

First is what happens when you put customers first

Recognized by the Forum for Expatriate Management over the past 9 years.



Continuous improvement and constant dedication to putting employees and their families first is what drives MetLife Worldwide Benefits. That drive and the growing level of service resulting from it have been recognized year-after-year by the Forum for Expatriate Management, the premier worldwide community for global mobility.

First acknowledged for our standout operational model and network capabilities, MetLife Worldwide Benefits is now recognized as a best-in-class organization that delivers member-focused services across the globe.

“Simply outstanding. MetLife Worldwide Benefits’ customer-focused, result-driven approach is what all service organizations need to have.”

– 2022 EMMA Judge

Our journey forward

Sponsored by the Forum for Expatriate Management (FEM), the Expatriate Management and Mobility Awards (EMMAs) recognize companies which go “above and beyond” for clients. We've been recognized for the following topics in the following years:

- 2013** **Winner: Employee Benefits Service Provider of the Year**
Creation of our operational model and expansion of our direct pay network
- 2014** **Runner Up: Employee Benefits Service Provider of the Year**
Local care and support offered to members
- 2015** **Winner: Employee Benefits Service Provider of the Year**
Introducing the Global Service Platform, our member service system
- 2016** **Winner: Employee Benefits Service Provider of the Year**
Leveraging data and technology to evolve the Global Service Platform to better understand member experience
- 2017** **Winner: Employee Benefits Service Provider of the Year**
Building a continuous improvement and ownership culture
- 2018** **Winner: Employee Benefits Service Provider of the Year**
Implementing customer-centric programs
- Runner Up: International Healthcare and Risk Management Provider of the Year**
- 2019** **Winner: Best Employee Benefits & Family Support of the Year**
Delivering a trusted partnership that provides personalized member service and solutions to the globally-mobile workforce.
- 2020** **No awards due to COVID-19**
- 2021** **Runner Up: International Health, Wellbeing or Security Management Provider of the Year**
Enhancing our product suite with wellness-related benefits in the face of COVID-19
- Runner Up: Thought Leadership – Best Survey or Research Study of the Year**
Our pioneering expat Employee Benefits Trends Study
- 2022** **Winner: Best Employee Experience & Engagement**
Improving the experience of assignees through customer-centric policies and benefits and exceeding the standard levels of duty of care.

“Great focus on the customer, effective use of feedback and measurement tools.”

– 2018 EMMA Judge

MetLife are innovative listeners and they make required investments to understand and respond to their customers' needs. They are at the forefront of a competitive industry.

– 2019 EMMA Judge

Contact your MetLife Worldwide Benefits Account Executive to learn more about us, how we focus on the member, and what we can do for you.

MetLife's worldwide benefits products are underwritten by Delaware American Life Insurance Company, a MetLife affiliate domiciled at 600 North King Street, Wilmington, DE 19801, and other affiliates.

