

Frequently Asked Questions

Will Preparation Service



MetLife

Question:

What is the Will Preparation service?

Answer:

MetLife's Will Preparation service is offered through Hyatt Legal Plans¹ a MetLife company, and fully covers the legal costs associated with having a will prepared or updated, when using an attorney who participates in Hyatt Legal Plans' network.

This program provides participants in your MetLife Group Life program with access to the services of attorneys – employees and their spouses/domestic partners² meet face-to-face with an attorney in the Hyatt Legal Plans' network to complete the entire process of creating or updating a will. Highlights of the service include:

- Personal assistance from a Hyatt Legal Plans' participating attorney;
- End-to-end service — employees work with a plan attorney through the entire process.
- Convenience — employees are matched to a participating attorney within their geographic area.
- Full service for creating or updating wills, including complex wills and codicils, for both employees and their spouses.
- Convenient, toll-free customer service from Hyatt Legal Plans.
- There is no limit on the number of times a will can be prepared or updated.

Question:

Is there a fee associated with the Will Preparation service?

Answer:

MetLife's Will Preparation service is presented with MetLife Supplemental Group Life coverage at no additional cost for employers, employees, or employees' spouses/domestic partners.

Question:

Who is eligible to access the Will Preparation service?

Answer:

Employees who participate in your MetLife Group Supplemental Life program and their spouses /domestic partners are eligible for the Will Preparation service.

¹ Will Preparation is offered by Hyatt Legal Plans, Inc., Cleveland, Ohio. In certain states legal services benefits are provided through insurance coverage underwritten by Metropolitan Property and Casualty Insurance Company and Affiliates, Warwick, Rhode Island. Will Preparation is currently unavailable for New York-based employer groups and is not approved for Texas-based employer groups or Texas residents.

² Domestic Partner coverage available when offered by the employer and approved in the situs state.

Question:

What if employees use an attorney that is not in the Hyatt legal Plans' network?

Answer:

Employees who use an attorney who does not participate in the Hyatt Legal Plans' network receive reimbursement for covered services according to a set fee schedule. In this case, employees will be responsible for any of the attorney fees that exceed the reimbursed amount.

Question:

How does the process work, i.e., what do my employees need to do to access the service?

Answer:

It's easy and convenient for employees to access the Will Preparation service:

- Employees simply call a toll-free telephone number to speak to a Hyatt Legal Plans' Client Service Representative, and provide their company name, group number (if available), and Social Security number.
- The Client Service Representative will assist employees in locating participating attorneys in their requested location and provide them with a case number to give to the plan attorney they choose to prepare the wills.
- No claim forms or co-payments are required when using a participating attorney—the attorney handles all the paperwork.

For added convenience, appointments with plan attorneys are generally available weekdays, evenings and Saturdays, so employees can attend to their personal matters without disrupting their workday.

Question:

How do I communicate the Will Preparation service and process to my employees?

Answer:

If you handle the recordkeeping for your plan, you only need to distribute the informational Will Preparation flyer to your employees. We will customize this one-page communications for your employees and send it to you by the channel of your choice: electronic files via email or printed hard copies.

Question:

Are there any other communications I can use to announce this new service to my employees?

Answer:

Yes. We have developed turn-key announcement/awareness communications you can use to let employees know that Will Preparation is available as part of their Supplemental Life Insurance coverage. These communications can be customized for your employees and can be used in email, voicemail or newsletter employee communications—whatever channel you already use to communicate to your employees. Ask your MetLife representative about these easy-to-use communications.