

Plan administration resources



Plan Service Center (PSC) Website — psc.metlife.com

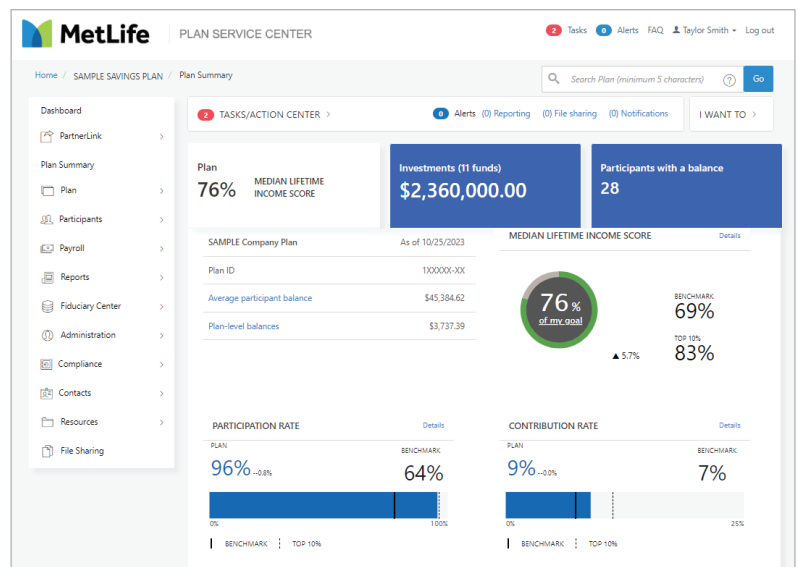
The Plan Service Center (PSC) is a secure website that offers plan sponsors the ability to access plan level and participant level information in addition to providing robust tools to assist in easier plan administration.

To access the PSC website, follow these easy steps:

- 1 Go to psc.metlife.com
- 2 Enter your User ID and Password

Features include:

- Multifactor Authentication login increases security by delivering a unique code to access the *Plan Service Center* site
- Enhanced navigation with quicker access to key plan information through the left menu panel
- Data library at your fingertips that allow you to evaluate plan health
- Plan review access to standard and top tier benchmarking
- Access to plan information and detailed information on each participant's account
- Ability to view account information that your participant sees on the participant website
- Online contribution processing
- Management of key tasks via the "To Do List Online"
- Ability to change/update employee information
- Obtain participant enrollment and transactional forms
- Access Fee Disclosure documents
- Access Compliance Services documentation and Form 5500
- Robust plan and participant level reporting
- Administrative and Educational Resources



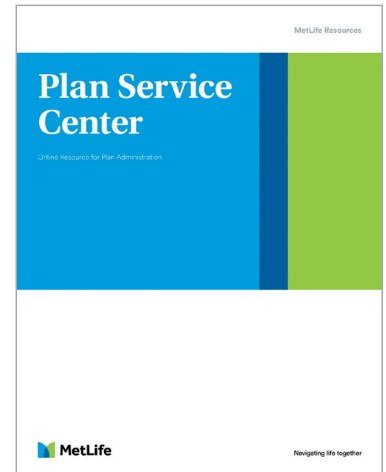
Reporting

The PSC website provides access to a comprehensive library of standardized reports with the ability to customize and create recurring reports that can be exported to a variety of formats including PDF and Microsoft® Excel and Word.

The screenshot shows the MetLife Plan Service Center interface. At the top, there is a navigation bar with the MetLife logo, 'PLAN SERVICE CENTER', and a 'Log out' link. Below this is a breadcrumb trail: 'Home / Reports / Standard reports'. A search bar is located on the right side of the breadcrumb trail. On the left, there is a sidebar menu with options like 'Dashboard', 'PartnerLink', 'Plan Summary', 'Plan', 'Participants', 'Reports', 'Data Library', 'Standard reports', 'My reports', 'Plan Review', 'Fiduciary Center', 'Administration', 'Compliance', and 'Contacts'. The main content area is titled 'Standard reports' and features a search bar with the placeholder text 'search for reports (minimum 3 characters)'. Below the search bar, there are several tabs: 'My Favorites', 'Most Frequently Used', 'Reports I Created', 'Assets & Investments', 'Participant/ Employee Data', 'Contributions', 'Distributions & Loans', 'Plan Review', 'Multi Plan', and 'Show All'. A list of reports is displayed, each with a star icon, a title, a brief description, and an 'Options' dropdown menu. The reports listed include: 'Forfeiture/ Unallocated Plan Asset Account Detail', 'Plan Balance and Transaction Summary', 'Compliance Census File', 'Participant Data Extract', 'Participant Statement Copy', 'Participant Deposit Detail', 'Plan Contribution Summary by Money Source', and 'Participant Loan Detail'.

Plan Service Center Guide

The Resource Center is a feature of the PSC website that offers helpful tools and educational materials. A downloadable copy of the Plan Sponsor Overview Guide, which provides a comprehensive overview of the PSC website features and benefits, is available by selecting Administrative Resources from the Resource Center tab.



Plan Services: 1-800-856-7772



Customer service representatives are available Monday through Friday from 8:00 a.m. to 10:00 p.m. and Saturdays from 9:00 a.m. to 5:30 p.m. (Eastern Time) to assist you with plan level inquiries, benefit status, payroll processing, technical support, and operational/procedural questions.

Options include:

- Get website support
- Obtain participant information
- Access plan services
- Access compliance support service

[metlife.com](https://www.metlife.com)

Access to the website and phone system may be limited or unavailable during periods of peak demand, market volatility, systems upgrades/ maintenance, or other reasons. The information contained within this material is intended to be informational in nature and should not be considered a recommendation or individualized advice to a specific individual.

