

Below I have outlined what MetLife has announced so far in regards to COVID-19. Our leadership team is constantly assessing the COVID-19 situation and making new announcements frequently so that we can continue to support our customers/brokers during this time. MetLife has a website specifically dedicated to COVID-19 updates, FAQ's, legislation assistance, etc. and this is where we will be posting any updates.

1. COVID-19 Website

- a. <https://www.metlife.com/covid-19-employers-brokers-US-customers/>

2. Premium Leniency

- a. During this period of uncertainty, MetLife will make an exception to extend the Grace Period for premium payment to 60 days after the Premium Due Date, for customers with a policy Grace Period less favorable than 60 days. Customers with Grace Periods greater than 60 days will retain the Grace Period in their policy. This policy will be applied for all premiums due 3/1/2020 and forward, until this crisis is deemed over, as well as apply to any premium within the current 30-day grace period. MetLife will continue to monitor the situation and will provide additional guidance as it becomes available. We are also monitoring state specific mandates and will comply with those mandates. As the coronavirus situation continues to evolve, MetLife will review this guidance for necessary actions and provide updates where the guidance or process has changed.

3. Rate Holds for groups with less than 500 employees

- a. We will be holding rates (no rate increase) for all renewals with June 1st-September 1st 2020 effective dates, for groups with less than 500 employees. Early next week we will be sending communication out directly to those customers who are impacted by this update. I do not believe any MB contacts will be tied to the customer emails, however, I can have my service team pull a listing of those customers who will be seeing this communication so your team can follow up.

4. Dedicated COVID-19 hotline by LifeWorks for groups with less than 500 employees

- a. MetLife has created a dedicated COVID-19 hotline provided by LifeWorks to our <500 customers. **This service will be available April 6 - September 30 and is offered at no cost to employers or their employees.** An official email communication will be going out to our brokers and customers later this week with external materials that can be provided to employees.

5. Financial Wellness hub for all size customers

- a. <https://www.metlife.com/financial-wellness-content-hub/>
- b. We want to support our clients and their employees in all aspects of life through this abnormal time. This microsite is meant to guide employees at all companies and in all circumstances as they actively manage stress and finances, and navigate life choices during this pandemic.

6. PlanSmart® Financial Wellness planner line access for small businesses with less than 100 employees

- a. Small business employees can now access MetLife's PlanSmart Financial Wellness planner line, offered through our alliance with Ernst & Young LLP (EY). For 90 days, small business employees will have phone access to credentialed EY financial planners, who will provide them with guidance on cash flow issues, IRS taxpayer relief, government legislation, market volatility and asset allocation. **This program will be provided at no cost to employers and their employees.** An official email communication will be going

out to our broker and customers later this week. It will include external materials that can be provided to employees.

The announcement for items #4-6 is [here](#). Keep in mind any customers who have basic life through MetLife standardly have access to grief counseling. Additionally, customers who have long-term disability may also have an EAP program already included in their plan today.