

## **MetLife Releases Latest Corporate Responsibility Report**

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### **Establishes Ambitious Goals for Environmental, Social and Governance Issues**

MetLife, Inc. (NYSE:MET) today announced the release of the company's latest corporate responsibility report, highlighting the positive impact the company makes on society and establishing goals for future activities.

The report, titled *Global Impact*, includes information on how the company has managed environmental, social and governance issues, including social impact investments, customer service, product access, employee programs, workplace diversity, environmental stewardship and philanthropy.

"We are proud to highlight the many ways our business creates value for our customers, employees and communities around the world," said Mike Zarcone, MetLife executive vice president and head of Corporate Affairs. "MetLife has a nearly 150-year legacy of operating as a responsible corporate citizen, and the activities showcased in this report demonstrate how we continue to live up to that high standard today."

Among the goals that MetLife has established are:

**Environment:** Become carbon neutral in 2016 and, by 2020, reduce energy consumption and location-based carbon emissions by 10 percent from a 2012 baseline.

**Access to Financial Services:** MetLife Foundation will contribute \$200 million over five years to ensure more people across the globe have access to the quality financial services they need to build better lives.

**Supplier Diversity:** Achieve 10 percent growth with diverse suppliers year over year through 2020.

**Customer Focus:** Demonstrate gains in customer loyalty through continuous improvements in Net Promoter Score and customer retention.

**Workplace/Employees:** Ensure a culture of inclusion where all employees are actively involved in and able to participate in Diversity Business Resource Networks (DBRNs).

**Governance:** Manage risks within our approved risk appetite statements and ensure a strong risk culture by encouraging all associates to complete Three Line of Defense risk management training.

Select highlights from this year's report include:

#### **Creating Value, Investing for the Future**

- Green investments of \$9.7 billion include ownership stakes in 37 wind and solar farms, equity stakes in 48 LEED-Certified properties and \$3.0 billion in renewable energy projects.
- Infrastructure investments of \$7.8 billion that provide essential community services, such as airports, roads, ports, pipelines, transmission lines and power.
- Community and affordable housing investments of \$1.6 billion involving affordable housing, community facilities, and other transactions that serve low-income people and communities.

#### **Protecting the Environment**

- First U.S. based insurer to commit to carbon neutrality. Established global environmental goals. Committed to reducing energy usage and greenhouse gas emissions by 10% by 2020.
- Recognized by EPA with Climate Leadership Award for Excellence – Greenhouse Gas Management – Goal Setting.

#### **MetLife Foundation**

- \$49 million in total giving by MetLife and MetLife Foundation which includes financial inclusion, health and medical research, disaster relief, arts and culture and associate involvement.
- More than 72,000 hours on employee volunteer efforts including LifeChanger, a volunteer and mentoring program with over 600 volunteers across 12 countries.

### **Focusing on Customers**

- Exceeded goals in our U.S. call centers for first call resolution, customer satisfaction, and Transactional Net Promoter Score – achieving historic highs for MetLife.
- Launched MyDirect, the first fully digital auto insurance experience making it easier for customers to secure coverage for and manage their policies.

### **Ensuring a Great Place to Work**

- 40,000 employees participated in the Organizational Health survey – showing significant improvement against priority areas.
- Implemented Inclusion Index to measure diversity and inclusion integration into the company's culture.

*Global Impact* has been prepared in accordance with the latest guidelines published by the Global Reporting Initiative (GRI), the nonprofit organization that sets the standard for sustainability reporting. The GRI Guidelines provide a globally recognized framework for companies to measure and communicate their environmental, economic, social and governance performance. By using this framework, MetLife joins thousands of companies around the world in quantifying the benefits and impacts of its business activities.

To view *Global Impact*, please visit [www.metlifeglobalimpact.com](http://www.metlifeglobalimpact.com).

### **About MetLife**

MetLife, Inc. (NYSE:MET), through its subsidiaries and affiliates ("MetLife"), is one of the largest life insurance companies in the world. Founded in 1868, MetLife is a global provider of life insurance, annuities, employee benefits and asset management. Serving approximately 100 million customers, MetLife has operations in nearly 50 countries and holds leading market positions in the United States, Japan, Latin America, Asia, Europe and the Middle East. For more information, visit [www.metlife.com](http://www.metlife.com).

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