

MetLife Recordkeeping & Enrollment Services
P.O. Box 14401
Lexington, KY 40512-4401



MetLife Recordkeeping & Enrollment Services
Metropolitan Life Insurance Company
Company name: Transit Employees' Health &
Welfare Plan (WMATA)
Customer number: 113484

Current Date

Sample A. Sample
123 Main St.
Anywhere, USA 12345

Hi **First Name**,

Why we're contacting you

Effective August 1, 2024, MetLife became the beneficiary record keeper for your insurance coverage through the Transit Employees' Health & Welfare Plan (TEHW).

What you need to know

It's important to have your updated beneficiary information on file. It ensures that your life insurance benefits are distributed to the person you want. Without an updated beneficiary designation, MetLife will distribute proceeds to the most recent beneficiary designated or based on the terms of the insurance certificate.

What you need to do

You can designate your beneficiary quickly and securely on MetLife's MyBenefits site. To complete your online beneficiary designation, you'll need your beneficiary's full name, address, phone number and date of birth. For trusts, you will need the trust name, address, phone number and trust date.

Please follow these simple steps to update your beneficiary:

1. Visit [metlife.com/mybenefits](https://www.metlife.com/mybenefits) and type in Transit Employees' Health & Welfare Plan (WMATA) in the '**Employer or Association**' field. Click 'Next'.
2. Click on '**Register Now**' to perform the one-time registration process, instructions of how to register can be found starting on page 3 of this letter.
3. Once you log in, click on the '**Group Life Insurance**' link.
4. On the top of the page, you'll see a '**Beneficiaries**' link. Click on that link and follow the instructions to add or update your beneficiary.

Scan the QR code
to get started



Online changes to your beneficiary are effective immediately. Changing your beneficiary online is quicker more accurate and more reliable. You can easily print a copy of your designations for your records.

Update your beneficiary to ensure your assets are distributed according to your wishes.



We're here to help

For questions regarding beneficiary designation, you can reach us at **1-866-492-6983**.

We're available Monday through Friday, **from 8:00 a.m. to 11:00 p.m. Eastern Time.**

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What you need to do

Alternatively, you can designate your beneficiary by completing the enclosed **Beneficiary Designation Form**. Please complete, sign and date the enclosed Beneficiary Designation Form and return it to us by either mail or fax.

MetLife Recordkeeping & Enrollment Services
P.O. Box 14401
Lexington, KY 40512-4401
Fax: 1-866-545-7517

Once we have updated your beneficiary(ies), we'll send a letter of acknowledgment to you for your records. We suggest that you provide a copy of this letter to your beneficiary(ies).

What will happen if you don't designate a beneficiary

You should take this time to update your beneficiary even if you believe you have a current beneficiary on file. If you do not have a valid or updated beneficiary on file, your life insurance benefits may not be distributed according to your wishes.

Sincerely,
MetLife Recordkeeping and Enrollment Services

MyBenefits Registration

Pre-Registration

Upon navigation to either online.metlife.com/benefits or mybenefits.metlife.com, you'll see the screen on the right:

Enter the name of your employer or organization into the field in the upper-right corner. A dropdown menu of organizations may appear with options to choose from (if more than one match is found, select the organization you want to register and click "Next").

You'll be taken to a screen that asks you to select whether you would like to login or create a new account. The interface may vary.

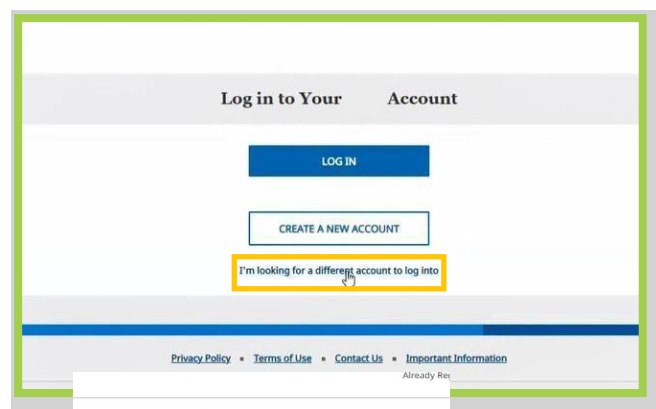
Regardless of the interface, select **"Create a New Account"** or **"Register Now."**

If you believe you have selected the wrong organization, click on the link that reads **"I'm looking for a different account to log into"**. This link will take you back to the screen where you can choose a different organization.

Registration

From here, you'll be taken to Step 1 of the registration process.

1. Enter your first name, last name, email address
2. Select the type of phone number you have (mobile or landline) and enter your phone number
3. Enter your DOB, zip code, state
4. After entering all this information, you may be prompted to enter information specific to your employer or organization, depending on how your organization has set up its registration process. For example, you may be asked to enter your Employee ID or SSN. Upon entering the information, click **"Next"**.



All fields required unless otherwise noted.

First Name

Last Name

Email

Personal email is recommended.

Phone Type

Date of Birth

mm/dd/yyyy

Zip Code

State of Residence

Please enter the following information to identify as an associate of this organization.

Social Security Number

XXX-XX-XXXX

NEXT



Navigating Life Together

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L1222027869 [exp1224] All US States.

Registration Continued

If your identifying information does not match publicly available information about your identity, you may be prevented from creating an account.

Next, you'll be asked to verify your identity via a **verification code** on the screen below. Select whether you'd like to receive the code via text message or voice message, and sometimes an email if that information is already available to MetLife.

You'll be taken to the 2nd screen on the right. Retrieve the code, then enter it in the text field. The code will expire after 15 minutes, in which case you will need to generate another code. Click **"Next"**.

Your email address will be a suggested username in the first text field. We recommend using this as your username, but you may change it.

Enter and confirm your desired password in the next two text fields.

If you'd like MetLife to remember your device, so that you don't have to verify your identity every time you login to your online account, select the **"Remember this Device"** checkbox. Your device will be remembered for a maximum of six months.

Choose whether you'd like to receive paperless documents by selecting one of the radio buttons at the bottom of the page. You may view the eConsent Policy by clicking on the relevant links. Click **"Submit"**. Upon successful submission, you should receive a congratulatory confirmation message.

Finally, select **"Go To Dashboard"** and you will be taken to your Dashboard.

Personal Information

Identity Verification

Username & Password

By entering your information we're able to complete **Identity Verification**

We will send you a verification code. How would you like to receive the code?
[What is this for?](#)

Text message: ***-***-7890 *
 Voice message: ***-***-7890
 Email: *****@gmail.com

*Standard text message rates may apply

BACK NEXT

Personal Information

Identity Verification

Username & Password

By entering your information we're able to complete **Identity Verification**

We have found you in our records. A text message with a code has been sent to: (***) ***-7890
[What is this for?](#)

Enter your code within: 14:23

Verification Code

Resend code.

BACK NEXT

Personal Information

Identity Verification

Username & Password

Complete registration by creating your **Username Credentials**

Create your Username and Password

All fields required unless otherwise noted.

Username
Tom.abott@gmail.com

You can edit your username, however we recommend your personal email.

Password

Confirm Password

Remember this device (optional)

By selecting this option, you will not be required to verify this device when logging in. We recommend that you only select this option when on a trusted, private device.

Terms of Use

I have read and agree to the [Terms of Use](#)

MetLife

Thank you, C S

✔ Sit tight, and we'll take you to view your policies shortly. If you don't wish to wait, click the dashboard button below.

Thank you for going Green and signing up for electronic alerts! We may still mail you when necessary.*

GO TO DASHBOARD

*where applicable by product

MetLife

Welcome to MyBenefits!

Where can we take you?

View My Accounts
View My Claims Center
Access my Documents & Forms
View My Message Center
Access My Profile
Contact Us

How to (Digital) Debit Without Feeling Stressed Out

How do I view my current benefits?

Frequently Asked Questions

Do I need to pay all my bills?
Options and when to use your debit card

Can my debit card be used for ATM?
What should I do?

How do I view my current benefits?

What is a debit card, account or security? Contact us for more information.