

Virtual Solutions for Benefit Education

Helping employees understand their benefits is more important than ever



MetLife understands the importance of providing targeted, ongoing communications to reinforce the value of benefits in moments of need. In addition to printed or digital communications, virtual support provides an opportunity to help build employees' awareness and understanding of the MetLife benefits available to them.

Virtual Solutions can include:



Virtual Benefit Fairs: MetLife can attend your virtual benefit fair, complete with a qualified benefit counselor, as well as print or digital collateral, video, presentations, banners and live chat support.



On-Demand Online Presentations: MetLife can create customized presentations with voiceover audio that highlight the benefits available. These presentations can be posted online for employees to access at their convenience.



Webinars: MetLife can provide live product presentations to employees with options for Q&A, recording, camera, chat, polls, and engagement activities. The presentation focuses on which MetLife products are being offered and the common questions employees ask. Recorded presentations with live Q&A, over the phone or on camera, are also available.



Lunch and Learn sessions: Employees can receive benefit information live over a webinar and the presenter can address any questions.



HR Team Training Sessions: MetLife can provide product training to HR representatives. These sessions are typically held by webcast and the presentation focuses on the products offered by MetLife, highlighting the specific plan design details as well as common frequently asked questions from employees.

MetLife can also provide real-time support through various virtual engagement methods, such as chatting via a webinar, responding via email to questions submitted through a MetLife microsite, or calling during set office hours. Benefit experts can be available to support a virtual event date or provide a level of ongoing support during annual enrollment.

The right benefit education strategy can effectively keep employees engaged and increase retention. MetLife understands that every customer has unique needs, and your account team is here to help tailor a solution that works for your workforce.

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