

For Immediate Release

News

MetLife[®]



MetLife Announces Direct to Member Tele-Assessment Claims Service

SYDNEY, 29th August 2011 – MetLife Insurance Limited in Australia (MetLife) has implemented a Tele-Assessment insurance claims service in a continued drive and commitment to deliver best in class customer service.

The Tele-Assessment Claims Service is the latest in a series of customer centric service initiatives introduced by MetLife this year.

In March 2011, MetLife introduced the revolutionary eToolKit, a cutting edge, customer focused technology solution designed to provide a range of online tools such as eApply, eQuery, eLodgement and eClaims for MetLife's partners and their customers.

Building on the success of eToolKit, MetLife has launched a Tele-Assessment Claims Service. The new initiative features direct to member communication about their claim on the phone, to obtain further information quickly, securely and confidentially without the need for members to complete forms and questionnaires.

This new service will provide streamlined services and a greater transparency of claims status for members of MetLife's partners. It will also significantly reduce administrative requirements and paperwork and provide a better member experience.

“MetLife's Tele-Assessment Claims Service is great initiative and it will really help claimants at a difficult time in their life”, said Lyn Bray, Master Trust Manager at StatewideSuper.

“We are making it easier for members to deal with their insurer when it matters most. MetLife's newest service offering has been developed to provide members with an improved member experience through reduced paperwork and more efficient communication” said Tom Flood, Chief Administrative Officer of MetLife in Australia. “Dedicated case handlers will ensure that every member receives a personalised service, offering the member the ability to have all their questions answered over the phone and their expectations appropriately managed”, stated Tom.

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MetLife Insurance Limited (MetLife), an affiliate of MetLife, Inc., is a specialist provider of life insurance to affinity partners, superannuation trustees and employers in Australia. MetLife has expertise in designing and executing both direct insurance programs for partners' customers and insurance solutions to meet the needs of specific member groups. MetLife has been a specialist provider of life risk insurance products in Australia, since 2005. MetLife, Inc., through its affiliates (collectively the "MetLife companies"), operates in the Asia Pacific, Americas and Europe and has over 140 years of experience.

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