displays the 'Claim History' page. At the top, it says 'Your most recent claims are listed below' with an 'Expand All Rows' link. Below is a table with columns: Claim Date, Certificate Number, Claim Number, Product Name, Claimant Name, and Status. The first entry is dated 07/29/2022, for 'Basic Critical Illness', with status 'Under Review'. Below the table is a progress bar for this claim, showing 'CLAIM FORM' (checked), 'CLAIM STATUS' (in progress), 'UNDER REVIEW' (current), and 'COMPLETE'. A message below the bar reads: 'We received your claim and will let you know if we need anything.' The second entry is dated 09/28/2021, for 'Optional Critical Illness', with status 'Pending'. Its progress bar shows 'CLAIM FORM' (checked), 'CLAIM STATUS' (in progress), 'UNDER REVIEW' (current), and 'COMPLETE'. A message below reads: 'We need additional information or documents to process your claim and sent you a letter with the details.'

Documents

All Accident & Health Correspondence/Certificates will be displayed. Clicking on the document hyperlink will open the PDF.

The screenshot shows the 'Documents' section of the MetLife portal. It features a navigation bar with 'HOME', 'BENEFITS & COVERAGE', 'CLAIM CENTER', and 'DOCUMENTS & FORMS'. The 'Documents' tab is active. Below the navigation, there's a message: 'Here are your recent documents for the past 90 days. You can view documents going back as far as 3 years by clicking on Custom View.' A table lists documents with columns: Product #, Document #, Type #, Date #, and Action. The table shows documents for 'Voluntary Benefits', 'Accident and Health Insurance', and 'Critical Illness Insurance'. Two documents under 'Accident and Health Insurance' are visible, both dated 12/21/2020 and of type 'Correspondence'. A 'Total records: 4' indicator is at the bottom.

The screenshot shows a correspondence document from MetLife. At the top right is the MetLife logo and contact information: 'MetLife Group Critical Illness Insurance Product, P.O. Box 90826, Lincoln, NE 68501-0826, Toll Free Phone: 1-800-GET-MET 8, Fax Number: 855-306-7350'. The date '03/01/2021' is displayed. The document contains the following text: 'Group Policy Number:', 'Certificate Number:', 'Dear', 'Thank you for your request to enroll in MetLife's Group Critical Illness Insurance coverage.', 'Why we're contacting you: We have accepted your enrollment and have enclosed a Certificate of Insurance which contains the specific terms and provisions of your coverage. Please read this certificate carefully and maintain this document with your records.', 'What you need to know: Your coverage is effective on the date shown on the "Covered Person Specifications" page located at the beginning of the certificate. Please note that other eligibility provisions may apply, please see your certificate for more details.', 'If you would like to designate or change a beneficiary for your Group Critical Illness Insurance coverage, please call the toll-free customer service number below and we will be happy to send you a beneficiary designation form.', 'We're here to help: If you have any questions, please feel free to call a MetLife Critical Illness Insurance Customer Service Representative toll-free at 1 800 GET-MET 8 (1-800-438-6388). We will be happy to assist you.'