

SASB Index

MetLife is reporting to the Sustainability Accounting Standards Board (SASB) Standards to bring industry-specific rigor to our sustainability disclosure. We are reporting to the two Financials Sector Standards most closely aligned with our business: Asset Management & Custody Activities and Insurance. All data is as of December 31, 2020.

SASB—SUSTAINABILITY ACCOUNTING STANDARDS BOARD

Transparent Information & Fair Advice for Customers

Code/Metric	Response/Reference
FN-AC-270a.1, (1) Number and (2) percentage of covered employees with a record of investment-related investigations, consumer-initiated complaints, private civil litigations, or other regulatory proceedings	See Note 21 of 2020 Form 10-K and Note 15 of the 1Q21 Form 10-Q for MetLife's disclosure on material legal proceedings, other than ordinary routine litigation incidental to the business.
FN-AC-270a.2, Total amount of monetary losses as a result of legal proceedings associated with marketing and communication of financial product-related information to new and returning customers	See Note 21 of 2020 Form 10-K and Note 15 of the 1Q21 Form 10-Q for MetLife's disclosure on material legal proceedings, other than ordinary routine litigation incidental to the business.
FN-AC-270a.3, Description of approach to informing customers about products and services	See 2020 Form 10-K , Item 1. Business.

Employee Diversity & Inclusion

Code/Metric	Response/Reference
FN-AC-330a.1, Percentage of gender and racial/ethnic group representation for (1) executive management, (2) non-executive management, (3) professionals, and (4) all other employees	See report section: Strengthening Our Workforce >> Diversity, Equity & Inclusion >> MetLife Employee and Board Diversity (page 27).

Incorporation of Environmental, Social, and Governance Factors in Investment Management & Advisory

Code/Metric	Response/Reference
FN-AC-410a.1, Description of approach to incorporation of environmental, social, and governance (ESG) factors in investment and/or wealth management processes and strategies	<p>1) MIM is predominately a global fixed income and real estate investment manager. Approximately 3% of our overall AUM is held in index equity funds and other limited equity investments. Our public equity investments are almost exclusively comprised of index strategies. MIM is a passive index investor. As of December 31, 2020, we estimate that approximately \$639.8 billion of assets employ ESG integration efforts (see Creating Value as an Investor/Value Creation).</p> <p>2) \$74.5 billion responsible investments (see Creating Value as an Investor >> Responsible Investments, page 70 for more).</p> <p>3) MetLife is unable to measure or disclose this metric at this time, but will continue to evaluate in the future.</p>

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FN-AC-410a.2, Description of approach to incorporation of environmental, social, and governance (ESG) factors in investment and/or wealth management processes and strategies

[MIM ESG Policies](#)—Our Approach to Environmental, Social, and Governance (ESG) Considerations (page 2).

FN-AC-410a.3, Description of proxy voting and investee engagement policies and procedures

Proxy voting

MIM has implemented policies and procedures (the Proxy Policies) that govern how it votes proxies. The Proxy Policies have been designed to ensure that client securities are voted in the best interests of clients in accordance with applicable rules. The Proxy Policies are based on the guiding principle of maximization of economic value of client holdings. MIM does not permit voting decisions to be influenced in any manner that is contrary to, or dilutive of, this guiding principle. The Proxy Policies are designed to ensure that material conflicts of interest on the part of MIM or its affiliates do not affect voting decisions on behalf of clients.

Based on the guiding principle that all votes made by MIM on behalf of its clients must be made in the best interest of the clients and with the intent to maximize the economic value of clients' securities holdings, MIM has adopted proxy voting guidelines (the Guidelines) that set forth how it plans to vote on specific matters presented for shareholder vote. MIM has retained Institutional Shareholder Services' (ISS) recommended proxy voting guidelines and to monitor and vote proxies. MIM, however, may deviate from the Guidelines with respect to a particular shareholder vote when such action is consistent with the guiding principle of seeking the maximization of economic value to clients, taking into consideration all relevant facts and circumstances at the time of the vote. Prior to deviating from the Guidelines, MIM's Proxy Committee, which is comprised of senior investment personnel, and legal and compliance personnel, must first make a determination whether there is any material conflict of interest between MIM (or any of its affiliates) and clients.

ISS monitors client accounts and their holdings to be sure that all proxies are received and voted. Should a proxy arise that is not covered by the Guidelines, ISS will be directed to vote in a manner approved by MIM's Proxy Committee. In addition, MIM's Proxy Committee regularly monitors matters presented for shareholder vote and tracks the voting of the proxies.

Engagement

[MIM ESG Investment Policy](#)—Active Engagement (page 4).

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Business Ethics

Code/Metric	Response/Reference
FN-AC-510a.1, Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, anti-trust, anti-competitive behavior, market manipulation, malpractice, or other related financial industry laws or regulations	See Note 21 of 2020 Form 10-K and Note 15 of the 1Q21 Form 10-Q for MetLife's disclosure on material legal proceedings, other than ordinary routine litigation incidental to the business.
FN-AC-510a.2, Description of whistleblower policies and procedures	<p>MetLife Japan attained Whistleblowing Compliance Management System (WCMS) Certification. WCMS was introduced by the Consumer Affairs Agency in February 2019. Under this system, businesses evaluate their own whistleblowing system in accordance with the examination standards specified by the Consumer Affairs Agency and apply for registration through a designated registration institution. As of March 12th, 100 companies (of which 16 are insurance companies) are registered. We are hoping that this certification will raise the level of comfort for employees to be able to raise concerns.</p> <p>MetLife has an Ethics and Fraud Helpline and local whistleblowing policies and procedures. Visit MetLife country websites for local policies.</p>

Systemic Risk Management

Code/Metric	Response/Reference																
FN-AC-550a.1, Percentage of open-end fund assets under management by category of liquidity classification	<p>As of December 31, 2020 (\$ millions)</p> <p>Total Invested Assets & Cash¹</p> <table border="0"> <tr> <td>Highly liquid</td> <td>79.7%</td> </tr> <tr> <td>Moderately liquid</td> <td>4.7%</td> </tr> <tr> <td>Less liquid</td> <td>15.6%</td> </tr> <tr> <td></td> <td style="border-top: 1px solid black;">100.0%</td> </tr> </table> <p>Institutional Client Assets Under Management¹</p> <table border="0"> <tr> <td>Highly liquid</td> <td>0.0%</td> </tr> <tr> <td>Moderately liquid</td> <td>3.7%</td> </tr> <tr> <td>Less liquid</td> <td>96.3%</td> </tr> <tr> <td></td> <td style="border-top: 1px solid black;">100.0%</td> </tr> </table> <p>¹ Open-end funds (including mutual funds) are a portion of the general account Total Invested Assets & Cash and Institutional Client Assets Under Management. Represents the portion of such open-end funds that are expected to be convertible into cash in up to three days (highly liquid); in more than three days but seven days or less (moderately liquid), or longer (less liquid).</p>	Highly liquid	79.7%	Moderately liquid	4.7%	Less liquid	15.6%		100.0%	Highly liquid	0.0%	Moderately liquid	3.7%	Less liquid	96.3%		100.0%
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FN-AC-550a.2, Description of approach to incorporation of liquidity risk management programs into portfolio strategy and redemption risk management	See Item 7 of 2020 Form 10-K —Liquidity and Capital Resources.																

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FN-AC-550a.3, Total exposure to securities financing transactions	<p>Total secured financing type transactions</p> <p>See Note 8 of 2020 Form 10-K for information regarding Securities Lending, Repurchase Agreements, and FHLB of Boston Advance Agreements—Cash Collateral Received from Counterparties.</p> <p>Total commitments to lend & fund</p> <p>See Note 21 of 2020 Form 10-K for information regarding Mortgage Loan Commitments and Commitments to Fund Partnership Investments, Bank Credit Facilities, Bridge Loans, and Private Corporate Bond Investments.</p>
FN-AC-550a.4, Net exposure to written credit derivatives	<p>\$9,609</p> <p>See Note 9 of 2020 Form 10-K for information regarding Primary Risks Managed by Derivatives—Credit Default Swaps—Written.</p>

Activity Metrics

Code/Metric	Response/Reference																			
FN-AC-000.A, (1) Total registered and (2) total unregistered assets under management (AUM)	<table border="1"> <thead> <tr> <th></th> <th data-bbox="1073 831 1187 888">Registered AUM</th> <th data-bbox="1219 831 1357 888">Unregistered AUM</th> <th data-bbox="1455 831 1511 888">Total AUM</th> </tr> </thead> <tbody> <tr> <td data-bbox="651 888 1062 945">General Account Assets Under Management</td> <td data-bbox="1097 915 1179 940">\$ 12,610</td> <td data-bbox="1252 915 1357 940">\$ 483,946</td> <td data-bbox="1406 915 1511 940">\$ 495,556</td> </tr> <tr> <td data-bbox="651 968 1062 1024">Institutional Client Assets Under Management</td> <td data-bbox="1097 995 1179 1020">\$ 52,669</td> <td data-bbox="1252 995 1357 1020">\$ 110,363</td> <td data-bbox="1406 995 1511 1020">\$ 163,032</td> </tr> <tr> <td data-bbox="651 1047 1062 1104">Total Registered Assets and Unregistered Assets</td> <td data-bbox="1097 1075 1179 1100">\$65,279</td> <td data-bbox="1252 1075 1357 1100">\$594,309</td> <td data-bbox="1406 1075 1511 1100">\$ 659,588</td> </tr> </tbody> </table>		Registered AUM	Unregistered AUM	Total AUM	General Account Assets Under Management	\$ 12,610	\$ 483,946	\$ 495,556	Institutional Client Assets Under Management	\$ 52,669	\$ 110,363	\$ 163,032	Total Registered Assets and Unregistered Assets	\$65,279	\$594,309	\$ 659,588	Registered AUM	Unregistered AUM	Total AUM
	Registered AUM	Unregistered AUM	Total AUM																	
General Account Assets Under Management	\$ 12,610	\$ 483,946	\$ 495,556																	
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Total Registered Assets and Unregistered Assets	\$65,279	\$594,309	\$ 659,588																	
FN-AC-000.B, Total assets under custody and supervision	<p>Total assets under custody and supervision are \$691,390 million comprised of Total Invested Assets & Cash¹ of \$528,314 million plus Institutional Client Assets Under Management of \$163,076 million.</p> <p>¹ Represents Total Investments plus Cash and Cash Equivalents of MetLife, Inc. at carrying value.</p>																			

Transparent Information & Fair Advice for Customers

Code/Metric	Response/Reference
FN-IN-270a.1, Total amount of monetary losses as a result of legal proceedings associated with marketing and communication of insurance product-related information to new and returning customers	<p>See Note 21 of 2020 Form 10-K and Note 15 of the 1Q21 Form 10-Q for MetLife's disclosure on material legal proceedings, other than ordinary routine litigation incidental to the business.</p>
FN-IN-270a.1, Complaints-to-claims ratio	<p>See Note 21 of 2020 Form 10-K and Note 15 of the 1Q21 Form 10-Q for MetLife's disclosure on material legal proceedings, other than ordinary routine litigation incidental to the business.</p>
FN-IN-270a.3, Customer retention rate	<p>See 2020 Form 10-K, Item 1. Business.</p>

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FN-IN-270a.4, Description of approach to informing customers about products

See [2020 Form 10-K](#), Item 1. Business.

Employer voluntary benefit insurance products

MetLife's range of employee voluntary benefit insurance products and services are available to businesses with two or more employees via our FINRA-licensed sales team. We provide existing and potential customers information about products, services and third-party relationships via web pages, webinars, presentations, conferences, videos, newsletters, thought leadership reports, articles, and electronic or printed materials.

The development and review of materials includes legal, product subject matter experts, and compliance and marketing teams to ensure compliance, accuracy, and clarity, and follow regulatory filing standards where appropriate and applicable, based upon various regulating agencies and bodies, such as state departments of insurance, and FINRA and ERISA guidelines for marketing material and plan filings. Information may include specific product details, features, disclaimers, exclusions, and other terms and conditions, as well as general information about MetLife's brand, corporate functions, and financial performance.

Custom communication campaigns

MetLife is committed to developing custom Group Benefits communications campaigns tailored for each Employer, aimed to drive awareness, education, and participation. We recommend an omnichannel communications strategy, increasing focus on digital delivery, and using offline channels as an important secondary channel. Integrating messages across these channels creates a surround-sound effect that enhances the employee experience. We also have deep experience in building compelling communications for digital channels such as Twitter, LinkedIn, Facebook, microsites, online benefits fairs, and emails—and partner with each Employer to craft a step-by-step plan to meet employee's needs and habits.

Communication tactics

Product enrollment and service communications plans include:

- **Personalized enrollment kits** mailed to employees' homes in addition to **announcement and reminder email communications**.
- **Custom Microsite** to serve as an educational resource center that all employees can access.
- **Employee video(s)** to highlight the product details, the need for each benefit, plan benefits, and enrollment instructions.
- **Benefit Decision Guide** to help employees evaluate benefit needs by highlighting the value of each benefit and what employees should consider when evaluating their individual and loved one's needs.
- In-person and/or virtual **benefit support and trainings**:
- **Virtual benefit fairs**: Hosted by qualified benefit counselors available through either a platform hosted by the Employer or through a WebEx or teleconference that MetLife hosts.
- **Webinars**: Live product presentations to employees with options for Q&A, recording, camera, chat, polls, and engagement activities.
- **Brainshark presentations**: Customized presentations with "voice over" audio that highlight the benefits available.
- **HR team training sessions**: Product training to HR representatives, typically through webcast, focused on our products and highlights of the specific plan design as well as frequently asked questions from employees.

During annual enrollment, MetLife provides real-time support through virtual engagement such as chatting via a webinar, responding to questions submitted through a MetLife microsite, or calling during set office hours.

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FN-IN-270a.4, Description of approach to informing customers about products

- **We also accommodate requests for print material and giveaways**, if needed.
- **Social Media:** Custom-designed specifically for employers to drive awareness of the plan, direct employees to educational resources, and highlight the need for the plan.
- **Coordinator Support:** Custom training, Brochures, FAQs, Infographics, and more.
- **New Hire Communications:** With employers' approval, MetLife mails all new hires at the time of employment with communication that congratulates them on their new position, provides them with details about each benefit, the plan and gives them enrollment information and timeline.
- **Call Center and Operations:** Inbound calls for specific questions or support and/or confirmation of account changes, such as beneficiaries.
- **Frequency of communications** depends on the product, employer's enrollment period, audience and nature of communications.

Retirement & income Solutions (RIS):

Product and service communications occur through five primary channels:

1. **Face-to-face i.e., Sales and Customer Support Teams:** sales enablement collateral that includes presentation decks and slip sheets.
2. **Web:** A section for each RIS LOB with specific details on products, services, market insights and support materials.
3. **Conferences/events and webinars:** Topically focused and typically delivered via panel discussion, sponsored segment or hosted WebEx.
4. **Digital:** Email, social (primarily LinkedIn), and banner/display covering both direct outreach such as with email and targeted communications.
5. **Call Center and Operations:** Inbound calls for specific questions or support and outbound communications that are primarily direct mail and take the form of regulatory notifications, benefit enrollment kits or confirmation of account changes such as beneficiaries.

The frequency of communication depends on the line-of-business, audience, and the nature of communications. RIS is financially regulated due to its nature of products and adheres to ERISA requirements for specific product lines (e.g., with Institutional Income Annuities that are within a 401K). As such, all communications regardless of channel or format are legally reviewed following a defined internal process and strict adherence to regulatory requirements including risk/legal disclosures and no investment advice. There is also ongoing training and monitoring of communications such as with FINRA registered agents.

MetLife Investment Management

Product and service communications occur through five primary channels:

- **Face-to-face i.e., Sales and Customer Support Teams:** Sales enablement collateral includes presentation decks and slip sheets. There is usually one standard deck per investment capability. With sales taking anywhere from six months to three years on average, the number of meetings held depends on the prospect. However, usually at least three meetings with the sales team and investment team occur in addition to RFP reviews and final presentation to the investment committee where Sales, Investments, Compliance, and Operations present processes and answer questions. These meetings are also forums to discuss potential investment, operational and compliance risks, and how they are monitored. Investment consultants play a big part by acting as intermediaries in 75 percent of the deals in the U.S. Therefore, MIM follows a path of informing investment consultants about our products, and they assign a buy, hold, sell rating to the products. Prospects who use an investment consultant usually only buy from us if our product is rated a buy by their investment consultant. MIM sells its investment capabilities in the U.S., Canada, U.K., Japan, Korea, Hong Kong, Singapore, Malaysia, and a few other Asian countries. While we have European clients, we can currently sell only in the following European continental countries: Switzerland, Belgium, and Finland.

SASB—SUSTAINABILITY ACCOUNTING STANDARDS BOARD

FN-IN-270a.4, Description of approach to informing customers about products

While we have European clients, we can currently sell only in the following European continental countries: Switzerland, Belgium, and Finland. We are currently applying for a European Union license and expect to have it by September 2021.

- **Web (MetLife Investment Management):** Separate sections for each MIM LOB provide details on the value proposition for each product, investment team members, and support materials. We also have sections on thought leadership divided by LOB and a section on ESG.
- **Conferences/events and webinars:** Topically focused and typically delivered via panel discussion, sponsored keynote address, or hosted via ON24 or if sponsored, via the host's platform. A key part of the in-person conferences is networking done by our sales team (we refer to them as the Institutional Client Group). At conferences they learn about the prospect's asset allocation and which asset classes they are currently looking at. Then if we have an investment capability that matches their needs, the salesperson will set up a time to meet after the conference to continue the discussion.
- **Digital:** Email, social (only LinkedIn) and banner/display covers both direct outreach such as with email and targeted communications.
- **Advertising:** In addition to the banner/display digital advertising we also do some print advertising.

The frequency of communication depends on the line-of-business, audience, and nature of communications. During the Sales process, if a client is actively looking to buy investment capabilities in a certain asset class, then the communications could be once every month, whereas if the prospect is just researching and taking their time, then the communication may be once a quarter. Once the prospect is a client, then there is significant communication as they are onboarded and then receive reporting approximately once a month. We are currently implementing a client portal where clients can access all their accounts in one place and have full transparency into their account.

We understand that full transparency related to what is happening in the market, what is driving performance, and what is occurring in the investment portfolio is key. These communications are typically conducted via reporting on a frequency demanded by the client (weekly, monthly, quarterly). We also work with clients on quarterly portfolio reviews. Additionally, MIM is regulated by the SEC and FINRA in the U.S. and by the local regulator in each of the regions it operates. We must have all communications and marketing materials reviewed by the investment compliance team to ensure all information is transparent and not misleading in any way. These materials are reviewed following a defined internal process and strictly adhere to regulatory requirements including risk/legal disclosures. MIM members undergo ongoing training and monitoring of communications such as with FINRA registered agents.*

** MIM is dedicated to the institutional investor channel. We do not provide investment capabilities for retail investors.*

SASB—SUSTAINABILITY ACCOUNTING STANDARDS BOARD

Incorporation of Environmental, Social, and Governance Factors in Investment Management

Code/Metric	Response/Reference	
FN-IN-410a.1, Total invested assets, by industry and asset class	As of December 31, 2020 (\$ Millions)	
(continued)	Total Invested Assets & Cash ¹	
	Fixed maturity securities available-for-sale:	
	U.S. and foreign corporate securities	\$ 162,824
	Foreign government	71,699
	U.S. Government & Agency	47,100
	Residential mortgage-backed securities	30,435
	Asset-backed securities	17,119
	Municipal	13,722
	Commercial mortgage-backed securities	11,910
	Fixed maturity securities available for sale	354,809
	Equity securities:	
	Common stock	779
	Non-redeemable preferred stock	300
	Equity securities	1,079
	Contractholder-directed equities and fair value option securities	13,319
	Mortgage loans:	
	Commercial mortgage loans	52,434
	Agricultural mortgage loans	18,128
	Residential mortgage loans	13,947
	Valuation allowances	(590)
	Mortgage loans	83,919
	Policy loans	9,493
	Real estate and real estate joint ventures	11,933
	Other limited partnership interests	9,470
	Short-term investments	3,904
	Other invested assets	20,593
	Cash and cash equivalents	19,795
	Total Invested Assets & Cash ²	\$ 528,314

SASB—SUSTAINABILITY ACCOUNTING STANDARDS BOARD

FN-IN-410a.1, Total invested assets, by industry and asset class

(continued)

Institutional Client Assets Under Management			
Insurance/Financial	\$	77,923	
Corporate		25,123	
Sub-Advisory		36,999	
Public		11,245	
Commingled Fund		9,114	
Other (Non Profit, Taft Hartley, Other)		2,628	
Institutional Client Assets Under Management		\$	163,032
Investment Grade and Below Investment Grade Information ³			
Investment grade	\$	337,715	95.2%
Below investment grade		17,094	4.8%
Total fixed maturity securities available for sale		\$	354,809 100.0%

¹ Amounts presented are at carrying value. See the following sections of the [2020 Form 10-K](#) for further information about sub-sectors of these asset classes:

US and foreign corporate securities	Item.7 MD&A—Investments—Fixed Maturity Securities AFS and Equity Securities—U.S. and Foreign Corporate Fixed Maturity Securities AFS
RMBS	Item.7 MD&A—Investment—Fixed Maturity Securities AFS and Equity Securities Structured Products—RMBS
ABS	Item.7 MD&A—Investments—Fixed Maturity Securities AFS and Equity Securities—Structured Products—ABS
Commercial mortgage loans	Item.7 MD&A—Investments—Mortgage Loans—Commercial Mortgage Loans by Geographic Region and Property Type
Real estate and real estate joint ventures	Item.7 MD&A—Investments—Real Estate and Real Estate Joint Ventures
Other invested assets	Item.7 MD& —Investments—Other Invested Assets

² Represents Total Investments plus Cash and Cash Equivalents of MetLife, Inc. at carrying value.

³ Based on nationally recognized statistical rating organization ratings where Investment grade is Aaa/Aa/A and Baa, and Below investment grade is Ba, B, Caa and lower, and In or near default.

FN-IN-410a.2, Description of approach to incorporation of environmental, social, and governance (ESG) factors in investment management processes and strategies

See response to FN-AC-410a.2 above.

SASB—SUSTAINABILITY ACCOUNTING STANDARDS BOARD

Policies Designed to Incentivize Responsible Behavior

Code/Metric	Response/Reference
FN-IN-410b.1, Net premiums written related to energy efficiency and low carbon technology	MetLife is unable to measure or disclose this metric at this time but will continue to evaluate in the future.
FN-IN-410b.2, Discussion of products and/or product features that incentivize health, safety, and/or environmentally responsible actions, and/ or behaviors	<p>As of April 2021, MetLife exited the property and casualty business, so this indicator is no longer applicable. Please take a look at our 2019 Sustainability Report for prior year information.</p> <p>Health & Well-being Incentives MetLife believes it is important to provide our customers with tools and resources that benefit their overall health and well-being. Please see the references below for examples of the actions MetLife takes to incentivize healthy behaviors through our products. Examples include:</p> <ul style="list-style-type: none"> <p>● 360Health: 360Health is a combination of insurance and health services offered in China and Korea designed to directly address customer concerns about serious illnesses and offers medically endorsed, end-to-end solutions to help people increase their healthspan, or the number of healthy years in their overall lifespan. Through 360Health, we incentivize healthy behavior, including the “Health Friends Program,” a mobile application that measures blood pressure and enables agents to engage with customers, and the 360Health webpage, which provides health and well-being tips and resources allowing customers to conduct health risk assessments. In Korea, we also provide options specific to customer life stages. For example, single customers can receive discounts on pet loss, fitness centers, and wedding packages and gain access to instructional videos on healthy cooking. Seniors can receive self-assessments for dementia, and can access a senior concierge service and senior rehabilitation exercise programs. Tele-doctor services and online health assessments are popular with our customers in China. Other services include in-home nursing guidance, overseas medical travel healthcare programs, and early diagnosis cancer screenings. All of these services enable easier access to healthcare professionals and advice for protecting against critical illnesses.</p> <p>● Japan Value-Added Services (VAS): In Japan we offer nine health-oriented VAS free of charge to incentivize healthy customer behavior. For example, we offer a 24/7 health hotline, a medical second opinion service, mental health support, support for returning to work post-cancer diagnosis, and medical check-up consultations. We also offer a program for fast, transparent claim payments via our mobile application. Additionally, we offer a “club off” program for customers that provides them with exclusive discounts to gyms, restaurants, tutoring, and other services. Currently in development, customers in Japan will have access to a digital wellness platform that will offer health guidance and rewards for wellness behaviors. Expanded VAS will include programs to help customers with childcare; nursing care; cancer; dementia; brain and heart disease prevention; and more.</p> <p>● Step Counting: Also in Japan, MetLife offers a group product that allows policyholders to track their steps to incentivize physical activity. If all employees at the group customer company reach certain activity levels, MetLife provides a financial reward to the company. Employers are therefore encouraged to offer their employees benefits and flexibility that enable them to practice physical activity throughout the workday.</p> <p>Please also see report section: Ensuring Confidence for Our Customers >> Targeted Products & Services For Those Who Need Them Most >> Creating Access and Opportunities for Women for information on programs and products designed specifically for women that incentivize healthy behavior on (page 83).</p>

SASB—SUSTAINABILITY ACCOUNTING STANDARDS BOARD

Environmental Risk Exposure

Code/Metric	Response/Reference
FN-IN-450a.1, Probable Maximum Loss (PML) of insured products from weather-related natural catastrophes	MetLife has exited its property and casualty business, so this indicator is no longer applicable. Please take a look at our 2019 Sustainability Report for prior year information.
FN-IN-450a.2, Total amount of monetary losses attributable to insurance payouts from (1) modeled natural catastrophes and (2) non-modeled natural catastrophes, by type of event and geographic segment (net and gross of reinsurance)	MetLife has exited the property and casualty business, so this indicator is no longer applicable. Please take a look at our 2019 Sustainability Report for prior year information. See also, FN-IN-450a.1., report section Ensuring Confidence for Our Customers/Products and Services for Financial Confidence, and our CDP Climate Change 2020 response.
FN-IN-450a.3, Description of approach to incorporation of environmental risks into (1) the underwriting process for individual contracts and (2) the management of firm-level risks and capital adequacy	MetLife evaluates prospects for business from a reputational lens and prioritizes business with companies and associations that align with our corporate values. Furthermore, to the extent impacts to ESG factors have influenced past mortality and/or claim morbidity, those impacts may inherently be in our pricing factors as our factors are derived from historical claims experience.

Systemic Risk Management

Code/Metric	Response/Reference										
FN-IN-550a.1, Exposure to derivative instruments by category: (1) total potential exposure to noncentrally cleared derivatives, (2) total fair value of acceptable collateral posted with the Central Clearinghouse, and (3) total potential exposure to centrally cleared derivatives	As of December 31, 2020 (\$ Millions) <table border="0"> <thead> <tr> <th style="text-align: left;">General Account</th> <th style="text-align: right;"><u>Amount¹</u></th> </tr> </thead> <tbody> <tr> <td colspan="2">As reported on the entity's Schedule DB</td> </tr> <tr> <td>(1) Total potential exposure to non-centrally cleared derivatives</td> <td style="text-align: right;">\$ 2,593</td> </tr> <tr> <td>(2) Total fair value of acceptable collateral posted with the Central Clearinghouse</td> <td style="text-align: right;">\$ 1,009</td> </tr> <tr> <td>(3) Total potential exposure to centrally cleared derivatives</td> <td style="text-align: right;">\$ 5,224</td> </tr> </tbody> </table> <p>¹ FN-IN-550a.1 specifically targets disclosures "as reported on the entity's schedule DB." As such, amounts only include our insurance companies that report Schedule DB for NAIC Statutory purposes.</p>	General Account	<u>Amount¹</u>	As reported on the entity's Schedule DB		(1) Total potential exposure to non-centrally cleared derivatives	\$ 2,593	(2) Total fair value of acceptable collateral posted with the Central Clearinghouse	\$ 1,009	(3) Total potential exposure to centrally cleared derivatives	\$ 5,224
General Account	<u>Amount¹</u>										
As reported on the entity's Schedule DB											
(1) Total potential exposure to non-centrally cleared derivatives	\$ 2,593										
(2) Total fair value of acceptable collateral posted with the Central Clearinghouse	\$ 1,009										
(3) Total potential exposure to centrally cleared derivatives	\$ 5,224										
FN-IN-550a.2, Total fair value of securities lending collateral assets	See Note 8 of 2020 Form 10-K for information regarding Securities Lending, Repurchase Agreements and FHLB of Boston Advance Agreements — Reinvestment Portfolio at Estimated Fair Value.										
FN-IN-550a.3, Description of approach to managing capital and liquidity-related risks associated with systemic non-insurance activities	See response to FN-AC-550a.2 above.										
FN-IN-000.A, Number of policies in force, by segment: (1) property and casualty, (2) life, and (3) assumed reinsurance	See Item 8 of 2020 Form 10-K , Financial Statements and Supplementary Data, Schedule IV for total dollar amount of policies in force.										