

**Event Driven Guidance:** Delivering the Promise®

# Compassionate support when beneficiaries need it most



## We want to deliver on our promise

We set ourselves apart by considering the diverse needs of employers, employees and their beneficiaries. Delivering the Promise is a valuable resource offered through MetLife's PlanSmart® financial wellness solution. This unique program can enhance your benefit offerings, help reduce your workload and help beneficiaries with the details and questions about claims and financial needs during a difficult time. Delivering the Promise is available to our Group Life customers at no additional cost.

## It's unique

During a time of loss, MetLife has arranged for Massachusetts Mutual Life Insurance Company (MassMutual) financial professionals to provide your employees' beneficiaries dedicated support, upon request of a beneficiary or family member. They thoroughly understand the circumstances of beneficiaries and their families and have the special skills needed to work with them.

Delivering the Promise Specialists are ready to provide in-person or telephone assistance with:

- Completing and filing life insurance claims — including those from other companies
- Contacting Social Security or Veterans Administration, or other government agencies about benefits
- Locating local grief counseling and support resources



**At MetLife, we make a promise to each client. And now we can deliver on that promise through our beneficiary support program.**

## You'll discover how easy it is

There are no additional steps for you to implement Delivering the Promise. Beneficiaries can call the toll-free number to set up an appointment with a local MassMutual financial professional.

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Contact your MetLife representative or visit [MetLife.com/plansmartsolutions](https://www.metlife.com/plansmartsolutions) for more information.

**“The financial professional was prompt, courteous and knowledgeable. I felt completely confident in the advice I received.”**

Joan M. – Retired Teacher,  
volunteer chemistry tutor

**“I was told when the check would be ready and sure enough, it was there and waiting.”**

Dan C. – Factory Supervisor,  
soccer coach

95%

of beneficiaries who met with a Delivering the Promise financial professional reported being satisfied with the counseling they received.<sup>1</sup>

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1. 2012 Delivering the Promise Satisfaction Survey Results

MetLife administers the PlanSmart program, but has arranged for Massachusetts Mutual Life Insurance Company (MassMutual) to have specially-trained financial professionals offer financial education and, upon request, provide personal guidance to employees and former employees of companies providing PlanSmart through MetLife.