

## INTRODUCING METLIFE PROMISE WHOLE LIFE<sup>SM</sup>

### State Availability

MetLife Promise Whole Life is approved in ALL states and jurisdictions except Pennsylvania, Minnesota, Montana, Washington and Puerto Rico.<sup>1</sup> As additional states are approved you will be notified.

### Issuing Company

MetLife Promise Whole Life is issued by **MetLife Investors USA Insurance Company (MLI-USA)** in 49 states, the District of Columbia and Puerto Rico, and in New York by Metropolitan Life Insurance Company (MLIC). Agents must be licensed to sell life insurance products and be appointed with MLI-USA outside NY and MLIC in NY.

### Illustrations

As of January 3, 2011 the new MetLife Promise Whole Life will be available on MetWINS, WinFlex Web and WinFlex Desktop. The Whole Life 2008 illustrations will be available during the transition period for regular new business and after that time for group conversions only (see below). Additional details on illustrating the new product will be available in the software release notes and through additional training.

### Compensation

Annualized commissions are available at the discretion of each individual firm. Please contact your firm's back office for information on annualized commissions.

### Group Conversion

MetLife Promise Whole Life will not be available for group conversions and Whole Life 2008 will continue to be available and required for group conversions in all states/jurisdictions.

### Backdating to Save Age

Backdating of MetLife Promise Whole Life is allowed up to six months to conserve age, but is subject to state rules. The earliest policy date this product can be backdated is January 3, 2011.

On **January 3, 2011**, MetLife will introduce a new whole life product, MetLife Promise Whole Life, in 46 states. This product offers a balance between competitive pricing, guarantees and flexibility—including the new Flex Term Rider!

### MetLife Promise Whole Life Offers:

- **Guaranteed Death Benefit**
- **Guaranteed Cash Values** that grow each year, tax-deferred.
- **Guaranteed Premiums** for the life of the policy—regardless of future changes to age or health.
- **New Flex Term Rider (FTR)** with premium flexibility and a potential UL guarantee alternative. This rider has benefits of a traditional whole life product at a lower total premium.
- **The Enricher<sup>®</sup>** with the ability to increase life insurance protection and cash value, and inject premium flexibility.
- **Issued by MetLife Investors USA Insurance Company (MLI-USA)**

### Marketing Materials: Find all of our new marketing materials on [metlifeinvestors.com](http://metlifeinvestors.com) as of January 3, 2011:

- MetLife Promise Whole Life Producer Guide – BDWL21102
- MetLife Promise Whole Life Producer Highlight Sheet – BDWL21099
- MetLife Promise Whole Life Client Brochure – CLWL21101

There will be a comprehensive marketing campaign with a focus on positioning MetLife Promise Whole Life. This campaign will include a series of flyers, postcards, eCards and training materials.

### Important information when submitting new business and transition rules:

#### Transition Dates

March 4, 2011 will be the last date for applications to be signed and dated to receive the Whole Life 2008 product.

- All application questions must be fully completed.
- All necessary documentation must be submitted with the application, including Reg 60 requirements in NY, if needed.
- The application must be signed, dated and witnessed by all required parties.

April 4, 2011 will be the last date for applications to be received in the home office, in good order to receive the Whole Life 2008 product.

For cases submitted via Tele-Application process, the Express Order Ticket must be received in the home office by March 4, 2011 in order to receive the Whole Life 2008 product.

For states where the new product is not approved, Whole Life 2008 will remain available for sale. When MetLife Promise Whole Life is launched in a new state, both the old Whole Life 2008 and the new MetLife Promise Whole Life will be available for a 60-day transition period.

<sup>1</sup>Not all riders are available in all states.

## Completing The Application

The application for MetLife Promise Whole Life will be the current enterprise application. During the transition period, be sure to note which whole life product is being applied for by writing the full name of the product on the application.

- Old product - Whole Life 2008
- New product - Promise Whole Life

For the Flex Term Rider (FTR), it is necessary for the producer to write in the FTR face amount, scheduled premium and unscheduled premium, if any, and indicate that the Dividend Option is the FTR. State all of this information on Section IV (page 2) of the Application for Life Insurance, Form ENB7-07. If additional space is needed for riders and dividend options, producers can continue to add information in Section IX (page 5).

If the Disability Waiver of Premium (DW) has been selected, as well as the FTR on the policy, then the FTR will also automatically have DW on the scheduled FTR payment. If the DW has been selected, as well as The Enricher on the policy, then The Enricher also has an optional DW feature which can cover a specified amount and will also need to be stated on the application. For proper processing it is important that The Enricher or FTR and its associated scheduled premium are clearly stated on the application.

If a policy is to go on Accelerated Premium Option (APO), the producer should indicate it on the Producer Identification and Certification page of the enterprise application (page 11, question 3) but the policy owner will still be required to request activation of the APO when the policy becomes eligible.

## Pending Whole Life 2008 policies

Between January 3, 2011 and March 4, 2011 notify the home office that the new MetLife Promise Whole Life is requested (via the normal method of communication, Lotus Notes, tracking system message or phone call). No amendment will be required.

## Exchanging Recently Issued Policies for MetLife Promise Whole Life (effective January 3, 2011 and beyond):

- Within 60 days of the original issue date, you may request a reissue of a whole life policy to MetLife Promise Whole Life, generally with no additional underwriting. For these cases please send an email to your designated Case Manager. No amendment will be required for the request to change rates.
- A new illustration will be required.
- If replacement is involved, a new quote will be required.
- Depending on the issue state, new replacement forms may be required.
- The policy date of the new policy will be same as the effective date of the old policy but cannot be prior to January 3, 2011.
- If the original policy was issued without advance payment, the placing premium must be paid before the reissue will be completed.
- Any compensation paid to the producer on the Whole Life 2008 policy will be reversed and the new compensation on the MetLife Promise Whole Life will be paid.

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**IF YOU HAVE ANY ADDITIONAL QUESTIONS, PLEASE CONTACT THE LIFE INSURANCE SALES DESK.**

MetLife Promise Whole Life is issued by MetLife Investors USA Insurance Company in all jurisdictions except New York, where it is issued by Metropolitan Life Insurance Company. Both are MetLife companies. All guarantees are based on the claims-paying ability and financial strength of the issuing insurance company. November 2010

**Whole Life Insurance Products are:**

- Not A Deposit • Not FDIC Insured • Not Insured By Any Federal Government Agency • Not Guaranteed By Any Bank Or Credit Union