



Specialized Benefit Resources
Metropolitan Life Insurance Company

April 13, 2020

Important Information about Your New York Customers' Policies and the COVID-19 Pandemic

Why we're contacting you

This is an update to MetLife's prior notice to you with respect to the New York Department of Financial Services (NYDFS) Emergency Regulation 216, Insurer Practices During the COVID-19 Pandemic ("Regulation"), effective March 30, 2020.

What you need to know

We wanted to clarify that under the Regulation, producers with New York life insurance policy owners have an independent obligation to provide these customers with written notice of relief available under the Regulation. On April 3, 2020, NYDFS clarified that producers may satisfy this notice requirement using electronic means, even with respect to consumers who have not consented to electronic delivery. The guidance, along with model notices that would satisfy the emergency Regulation, is available here:

https://www.dfs.ny.gov/industry_guidance/electronic_notice_obligations

We're here to help

If you wish to discuss any of your New York policy owners' options due to financial hardships caused by the COVID-19 pandemic, please call your Client Executive, Monday through Friday, 9:00 a.m. to 4:00 p.m. Eastern time.