



Important Information Regarding Support for Field Force and Existing LTCI Policyholders

As indicated in our announcement in November 2010, MetLife remains committed to servicing our producers and policyholders. In addition to the services we provide to our policyholders at the time of claim, the Long-Term Care team will continue to support coverage changes, inflation offers, billing, policy reinstatements, and state required exchange offers.

The following resources are available to answer questions and to provide materials for these activities.

Policyholder Customer Service

Policyholders continue to call the same customer service numbers

For LTC97 call **800-308-0179**

For VIP Policy Series and LifeStage Advantage call **888-565-3761**

Producer Service

Producers continue to call **888-776-3882**. We have modified the prompts on this number as a result of discontinuing new sales.

The new prompts are:

Prompt 1 – Case Status

Prompt 2 - Licensing and/or Underwriting

Prompt 3 - Billing and/or Post Issue

Sub-prompt 1 – VIP policy series or LifeStage Advantage policy series

Sub-prompt 2 – LTC97 policy series

Prompt 4 – Commissions

Exercising an Existing LTC-GPO Rider on a Life or IDI policy

Life and IDI producers interested in exercising an existing LTC-GPO rider can call the IDI support team at 800-929-1492, prompt #5.

[Click here](#) for details on how to exercise this option for a client.

Forms and Other Support Materials

Forms for coverage changes, exchanges, exercising a LTC-GPO, specimen policies, specimen riders, and Regulatory material can be found on eForms. Follow these simple instructions to locate these items on eForms:

- Under Smart Search
- Select *Find a Form* under *What do you want to do*
- Select *State* and Indicate *Policy you are interested in*

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- *Select Applications, Regulatory Materials, Policies & Riders under What type of material do you want*

There will also be select Producer reference materials on eForms. Follow these simple instructions to locate these items on eForms.

- Under Smart Search
- Select *Find a Form* under *What do you want to do*
- Select *State* and Indicate *Policy you are interested in*
- Select *Marketing/Producer Materials* under *What type of material do you want*

Producer Portal

In order to support you with information on rate actions, producer reference material and other related information about the MetLife LTCI Rate Action will continue to remain on the metlifeinvestors.com.

Insurance Products Are:

• Not A Deposit • Not FDIC-Insured • Not Insured By Any Federal Government Agency • Not Guaranteed By Any Bank Or Credit Union • May Go Down in Value

Long-Term Care Insurance is issued and distributed by Metropolitan Life Insurance Company ("MetLife®"), New York, NY and also distributed by MetLife Investors Distribution Company, Irvine, CA.
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