

Will Preparation Services

Frequently Asked Questions

MetLife

What is Will Preparation Services?	Unlimited access to valuable legal resources to help you prepare or update a will, living will or power of attorney offered through Hyatt Legal Plans.
Am I eligible to access this service?	Take advantage of Will Preparation Services when you are actively enrolled* in one of MetLife's Supplemental Term Life, Group Universal Life or Group Variable Universal Life coverages. As a life policyholder, access to these services is also available to your spouse/domestic partner to prepare or update their will.
What are the covered services?	<p>Choose to meet in-person or by phone with a Hyatt Legal participating plan attorney.</p> <p>Covered services include:</p> <ul style="list-style-type: none">• Full-service options to prepare and update wills, including complex wills and codicils, living wills and powers of attorney - for both you and your spouse/domestic partner.• One-on-One consultations with a participating plan attorney in a private and supportive environment.• Unlimited access to prepare or update a will for as long as you continue to participate in a MetLife Group Life Plan. <p>Advantages Include:</p> <ul style="list-style-type: none">• Convenient access to a local attorney.• Extensive network of more than 14,000 participating plan attorneys.• Professional Client Service Center to assist you in locating an attorney.
Are ancillary documents included?	<p>Assistance with ancillary documents such as all living wills, codicils, testamentary trusts and powers of attorney are included with this service.</p> <p>Exclusions: There is an additional fee associated with living trusts and tax planning needs. The participating plan attorney can provide guidance on living trusts and how to approach tax issues related to a will. The attorney will provide a written fee statement detailing any associated costs in advance.</p>
Are there additional fees charged to my plan?	No. Will Preparation Services are available at no additional cost to you with your MetLife Group Life Plan. There will be no claim forms or co-payments to file for covered services – fees are included in your plan and the attorney handles all the paperwork
What are the steps to accessing these services?	<p>Simply contact a Client Services Representative to get started. You will be assigned a case number and receive help with locating a participating plan attorney.</p> <ul style="list-style-type: none">• Call Hyatt Legal Plans' toll-free number at 1-800-821-6400• Provide the company name, customer number (if available) and the last 4 digits of the policy holder's Social Security number.• Locate a participating plan attorney near you

Is there a limit to how often a will can be updated?	No. As long as you are an active participant in a MetLife Group Plan, you can meet with a participating plan attorney as often as you deem necessary to keep your will up-to-date.
How often should I review and update my will?	It's good practice to review your will every 5 to 10 years with an attorney and it's especially important to review a will whenever a life-changing event occurs such as: marriage, divorce, birth of a child, etc.
What is the average wait time to meet with a participating attorney?	Average wait time can vary depending on individual circumstances. Appointments are typically made within one business day of initial contact and most participating plan attorneys offer evening and Saturday appointments.
Can I use an attorney outside Hyatt Legal Plans' network?	Yes. You can choose to use an out-of-network attorney if needed. When using an out-of-network attorney, you will receive reimbursement for covered services based on a set fee schedule.** However, you will be responsible for any attorney fees that exceed the reimbursed amount.
What is the average turnaround time to prepare or update a will?	Wills can vary in complexity, but can generally be produced in approximately a week. The attorney will take as much time as needed to work with you to meet your needs.
Are there any hidden fees or charges associated with this service?	No. All attorney fees, when using a participating plan attorney, for preparing and updating a will, living will and power of attorney are included. If the attorney receives a request to provide additional work that is not fully covered under this service, the attorney will provide a written fee statement detailing any associated costs in advance.
Does my spouse/domestic partner need a joint will with me in order to take advantage of this service?	No. You and your spouse/domestic partner can prepare separate wills with a participating plan attorney.
Does this feature provide translation services for participants for whom English is not their primary language?	Yes. Participating plan attorneys have access to translation services and some attorneys have alternate language abilities.
Am I responsible for storing the executed documents?	Yes. Upon completion of your will, you will be provided with the original will by the attorney. It is your responsibility to store the will in a safe place. The participating plan attorney will provide you with advice on how to properly store the will.
What are my options if I am not satisfied with the service provided by a participating plan attorney?	Hyatt Legal Plans carefully screens and manages its network of participating plan attorneys on a regular basis. If you are dissatisfied with the service provided by a participating plan attorney, you can notify Hyatt Legal Plans and they will work with you to resolve any issues to your satisfaction.
Are there any minimum requirements for an attorney to join the Hyatt Legal Plan's network?	Yes. An attorney must have a minimum of 7 years of experience and must adhere to a "code of excellence" to become a member of Hyatt Legal Plans attorney network.

Included with Supplemental Life Insurance. Will Preparation is offered by Hyatt Legal Plans, Inc., a MetLife company, Cleveland, Ohio. In certain states, legal services benefits are provided through insurance coverage underwritten by Metropolitan Property and Casualty Insurance Company and Affiliates, Warwick, Rhode Island. For New York situated cases, the Will Preparation service is an expanded offering that includes office consultations and telephone advice for certain other legal matters beyond Will Preparation. Tax Planning and preparation of Living Trusts are not covered by the Will Preparation Service]

*Will Preparation Services is only available for spouse/domestic partners when employee coverage is elected for Supplemental Term Life, Group Universal Life or Group Variable Universal Life.

**The amount reimbursed will be the lesser of maximum reimbursement amount or the attorney's actual charge.

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