

## MetLife Enhances Travel Assistance with Identity Theft Solutions in Group Life Portfolio

by Editor

NEW YORK--(BUSINESS WIRE)--MetLife, the largest U.S. life insurer and a leading provider of employee benefits, today announced the enhancement of its Travel Assistance offering by adding Identity Theft Solutions as a standard benefit. Offered in partnership with, and administered by, AXA Assistance USA, Inc. Travel Assistance is an optional feature available with MetLife's Accidental Death and Dismemberment (AD&D) products and Business Travel Accident (BTA) insurance -- all part of MetLife's comprehensive portfolio of group life products.

The Federal Trade Commission estimates that more than 8 million adults have their identities stolen each year. "Restoring one's good name after an identity theft can be a stressful and complicated process," notes Graham Cox, vice president, Life Product Management, MetLife. "That's why access to educational resources to help prevent identity theft is so important. Should it occur, having personal assistance during this challenging time can help employees expedite a resolution. Identity Theft Solutions can help employers optimize the value of their group life benefits, while providing a living benefit that employees can use today."

Identity Theft Solutions provides tips and education on how to prevent identity theft and personal guidance in the event that it takes place. These services are accessible to employees and their dependents, when at home or traveling, by calling a toll-free number found on their Travel Assistance and Identity Theft Solutions ID card. Employees and their family members will have access to:

Education and Protection

Educational materials that inform employees about the risks of identity theft and how to prevent an occurrence

Assistance in obtaining complimentary credit reports used to detect fraudulent activity

Help placing "fraud alerts" with credit bureaus

Personal Guidance

A personal case manager will assist with the following in the event of an identity theft:

Taking inventory of lost/stolen items and directing participants to the appropriate contacts for resolution

Filing and obtaining police and credit reports

Contacting credit or fraud departments, government agencies and local law enforcement

Filing complaints with the Federal Trade Commission

Retention is the top benefits objective for employers according to the sixth annual MetLife Study of Employee Benefits Trends, and employees' benefits satisfaction is closely linked to retention. In fact, according to the MetLife study, 85% of employees who are highly satisfied with their benefits anticipate working for their current employer 18 months from now. The new Identity Theft Solutions feature can help employers meet the needs of a diverse workforce and enhance the value of a core benefits offering to drive employee retention.

Travel Assistance services and Identity Theft Solutions services are provided through an agreement with, and administered by, AXA Assistance USA, Inc. Certain benefits provided under the Travel Assistance program are underwritten by ACE American Insurance Company. AXA Assistance and ACE American are not affiliated with MetLife, and the Travel Assistance & Identity Theft Solutions services they provide are separate and apart from the insurance provided by MetLife (Metropolitan Life Insurance Company).

About MetLife

Celebrating 140 years, MetLife is a subsidiary of MetLife, Inc. (NYSE: MET - News), a leading provider of insurance and financial services with operations throughout the United States and the Latin America, Europe and Asia Pacific regions. Through its domestic and international subsidiaries and affiliates, MetLife, Inc. reaches more than 70 million customers around the world and MetLife is the largest life insurer in the United States (based on life insurance in-force). The MetLife companies offer life insurance, annuities, auto and home insurance, retail banking and other financial services to individuals, as well as group insurance, reinsurance

and retirement & savings products and services to corporations and other institutions. For more information, please visit [www.metlife.com](http://www.metlife.com).

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