

INTRODUCING METLIFE PROMISE WHOLE LIFESM

Availability

MetLife Promise Whole Life is approved in ALL states and jurisdictions except Pennsylvania, Minnesota, Montana, Washington and Puerto Rico. [Click here](#) to view the state availability chart. You will be notified as additional states are approved. MetLife Promise Whole Life may not be available in all firms, check with the life insurance sales desk for further details.

Issuing Company

MetLife Promise Whole Life is issued outside New York by MetLife Investors USA Insurance Company (MLI-USA) 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 of New York and MLIC in New York.

Illustrations

As of January 3, 2011, the new MetLife Promise Whole Life will be available on MetWINS, WinFlex Web and WinFlex Desktop. MetLife Promise Whole Life will not be available on the Foresight system. The Whole Life 2008 illustrations will continue to 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. 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, subject to state rules. **The earliest policy date this product can be backdated to is January 3, 2011.**

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

MetLife Promise Whole Life Offers:

- **Guaranteed¹ 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 Universal Life guarantee alternative. This rider has benefits of a traditional whole life product at a lower total premium.
- **The Enricher[®]** with the ability to increase life insurance protection and cash value, and inject premium flexibility.
- **The Potential for Dividends**

Marketing Materials: *Find all of our new marketing materials on 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 promoting MetLife Promise Whole Life, which will include a series of flyers, postcards, eCards and training materials.

Important information when submitting new business and transition rules:

Transition Dates

April 4, 2011 will be the last date for applications to be signed, dated and received in the home office, in good order 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.

For cases submitted via Tele-Application process, the Express Order Ticket must be received in the home office by April 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.

¹ Guarantees are based on the claims-paying ability and financial strength of the issuing insurance company. See the product guide or a sample policy for additional product details.

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, the modal 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.

Best Practices for Premium Payment with MetLife Promise Whole Life

- To provide temporary insurance coverage until the policy is issued, collect the initial payment with the application in an amount either equal to or greater than one month's payment.
- For bank draft mode, complete and submit the MIDA\$ forms with the application, even if an initial payment is not being taken. This will allow for an easier policy delivery process.
- If the MIDA\$ forms are not completed with the application, and bank draft is requested at policy delivery, this will require MIDA\$ forms and void check to be submitted to change the mode to bank draft. Until the second quarter, **this will result in a reissue of the policy**, and require an additional visit to deliver the reissued policy. Do not leave the original policy with the client.

- If the client is planning to pay through bank draft, it is always a best practice to have the premium payment paperwork completed at application, even if an initial payment is not being withdrawn or taken by check. No bank draft will be done without client approval.
- If the policy is already placed and you wish to change the mode, a change of mode form is required or a fully completed EP form and a voided check and will result in a policy reissue.

Pending Whole Life 2008 policies

Between January 3, 2011 and April 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.

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

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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