



Navigating life together

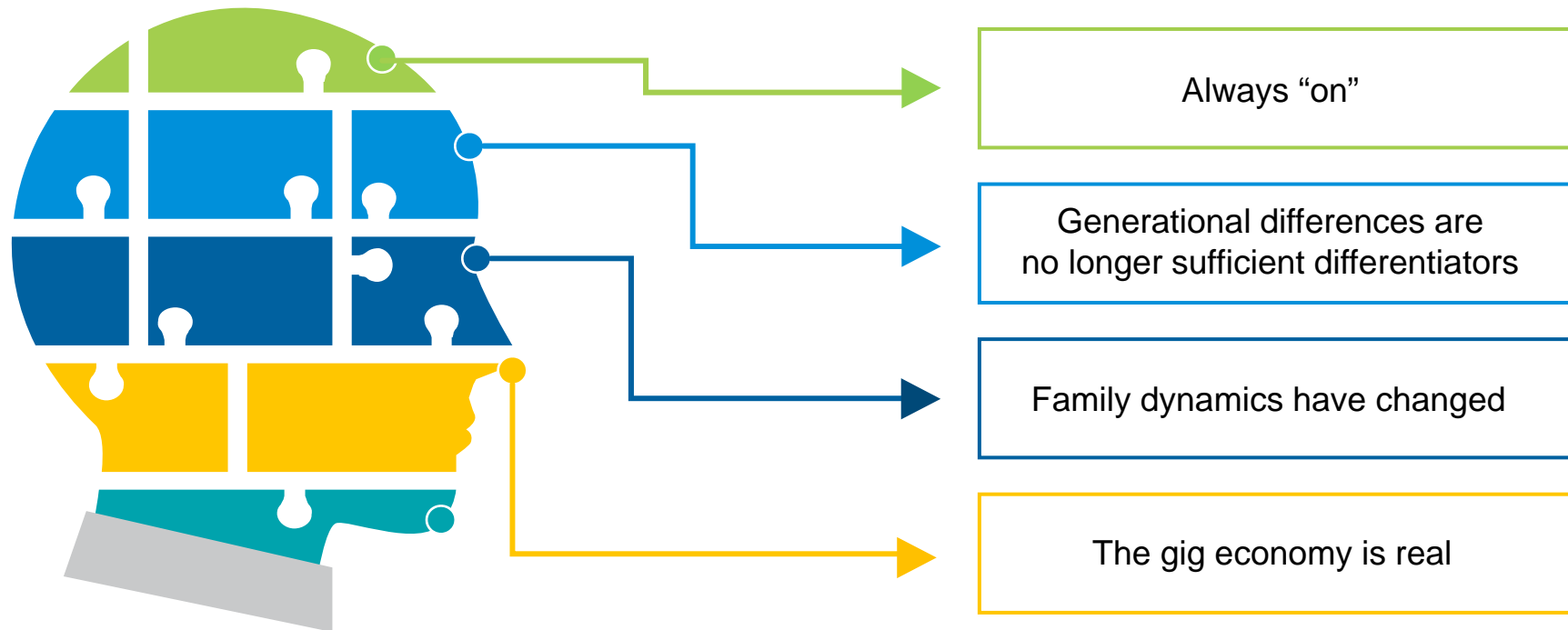
Work Redefined: A New Age of Benefits



Working doesn't look like it used to

Big shifts mean greater needs

New ways of working and increased diversity are fundamentally changing companies and their employees.



A need for diverse benefits experiences

Employees want benefits that reflect their changing lives

Meets their needs

58%

of employees want customized benefit options based on their personal information.

Adapts to new family structures

47%

of employees want their companies to adjust benefits communications to incorporate same-sex partners.

Supports extended careers

43%

of employees expect to postpone their retirements due to their financial situation.

The opportunity in change

Adapting benefits to address specific needs of employees can help employers meet their top benefit objectives.

Benefits can offer the security that inspires more loyalty.

Customized

72%

of employees agreed that the ability to customize benefits increases loyalty.

Portable

68%

of employees agreed that the ability to take benefits with them increases loyalty.

Holistic

59%

of employees agreed that health and holistic benefits increase loyalty.

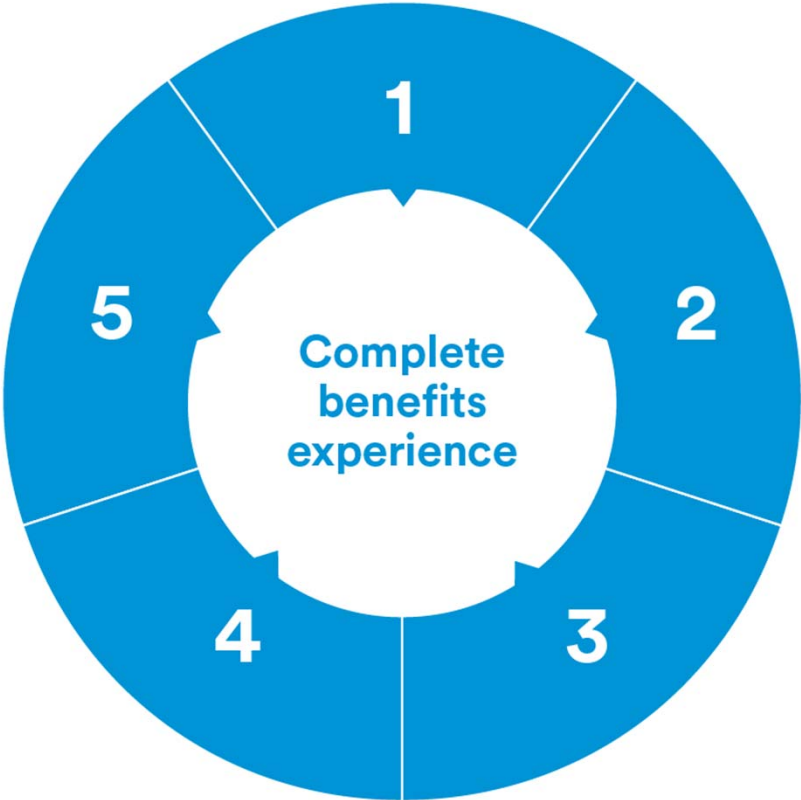
Loyal employees more satisfied, more productive and more likely to stay

Top Employer Benefit Objectives	2016
✓ Increase retention	83%
✓ Increase employee satisfaction	80%
✓ Increase employee productivity	80%
✓ Increase employee loyalty	78%
✓ Attract employees	73%
✓ Help employees make better financial decisions	64%

Creating a more complete benefits experience

Five ways to meet employees where they are

- 1 | A broader definition of benefits
- 2 | More tailored benefits
- 3 | More accessible benefits expertise
- 4 | A clear explanation of benefits
- 5 | A simplified enrollment and engagement experience



A broader definition of benefits

Employees want a benefits experience that can help them achieve financial wellbeing, and support their goals – in and out of work.

49%

of employees want wellbeing programs that reward their healthy behavior.

BUT ONLY

8%

of employers offer wellbeing programs that reward their healthy behavior.

Achieving financial wellbeing through benefits offered by employer helps employees....

74% Gain peace of mind

70% Relieve financial anxiety

51% Impact productivity at work

51% Impact ability to focus at work

43% Impact absences due to financial errands

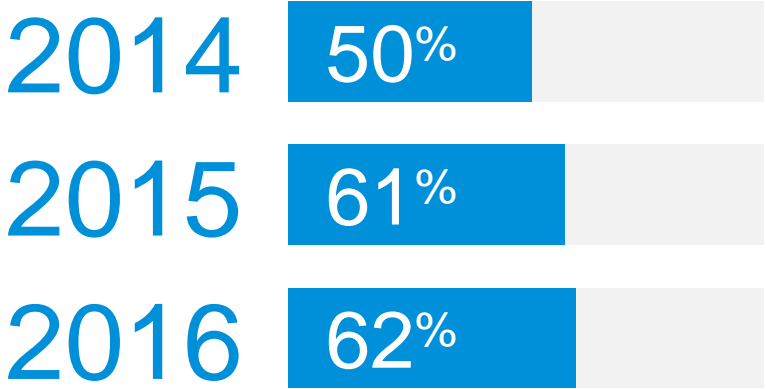
More tailored benefits

Tailored benefits solutions allow employers to help their increasingly diverse workforce find the security it's looking for.

Mobility

Today the number of employees looking to be in their same job in **12 months is just 66%.**

Employee interest in portable benefits has increased



Family Structures

69% of employees turn down professional opportunities because they're concerned of interference with family commitments.

People are marrying later and more people are living in non-traditional family structure

- 69%** of employees are interested in **dependent coverage**
- 56%** of employees are interested in **opposite-sex domestic partner coverage**
- 60%** of employees agree that their companies **should expand parental leave** to include both partners after a new birth or adoption

The right expertise

Expertise provides much needed clarity on the financial landscape and how to navigate it – and employees crave personalized and customized support.

84%

of employees find at least one of the following sources effective

Trusted sources

One-on-one in-person consultations with the enrollment representative	✓
Group in-person consultations with enrollment representative	✓
One-on-one phone consultations with enrollment representative	✓
Financial advisors	✓
Doctor/medical professional	✓

Employees who feel knowledgeable about their finances are more financially secure

Knowledge and benefits are key drivers of financial fitness

- 1 | Knowledge of financial/investment decisions
- 2 | Benefits and management of daily finances
- 3 | General satisfaction with their company

Clear communication

When benefits communication is clear, employees can relate the value of the benefits being offered to their personal circumstances.

Employers overestimate the impact of their benefits communications

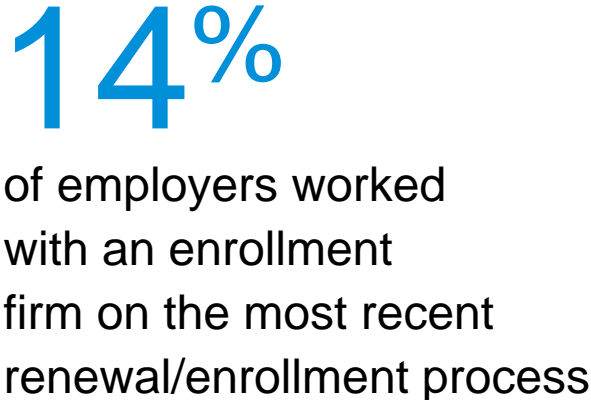
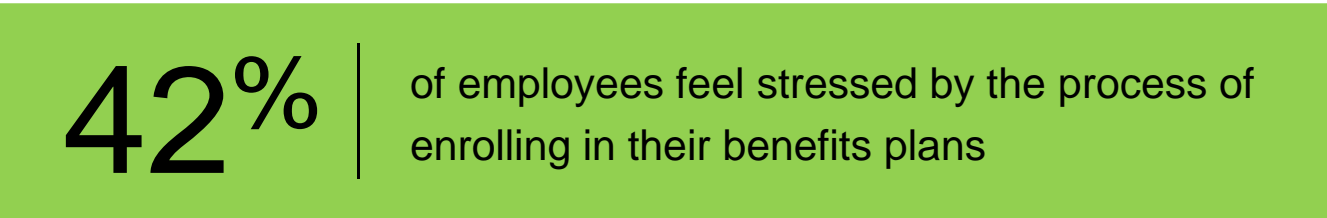
	Employees	Employers	Gap
The company's benefits communications are easy to understand.	60%	73%	+13 pts
The company's benefits communications effectively educated employees so they can select options that best meets their needs.	60%	74%	+14 pts

Did you know...

58% of employees say that personalized messaging that reflects life events or life stages would be beneficial to learning more about their benefits — but only 51% of employers agree that targeted messaging is important.

Simplified enrollment

A simplified enrollment process alleviates confusion and complexity – creating a benefits experience that is more accessible and engaging.



A holistic approach give employers a way to adapt

Using these five strategies as a guideline will help provide a wider range of options that can meet change head on.

- 1** | When employers offer a **breadth of benefit** options, they can help alleviate the anxiety that comes with the integration of work-life and home-life.
- 2** | When employers deliver **tailored solutions**, they help an increasingly diverse workforce find the security it's looking for.
- 3** | When employees have access to **the right expertise**, it ensures they can get the help they need to meet today's challenges.
- 4** | By providing **clearer information** about the benefits available, employers can empower employees to choose the ones that fit their needs.
- 5** | Lastly, when **enrollment is simplified**, employees are able to discover the immense value of their benefits. As a result, their appreciation can enhance their loyalty and commitment to their company.



The advantages of a complete benefits experience

Implementing a more comprehensive approach to benefits can help employers reach their top benefits objectives and help their employees succeed.

1 Retaining employees	59%	of employees state that health and wellness benefits are important to driving job loyalty
2 Increasing productivity	51%	of employees agree financial wellness benefits impact their productivity at work
3 Increasing satisfaction	74%	of employees state that they gain peace of mind by achieving financial wellbeing through benefits
4 Controlling health and welfare benefits costs	52%	of employees are prepared to pay more of the cost of benefits if the benefits meet their needs
5 Attracting employees	74%	of employees say that customized benefits are important to driving job acceptance
6 Helping employees make better financial decisions	70%	of employees agree that financial wellbeing benefits relieve financial anxiety

Methodology

MetLife's 15th Annual U.S. Employee Benefit Trends Study was conducted from October 2016 through November 2016, and consisted of two distinct studies fielded by ORC International, a leading business intelligence firm. The employer survey comprised 2,504 interviews with benefits decision makers at companies with at least two employees. The employee survey comprised 2,652 interviews with full-time employees, ages 21 and over, at companies with at least two employees.

About ORC International

ORC International is a leader in the art of business intelligence. Its teams are passionate about discovering what engages people around the world. By combining quality data, smart synthesis and best-in-class digital platforms, ORC delivers insight that powers the growth and drives the future of its clients' businesses. To learn more about ORC International, visit www.orcinternational.com.

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