



MetLife is committed to delivering on our promises and providing the right insurance coverage for all our clients' needs. We have the experience, dedication and resources to help you safeguard what matters most to you.

If you have questions about underwriting or another stage in your application process, contact your financial professional today. You can also share this pamphlet with your doctor if he or she has questions about MetLife's offer.

Like most insurance policies, MetLife policies contain certain exclusions, waiting periods, reductions, limitations and terms for keeping them in force. Ask your representative about costs and complete details. All policies and riders may not be available in all states, at all issue ages and to all occupational classes. Ask your representative for complete details. Eligibility is subject to underwriting approval.

For disability insurance policies issued in New York: These policies provide disability income insurance only. They do NOT provide basic hospital, basic medical or major medical insurance as defined by the New York State Insurance Department. The expected benefit ratio for these policies is at least 50%. This ratio is the portion of future premiums that MetLife expects to return as benefits when averaged over all people with the applicable policy. Disability income insurance is issued by Metropolitan Life Insurance Company.

Life insurance products are issued by MetLife Investors USA Insurance Company, Metropolitan Life Insurance Company and in New York only, by First MetLife Investors Insurance Company. All guarantees are subject to the claims-paying ability and financial strength of the issuing insurance company. May 2013

**Insurance Products:**

- Not FDIC-Insured • Not Insured By Any Federal Government Agency
- Not Guaranteed By Any Bank Or Credit Union

## MetLife

**First MetLife Investors Insurance Company**  
**Metropolitan Life Insurance Company**  
200 Park Avenue  
New York, NY 10166  
metlife.com

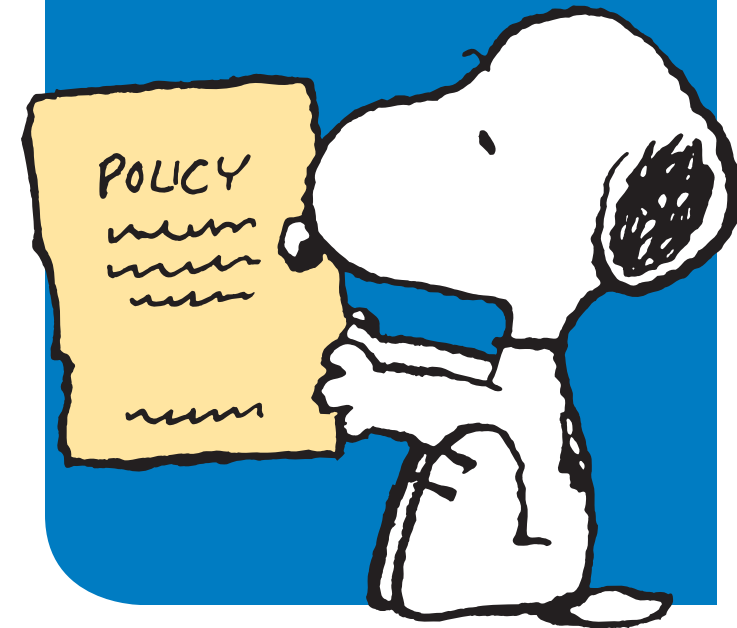
**MetLife Investors Distribution Company**  
**MetLife Investors USA Insurance Company**  
5 Park Plaza, Suite 1900  
Irvine, CA 92614

CLUW22828 L0513323067[0614]  
© 2013 METLIFE, INC. PEANUTS © 2013 Peanuts Worldwide

LIFE & DISABILITY INSURANCE

## Unexpected Underwriting Outcomes

# MetLife



*Your Doctor Said You're Doing Great, So Why Wasn't Your Policy Issued As Expected?*

You made the smart choice to apply for life or disability insurance through MetLife as a way to protect your loved ones. However, the policy you've been offered is not what you expected. Your agent explains that the outcome is due to a medical condition, but your doctor has told you that you're doing very well.

#### Why the difference of opinion?

Personal physicians and insurance underwriters see health from very different perspectives. Doctors practice clinical medicine, which is concerned with the ongoing care of an individual's health. That includes diagnosing current symptoms, managing or treating concerns, preventing future medical problems, and monitoring health over time to make sure the individual's health care plan is effective.

Insurance underwriters have a different perspective on an individual's health, because their goal is to evaluate risk for large groups of applicants. They group applicants into pools of similar risk: for life insurance, each pool has a similar life expectancy (known as mortality risk); for disability insurance, each group has a similar likelihood of suffering a disability (known as morbidity risk). The underwriter is responsible for predicting these risks for years and even decades into the future. This type of approach to health is referred to as "insurance medicine."

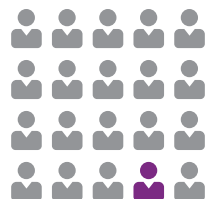
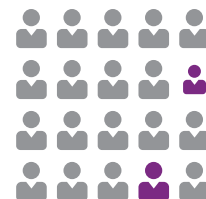
At MetLife, we have MDs on staff who define our medical guidelines to make sure they are current with the latest information about medical conditions and potential treatments, so we can accurately evaluate each applicant's risk and make the right policy decision.

#### Let's look at an example

John, 55, applied for life and disability insurance. Five years ago, he was treated for coronary artery disease. His doctor told him that he's doing great; yet when John applied for life and disability insurance, he was issued a rated life insurance policy and a rated policy with a five-year benefit period for disability insurance.

#### Why is the offer not what he expected?

	Standard Risk Pool	John's Risk Pool
	1000 Men, Age 55 Without Heart Disease	1000 Men, Age 55 With Heart Disease
<b>LIFE INSURANCE</b>		
	John's Risk Group = 2x the Standard Rate of Expected Claims (And Continues to Double the Standard Group Over the Years)	
	<b>Outcome:</b> Higher premium to cover costs of covering higher claims rate	

	1000 Men, Age 55 Without Heart Disease	1000 Men, Age 55 With Heart Disease
<b>DISABILITY INSURANCE</b>		
	John's Risk Group = 1.5x the Standard Rate of Expected Claims (+ Higher risk of permanent claim due to severity of cardiac disease and related diseases, such as stroke)	
	<b>Outcome:</b> Higher premium to cover costs of covering higher claims rate + limited benefit period to reduce length of time claims would be paid.	

## What are ratings and exclusions?

If an underwriter identifies a condition or hazardous activity that significantly increases risk, he or she may attach a rating to the policy. A rating usually results in a higher premium to help cover the risk; for disability insurance it may also include a limited benefit period or longer elimination period.

If a rating is not enough to cover the risk, the underwriter may add an exclusion rider or limitation for claims resulting from the specified condition or activity. Claims unrelated to the specific condition or activity could still be covered. For life insurance, an exclusion may also mean that certain policy benefits, such as Waiver of Premium or Additional Indemnity Benefit, will not be available.

#### Why does MetLife evaluate health this way?

Insurance allows clients to transfer the risk of uncertain loss to an insurer who can help mitigate that risk. So, the insurer needs to fully understand and cover the risk it is taking on behalf of you and all its clients. Unlike personal physicians who regularly assess their patients' health and can prescribe options when new concerns arise, underwriters only have one opportunity — the time of application — to make the right prediction for years to come.

***In many cases, clients may request a better premium rate or removal of an exclusion rider — often as soon as one year after the policy is issued.\****

\* Not all conditions can be considered for better rates, and you must qualify in all respects for the better rate, not just for the factor that warranted the original rating