

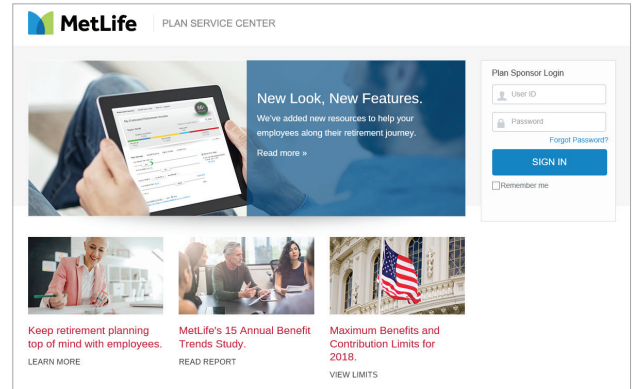
Administrative facts-at-a-glance for plan administrators



Plan Service Center (PSC) website access: psc.metlife.com

The PSC provides a new experience:

- The Plan Metrics Dashboard illustrates key data including the plan's lifetime income score, participation rate, contribution rate and investment strategy balances.
- Access to detailed information on each participant's account
- Ability to view how participants are allocating their funding options
- Flexible plan and participant level reports — ability to generate reports tailored to your specific needs and to order frequently used reports for ongoing analysis
- Online contribution processing, participant forms and documents
- Access to fee disclosure documents



Phone access: Voice Response System (VRS): 1-800-856-7772

Voice Response System Options:

- Website Support: Option 1
- Plan Service: Option 2
- Participant Information: Option 2
- Compliance Services: Option 3
- Other: Option 4



Customer service representatives will be able to provide:

- Plan level inquiries
- Benefit status
- Payroll processing and operation/procedural questions

Important — Please be prepared to provide your Plan ID Number that was designated on your Plan Information Form when calling the VRS.



Participant website access:

mlr.metlife.com

The Participant website's new interactive features:

- Personalized view of projected monthly retirement income
- Track retirement income goals with the Lifetime Income Score number
- Compare retirement savings rates to plan peers by using the How do I Compare tool
- News, rates, prospectuses and fund sheets
- Ability to view account balances, funding options, allocations and past transactions
- Ability to process transactions, such as fund transfers and allocation changes
- Quarterly statements electronically
- Account information for a given begin and end date
- Answers to other participant-level inquiries



Phone access:

Voice Response System: 1-800-543-2520

How to use the Voice Response System:



Step 1 – Participants will receive a PIN to access

Step 2 – Enter Social Security Number and PIN

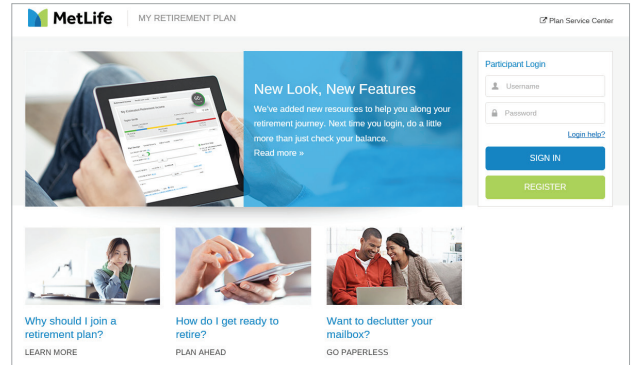
Step 3 – Listen to the menu options and proceed

Customer service representatives will be available to provide:

- General account information such as balances and available investment options
- Support regarding general participant account questions

The VRS and the website provide participants direct access to information regarding their account 24 hours a day, seven days a week.¹

Participant Service Center representatives are also available Monday through Friday from 8:00 a.m. to 10:00 p.m. ET or Saturdays from 9:00 a.m. to 5:30 p.m. ET to assist you with questions about general account information, updates, and transactions such as balances, funding options, beneficiary changes, and status of requests.



1. Access to the VRS and the website may be limited or unavailable during periods of peak demand, systems upgrades/maintenance or other reasons.

Plan sponsor data submission instructions

“Lockbox” address:

MetLife c/o FASCORE, LLC
P.O. Box 824417
Philadelphia, PA 19182-4417

Overnight “Lockbox” address:

(Direct rollover checks, loan payoffs and supporting documentation)
PNC BANK
Route # 38 & East Gate Drive
Lockbox # 824417
Moorestown, NJ 08057
Attention: MetLife c/o FASCORE, LLC
Phone: 1-800-543-2520

ACH wire instructions

Account of: MetLife c/o FASCORE, LLC
Bank: PNC Bank
Account Number: 1028907135
Routing Transit Number: 043000096
Reference: Participant Name, Social Security Number, Plan ID Number and Plan Name

General mailing address:

MetLife
P.O. Box 173768
Denver, CO 80217-3768

Overnight mailing address:

(No checks are to be mailed to this address—forms and correspondence only)
MetLife
8515 E. Orchard Road
Greenwood Village, CO 80111

General fax number: 1-866-745-5766

(Please include your new Plan ID Number on subject line for routing to the appropriate area)

metlife.com

