

For Immediate Release

News

**MetLife**<sup>®</sup>

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### ***MetLife Completes "eToolkit" with addition of Electronic Claims Capabilities***

SYDNEY, 2<sup>nd</sup> March 2011 – MetLife Insurance Limited in Australia (MetLife) has completed development of the last component piece of its customer focused "eToolkit," with the delivery of eClaims processing, a cutting edge web-based vehicle that enables online claim submission. The eClaims capability enables customers to have online access 24/7 to complete a claim form for any product.

With the addition of this claim application tool, the eToolkit is now complete. Earlier released tools include eQuery, eLodgement, eApply and eServicing capabilities.

The eClaims process tool is fully linked to back end administration and workflow systems to enable faster and more accurate decision making. The integrated rules engine allows claim assessors to expedite less complex claims where information is immediately accessible to them, while freeing up time to review more complex situations that require additional review and investigation.

All of the capabilities available in MetLife's eToolkit are built to meet MetLife's institutional and direct insurance partners' branding requirements as well. "The objective of our eToolkit is to provide maximum ease of access for customers at all levels - from the partner or administrator through to the covered member or beneficiary filing a claim," says Tom Flood, MetLife in Australia's Chief Administration Officer. "Customers are typically dealing with some type of distress when filing a claim. We have designed our online claim questionnaire to be reflexive- we only ask what is needed when it is needed. This ensures the customer experience is focused on delivering on our promise of compassion and financial security with each and every claim filed."

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### **About MetLife**

MetLife Insurance Limited (MetLife), an affiliate of MetLife, Inc., is a specialist provider of life insurance to affinity partners, superannuation trustees and employers in Australia. MetLife has expertise in designing and executing both direct insurance programs for partners' customers and insurance solutions to meet the needs of specific member groups. MetLife has been a specialist provider of life risk insurance products in Australia, since 2005. MetLife, Inc., through its affiliates (collectively the "MetLife companies"), operates in the Asia Pacific, Americas and Europe and has over 140 years of experience.

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