

Will Preparation Service



MetLife

Life Insurance coverage and Will Preparation Service you may need.

You now have the opportunity to enroll in the MetLife Supplemental Life¹ insurance that can financially help protect your loved ones should something happen to you. And when you enroll in Supplemental Life insurance, you have access to another service to protect the ones you love—Will Preparation.²

Having an up-to-date Will is one of the most important things you can do for your family.

Like life insurance, a carefully prepared Will is important. With a Will, you can define your most important decisions such as who will care for your children or inherit your property. The Will Preparation service also includes the preparation of Living Wills and Powers of Attorney. By enrolling for Supplemental Life coverage, you will have access to Hyatt Legal Plans' network of 11,500+ participating attorneys for preparing or updating these documents at no additional cost to you if you use a Hyatt Legal Plan's participating attorney.

It's easy to use the Will Preparation Service.

Once your Supplemental Life coverage becomes effective, you will receive information that will allow you to access the Will Preparation Service.

Step 1: Call Hyatt Legal Plans' toll-free number 1-800-821-6400, and a Client Service Representative will assist you in locating a participating plan attorney in your area and provide you with a case number.

Step 2: Call and make an appointment with a participating attorney—many plan attorneys even have evening and weekend appointments for your convenience.

Step 3: That's it! When you use a plan attorney, you do not need to submit any claim forms. You also have the flexibility of using a non-network attorney and being reimbursed for covered services according to a set fee schedule.³ Supplemental Life Insurance and Will Preparation Service are two important ways to protect yourself—and the ones you love.

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Will Preparation Service Frequently Asked Questions

Question: What is the Will Preparation service?

Answer: *MetLife's Will Preparation service is offered through Hyatt Legal Plans², a MetLife company, and fully covers the attorney fees associated with having a will, living will and power of attorney prepared or updated, when using an attorney who participates in Hyatt Legal Plans network.*

This program provides participants in your MetLife Group Life program with access to the services of attorneys – employees and their spouses/domestic partners meet face-to-face with an attorney in the Hyatt Legal Plans' network to complete the entire process of creating or updating these important documents.

Highlights of the service include:

- *Personal assistance from a Hyatt Legal Plans' participating attorney;*
- *End-to-end service — employees work with a plan attorney through the entire process.*
- *Convenience — employees are matched to a participating attorney within their geographic area.*
- *Full service for creating or updating wills, including complex wills and codicils, living wills, and powers of attorney, for both employees and their spouses.*
- *Convenient, toll-free customer service from Hyatt Legal Plans.*
- *There is no limit on the number of times these documents can be prepared or updated.*

Question: What recent enhancements have been added to the Will Preparation service?

Answer: *MetLife's Will Preparation service now includes Living Wills and Powers of Attorney.*

Question: If the group is eligible for Will Preparation are they eligible for any other Hyatt services?

Answer: *Yes, they are also eligible for Estate Resolution Services^{SM1} The same criteria is used to determine a groups eligibility for Will Prep and Estate Resolution Services.*

Question: Is there a fee associated with the Will Preparation service?

Answer: *MetLife's Will Preparation service is included with MetLife Supplemental Term, Group Variable Universal Life (GVUL) and Group Universal Life (GUL) coverages at no additional cost to the employers, employees, or employees' spouses/domestic partners.*

Question: Who is eligible to access the Will Preparation service?

Answer: *Employees who participate in your MetLife Group Supplemental Term Life, GVUL and GUL programs and their spouses/domestic partners are eligible for the Will Preparation service.*

Question: What if employees use an attorney that is not in the Hyatt Legal Plans' network?

Answer: *Employees who use an attorney who does not participate in the Hyatt Legal Plans' network receive reimbursement for covered services according to a set fee schedule. In this case, employees will be responsible for any of the attorney fees that exceed the reimbursed amount.*

Question: How does the process work, i.e., what do my employees need to do to access the service?

Answer: *It's easy and convenient for employees to access the Will Preparation service:*

- *Employees simply call a toll-free telephone number, 1-800-821-6400 to speak to a Hyatt Legal Plans' Client Service Representative, and provide their company name, group number (if available), and the last 4 digits of their Social Security number.*
- *The Client Service Representative will assist employees in locating participating attorneys in their requested location and provide them with a case number to give to the plan attorney they choose to prepare the wills.*
- *No claim forms or co-payments are required when using a participating attorney—the attorney handles all the paperwork.*

For added convenience, appointments with plan attorneys are generally available weekdays, evenings and Saturdays, so employees can attend to their personal matters without disrupting their workday.

1 Supplemental Life includes the Buy-Up portion of Core Buy-Up for Small Business.

2 Will Preparation Services are offered by Hyatt Legal Plans, Inc., 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.

3 If you chose a non-network attorney, you will be responsible for any attorneys' fees that exceed the reimbursed amount.

Benefits for the **if in life**[®]

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