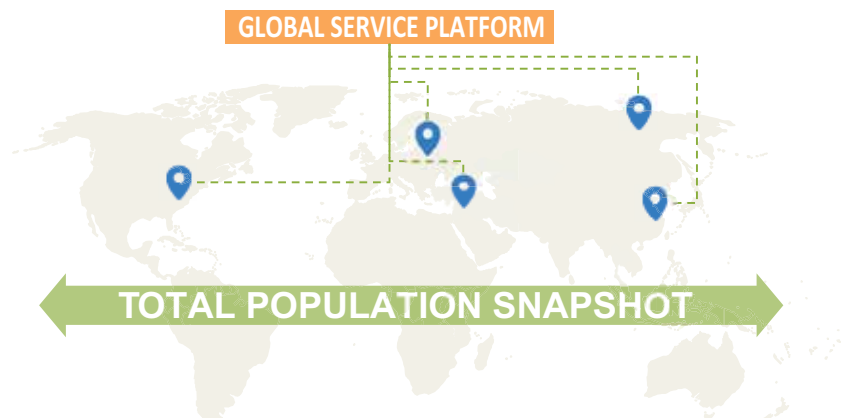# Global Service Platform

MetLife

Staying connected with employees on assignment all over the world is complicated. Whether it's an urgent medical situation or a question about what's going on with your account, we give you answers without having to hang up the phone — it's that simple!

That's because we use the Global Service Platform, an innovative system that connects all our service teams[1] with real-time data. Account management, customer service, claims, and clinical teams across the globe — even evacuation services — are connected, regardless of time zones, so we're ready to help whenever you have questions.

KEEPING YOUR MEMBERS CONNECTED, VIRTUALLY ANYWHERE

- **One System:** Captures every interaction around the globe in real time.
- **One Status:** All service teams[1] can access the status, delivering a consistent and faster answer.
- **One Report:** Insight into your employees' experience with interaction reporting.

Client A has expatriates and trailing dependents in the US, China, the United Arab Emirates, France, and Russia. Using the **Global Service Platform**, MetLife can aggregate all service inquiries for Client A's membership around the world. This data can be viewed by MetLife's service teams[1], like Client A's Account Manager, as well as customer service, claims, and clinical teams across the globe.

GLOBAL SERVICE PLATFORM

TOTAL POPULATION SNAPSHOT

ONE SYSTEM

- All of MetLife's Regional Service Centers utilize the Global Service Platform — and so does our evacuation vendor[2] — keeping our employees in touch with yours and providing transparency when it's needed most.

- Providing resolution quickly with features that escalate, prioritize, and centralize information:

    - **Special handling** – flag unusual requests to ensure continuity of service.

    - **Email Notifications** – sent for escalations and items older than two days, so a response won't be delayed.

    - **Product Display** – shows information for any member in a single system.

- Powered by a secure, stable, and reliable platform.

ONE STATUS

- Our service teams[1] located around the world can see data in real time, so your Account Manager can tell you the status of a claim in any country.

- Instant data and access to the history of a member's interactions allow Customer Service Representatives and Account Managers to monitor high-touch situations like evacuations and engage members who have had multiple inquiries.

- Member interactions and inquiries can be flagged or escalated instantly for quicker resolution from managers and decision makers.

ONE REPORT

- The data in our system does more than keep us connected to your employees – it tells the story of their assignment.

- If you're struggling to understand the full picture of your expatriate population's experience, we can help you see what's going on by providing[3]:

    - Trends specific to your population

        - Where and how members are interacting with MetLife

    - Location-specific data

        - Reports can be broken down by country, region, or Regional Service Center

    - Exact number of interactions with MetLife

        - Category of inquiries (benefit inquiry, payment inquiry, etc.)

        - Interaction type (phone, email, online)

- Where we find patterns in your membership's data, we can customize member communications around the unique needs of your population. Targeted campaigns can be directed specifically at one location or for the whole group.

FOR MORE INFORMATION, CONTACT YOUR METLIFE SALES REPRESENTATIVE TODAY.

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