

# Frequently Asked Questions

## What are Will Preparation Services?

This service, offered through MetLife Legal Plans, fully covers attorney fees by a participating plan attorney for preparing or updating a will, living will or power of attorney.

## Am I eligible for this service?

You are eligible for this service if you are enrolled in MetLife's Supplemental Term Life, Group Universal Life or Group Variable Universal Life coverage. As a life policyholder, your spouse/domestic partner also has access to this service.

## What are the covered services?

### Covered services:

- Preparing and updating wills, including complex wills and codicils, living wills and powers of attorney for both you and your spouse/ domestic partner.<sup>1</sup>
- In-person or telephone 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.

### Advantages include:

- Convenient access to a local attorney.
- Extensive network of more than 15,000 participating plan attorneys.
- Professional Client Service Center to assist you in locating an attorney.

## Are ancillary documents included?

Yes. Assistance with ancillary documents such as all living wills, codicils, testamentary trusts and powers of attorney are included with this service.

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 of providing these services.

## Are there additional fees charged to my plan?

No. Covered 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 - fees are included in your plan and the attorney handles all the paperwork. If you ask the attorney 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 of providing the service.

## How can I access this service?

Simply contact a Client Services representative to get started.

- Call MetLife Legal Plans' toll-free number at 1-800-821-6400.
- Provide your company name, customer number (if available) and the last 4 digits of the life policy holder's Social Security number.

The Client Services representative will assign you a case number and help you locate a participating plan attorney near you.

## Is there a limit to how often I can update my will?

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 MetLife 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.<sup>2</sup>

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.

## 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. The MetLife Legal plan participating attorney will provide the original will to you upon its completion. The attorney will provide advice on how to properly store the will, but it is your responsibility to store the will in a safe place.

**What are my options if I am not satisfied with the service provided by a participating plan attorney?**

MetLife 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 MetLife Legal Plans and they will work with you to resolve any issues to your satisfaction.

**What are the minimum requirements for an attorney to be part of MetLife Legal Plan’s network?**

MetLife Legal Plan’s attorneys have a minimum of 7 years of experience and adhere to a “code of excellence” as a member of the network.

1. 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.
2. The amount reimbursed will be the lesser of the maximum reimbursement amount or the attorney’s actual charge.

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Will Preparation is offered by MetLife 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 sitused 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.

