

Administrative Facts-at-a-Glance



MetLife

Website Access: Plan Service Center (PSC)

https://plan.retirementpartner.com/PscMet/psc_met.html

The PSC provides:

- Streamlined plan information
- Access to detailed information on each participant's account
- Ability to view account information that a plan participant sees on the participant website
- 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
- Online participant forms and documents

for
plan
administrators

To access the PSC, log on and follow these 2 easy steps:

Step 1 – Click continue (may not always apply)

Step 2 – Enter your Secure User ID and Password

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 3
- Compliance Services: Option 4
- Other: Option 5

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.



Website Access:

www.mlr.metlife.com

The Participant website provides:

- News, rates and fund sheets
- Ability to view account balances, investment 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

Representatives will be available to provide:

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

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

**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)