

MetLife Alico switches regional management meeting to Cairo in show of support for Egypt team as it continues to support customers

Press Release

7th April 2011 (Dubai, UAE): MetLife Alico MEASA switched the location of its recent (March) regional management meeting to Cairo, Egypt, from its headquarters in Dubai which usually hosts these meetings, in support of the MetLife Alico Egypt team, in the wake of the unrest that the country has witnessed recently.

The Cairo based team responded quickly to the disruption caused by the unrest and insured members in need of continuous treatment were contacted by the company and all urgent cases managed and serious treatment continued at the network hospitals without disruption. In addition, a Claims Customer Service hotline was activated to allow MetLife Alico's Claims team to respond to all queries without interruption or delay.

As well as the management meeting, a 'townhall' meeting with all MetLife Alico Egypt staff and the Field Force was arranged and attended by more than 30 visiting regional executives and General Managers from all the MEASA countries. The meeting recognized and appreciated the continuous commitment and hard work of the Egypt team under the most challenging circumstances.

"It was admirable how the staff of MetLife Alico Egypt demonstrated their resilience and mobilized their Business Continuity Plan promptly, in an attempt to serve their clients at such a difficult time, when the whole country had come to a halt," said Michel Khalaf, Executive Vice President MetLife Inc. and Chief Executive Officer MetLife Alico MEASA.

The Business Continuity Plan went further, and in conjunction with MEASA regional support teams located in Sharjah and Dubai in the UAE, it helped maintain all IT and operating systems in support of Egypt. Prior to the restoration of internet services in Egypt, the company used an MPLS Private Network to establish, in the UAE, an extension of its Egypt VOIP (Voice over Internet Protocol) and re-routed local medical unit calls automatically to dedicated lines at the Sharjah centre, to access Egypt's portfolio and ensure business continuity and uninterrupted service to customers.

MetLife Alico, a leading global provider of insurance and employee benefit programs, continues to play an important role in the societies in which it operates and to provide customers and partners with uninterrupted services regardless of the circumstances.

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About MetLife

MetLife, Inc. is a leading global provider of insurance and financial services with more than 140 years of experience and operations throughout the United States, Latin America, Japan, Asia Pacific, Europe and Middle East. Through its subsidiaries and affiliates, MetLife, Inc. reaches 90 million customers in over 60 countries, is the largest life insurer in the United States¹ and Mexico², and has relationships with more than 90 of the top 100 FORTUNE 500® companies³, and over seventy percent of all Fortune 500® companies. The MetLife companies offer life insurance, annuities, automobile and home insurance, retail banking and other financial services to individuals, as well as group insurance and retirement and savings products and services to corporations and other institutions.

¹ #1 U.S. Life Insurer (Grp+Ind - based on policies in force) - LIMRA, June 2010

² Estadísticas AMIS, June 2010

³ FORTUNE 500®, May 2010. FORTUNE 500® is a registered trademark of FORTUNE magazine, a division of Time, Inc.

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