

# Our Money Back Guarantee

Our goal is not just to meet your employees' expectations, but to exceed them. We have every confidence that your employees will be happy with their legal plan and our award-winning customer service – so much so that we'll give them their money back if not.<sup>1</sup> Because exceeding your employees' needs is our priority.



## When they call our Client Service Center, your employees can expect:

- their call to be answered promptly – no one likes being put on hold
- to be talked through their benefits and coverage in a way that's easy to understand
- to be given the time they need to address their questions and requests, however long that may take
- help in finding the right attorney for them in their area
- to be directed to a specialist that can help if they have an issue with one of our Network Attorneys
- that they'll receive help in finding an attorney for them if they're having issues finding one for their legal matter

## And with our Network Attorneys, you can expect:

- that our attorneys always work with the highest degree of ethical conduct required by the Code of Professional Responsibility or other applicable rules in their state
- that our attorneys will be a part of expertly managed firms, or a sole practitioner, that offers exceptional service to our members
- for any services that aren't covered by their legal plan, employees will know the fees in writing beforehand. There will be no surprises - they can be clear in advance which attorney fees they'll be responsible for
- if there is a problem, MetLife Legal Plans and the Network Attorney will resolve the matter within 24 to 48 hours in ordinary cases, and no later than five business days in unusual cases

## We don't make these guarantees lightly

We will always honor the commitment we've made to your employees. If an employee ever believes we've fallen short of our commitment to them, they can get in touch with us at 800-821-6400 or send an email to [clientinquiry@legalplans.com](mailto:clientinquiry@legalplans.com) to let us know. We will work hard to fix the problem. And if we can't, we will either refund the employee's legal plan deductions for their current benefit enrollment period up to one year or provide one free year of additional eligibility under their legal plan, whichever they decide. That's our guarantee to you.

## Count on us for an exceptional service experience.

1. Our money-back guarantee covers the services provided by our Client Service Center and our Network Attorneys; it does not guarantee the outcome of your legal matter. The money-back guarantee will be provided in circumstances where there is a customer service issue or problem with using your legal plan that cannot be resolved.

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

Group legal plans are provided by MetLife Legal Plans, Inc., Cleveland, OH. In certain states, group legal plans are provided through insurance coverage underwritten by Metropolitan Property and Casualty Insurance Company and Affiliates, Warwick, RI. Payroll deduction required for group legal plans. For costs and complete details of the coverage, call or write the company.

Navigating life together

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