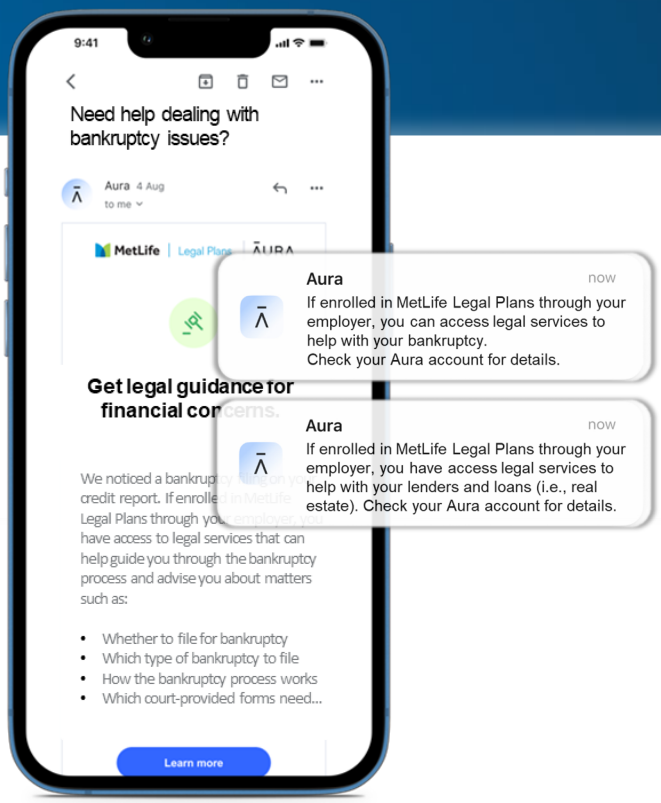
MetLife · AURA
Identity & Fraud Protection

MetLife | Legal Plans

# Introducing Identity & Fraud Protection and Legal Plans Connected Benefits




If you've enrolled in MetLife and Aura Identity & Fraud Protection and Legal Plans benefits through your employer, our new, innovative Connected Benefits capability is designed to streamline your experience and help you get the most out of your benefits.

Using the information available to us, we can recognize relevant moments in your life with which your Identity & Fraud Protection and Legal Plans benefits may be able to help support.

By integrating the user experience across these two products, we proactively notify you when you may be eligible to use your benefits and offer clear instructions how to do so – making it seamless and easy to take advantage of your available MetLife benefits.

| | Aura | | MetLife Legal Plans |
|---|---|---|---|
| **Real Estate & Loans** | We've detected a new loan inquiry on your credit file. | → | If enrolled in MetLife Legal Plans, you have access to legal services that can help with your lenders and loans. Check your Aura account for details. |
| **Digital Estate Planning** | Add the completed documents to your Aura Vault for secure storage and family sharing. | ← | Congrats on completing your Digital Estate Plan! |
| **Money Matters** | Aura detected a bankruptcy or delinquency event on your credit file. | → | If enrolled in MetLife Legal Plans, you have access to legal services that can help with financial and credit concerns. Check your Aura account for details. |

*For illustrative purposes only.*

**No additional cost or opt-in required** | **Minimizing Effort Maximizing Value** | **You must be enrolled in both products**

**Q: Why is my MetLife Legal Plans integrated with MetLife and Aura Identity & Fraud Protection?**
A: These two products have been integrated to help employees who are enrolled in both products get the most out of their benefits.

**Q: What is MetLife and Aura Identity & Fraud Protection (i.e., Aura)?**
A: MetLife and Aura Identity & Fraud Protection (i.e., Aura) is a digital security solution that helps protect your and your family's identities, finances, and privacy from cybercriminals.

Add your personal information, passwords, financial accounts, and more for monitoring, and Aura will alert you if risks are detected.
You can securely store your estate planning, medical, and other sensitive documents with military-grade encryption in Aura's Digital Vault.
Plus, share the documents, info, and alerts with loved ones you've added to your family plan.

**Q: Why am I being prompted by MetLife Legal Plans to add my legal documents to Aura Vault?**
A: You are seeing a prompt to safeguard your documents in the Aura Vault because your employer offers you access to MetLife and Aura Identity & Fraud protection.
If you are enrolled in Identity & Fraud Protection, either as a standalone voluntary benefit or if access to the service is included in your MetLife Legal Plans benefit, you can link your Aura account to the Legal Plans portal for seamless, secure document storage and access them in the Vault anytime.

**Q: I did not enroll in MetLife and Aura Identity & Fraud Protection. Can I still use Vault?**
A: No, Vault is only available if you are enrolled in MetLife and Aura Identity & Fraud Protection. If you enroll in the future, the Vault feature will be unlocked. In the meantime, you can access a digital copy of your Digital Estate Plan and other documents in your Legal Plans member portal.

**Q: I enrolled in MetLife and Aura Identity & Fraud Protection but did not enroll in MetLife Legal Plans. Can I still use an attorney through MetLife Legal Plans?**
A: No, services included in MetLife Legal Plans are only available to those who enrolled in the benefit.

**Q: If my MetLife Legal Plans includes access to Identity Protection/Aura, where in the Legal Plans member portal can I activate my Aura coverage?**
A: From the Legal Plans member portal, click on the Debt Matters tile, then click the "select" button next to Identity Protection.
Note: If you see Identity Restoration but do not see Identity Protection, this means your Legal Plans includes access to identity restoration services if you become a victim of ID theft but does **not** include Aura's proactive identity protection solution.

>> You may also go directly to my.aura.com/start/legalplans to create your Aura account and activate coverage.

**Q: When I click the link in the Legal Plans portal to add my completed Digital Estate Planning documents to the Aura Vault, why am I seeing an error that my information cannot be verified?**
A: If you've already activated your Aura account, please use the Sign In option to link your credentials. The Personal Identifiable Information (PII) Verification option will only work for new users who are accessing their Aura account for the first time.

If you are sure you enrolled in both MetLife and Aura Identity & Fraud Protection and Legal Plans, and are still having issues linking your account, you may call Aura Customer Support at 1-844-987-0705 for help.

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*Aura is a product of Aura Sub, LLC. Aura Sub, LLC is not affiliated with MetLife, and the services and benefits they provide are separate and apart from any MetLife product. No one can prevent all identity theft or monitor all transactions effectively.*
*Legal plans are administered by MetLife Legal Plans, Inc., Cleveland, Ohio. In California, this entity operates under the name MetLife Legal Insurance Services. In certain states, legal plans are provided through insurance coverage underwritten by Metropolitan General Insurance Company, Warwick, RI. Payroll deduction required for group legal plans. For costs and complete details of the coverage, call or write the company.*



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