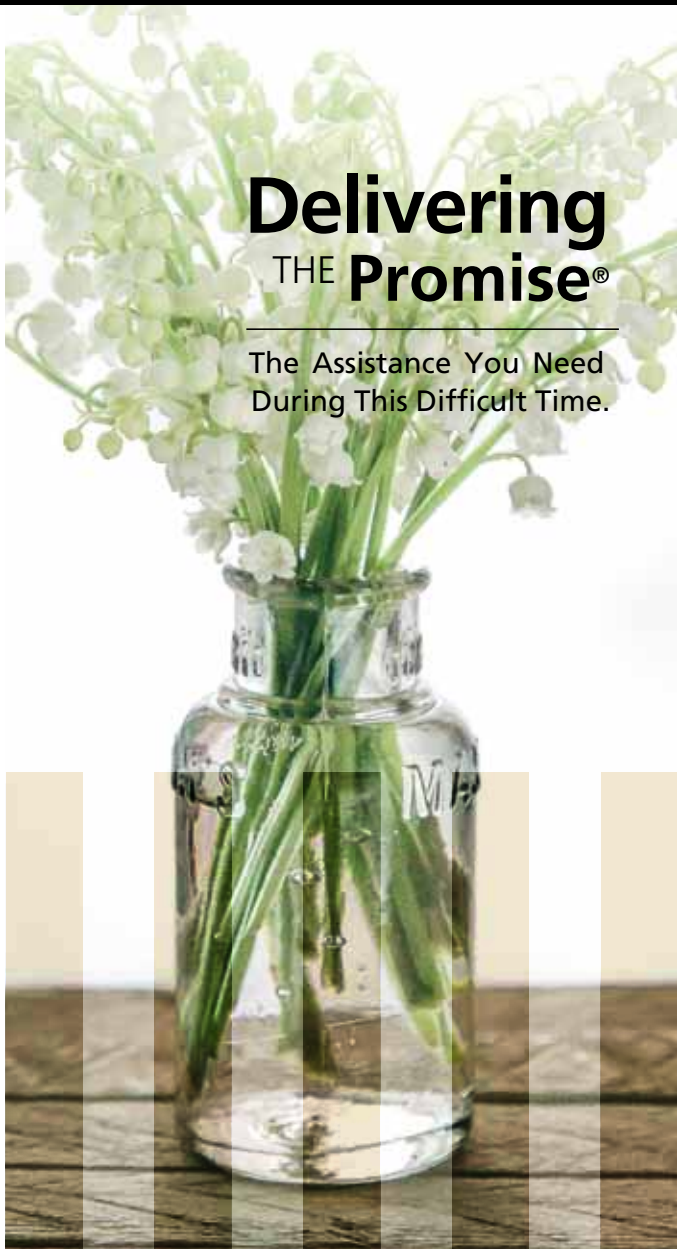




**MetLife**

# Delivering THE Promise<sup>®</sup>

The Assistance You Need  
During This Difficult Time.





MetLife makes a promise to each client. And now we want to deliver on our promise through our beneficiary support program.

*Delivering The Promise* is designed to help beneficiaries sort through the details and serious questions about claims and financial needs.

If needed, our representatives stand ready to provide in-person or telephone assistance to beneficiaries and their family members, including:

- Filing life insurance claims and government benefits
- Locating grief counseling and support resources
- Identifying important issues including outstanding documents that need to be updated
- Planning for current and future financial needs

## Here is what you can expect from us

### STEP 1:

Upon learning of the loss of your loved one, MetLife immediately arranges for a specially-trained Delivering The Promise Specialist in your area to contact you by telephone or mail. These individuals are available to assist you over the telephone or in person, based upon your preference.

### STEP 2:

The Delivering The Promise Specialist can walk you through MetLife's claims filing process, help you organize the many aspects of your loved one's estate, furnish information regarding government benefits to which you may be entitled and help you locate grief management resources.

### STEP 3:

The Delivering The Promise Specialist will facilitate claim submission for you as needed, and help with any additional questions you have regarding other benefits and settlements you may need to submit for payment of proceeds.

**Delivering The Promise** is an integral part of our commitment to our customers. Your Delivering The Promise Specialist will contact you shortly to provide assistance during this difficult time, or you may call **1-877-ASK-MET-7 (1-877-275-6387)** to get in touch with a Delivering The Promise Specialist in your area.

**Pursuant to IRS Circular 230, MetLife is providing you with the following notification:** The information contained in this brochure is not intended to (and cannot) be used by anyone to avoid IRS penalties. This brochure supports the promotion and marketing of insurance products. MetLife/NEF agents do not provide tax or legal advice. You should seek advice based on your particular circumstances from an independent tax advisor.

Most insurance policies and annuity contracts contain exclusions, limitations, reduction of benefits, surrender charges and terms for keeping them in force. Your representative can provide you with costs and complete details.

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# MetLife

## **Metropolitan Life Insurance Company**

200 Park Avenue  
New York, NY 10166  
[www.metlife.com](http://www.metlife.com)

## **MetLife Securities, Inc. (member FINRA/SIPC)**

200 Park Avenue  
New York, NY 10166

## **New England Securities Corp.**

A MetLife Company (member FINRA/SIPC)  
200 Park Avenue  
New York, NY 10166

## **New England Life Insurance Company**

A MetLife Company  
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