

A Simpler, Smarter MyBenefits Experience Is Here

As part of MetLife's continued effort to enhance the digital experience, we're rolling out a series of updates to MyBenefits. The goal of these improvements is to simplify navigation and support a more integrated end-to-end experience. With less effort, users can access the site, locate key information, and manage their benefits more efficiently.

What's new?

✓ **Easier registration and login**

A more direct sign-in experience with fewer steps and no need to enter employer information—making it quicker to get in and reducing login-related issues.

✓ **All benefits in one place with a unified landing page**

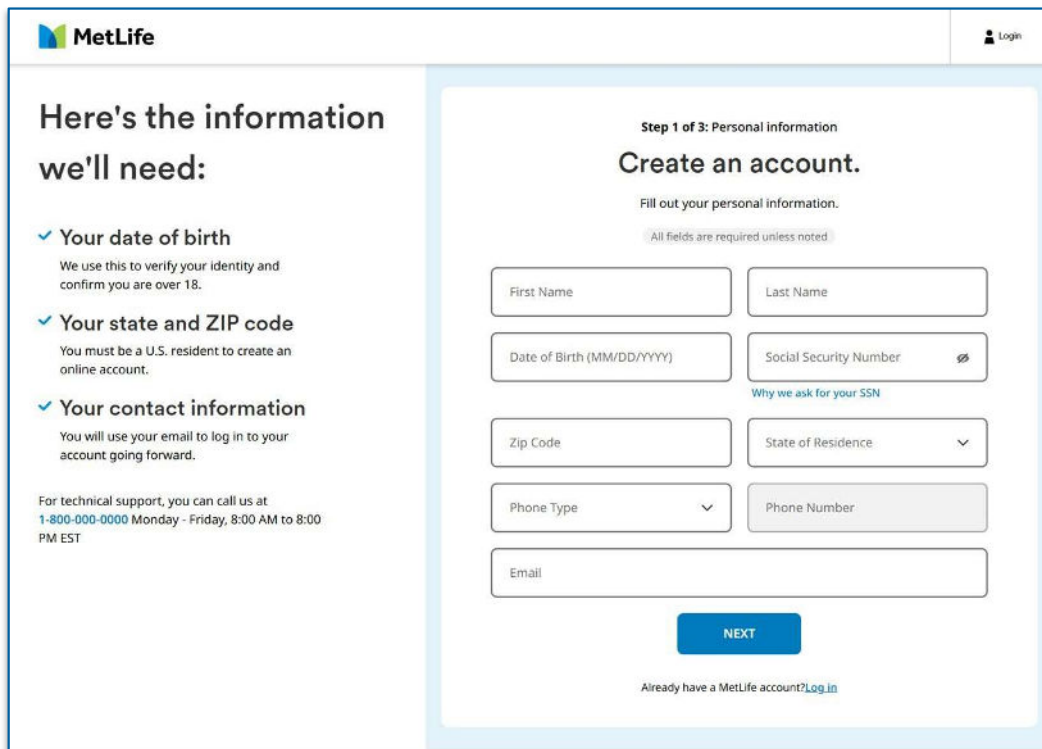
Users with multiple MetLife policies can now see everything in one place, making navigation easier and eliminating the need to switch between entry points or manually link accounts.

✓ **Simplified profile and communication preferences**

Instead of setting preferences by product, users indicate their overall communication preferences—making it easier to manage and more consistent across all benefits.

✓ **SSN is used to securely verify and connect accounts**

This helps match users to their existing records, link previous accounts, and improve security.



The screenshot shows the MetLife 'Create an account' registration form. On the left, a sidebar titled 'Here's the information we'll need:' lists three requirements: 'Your date of birth' (for identity verification), 'Your state and ZIP code' (for U.S. residency), and 'Your contact information' (for login). Below this is technical support contact info. The main form area is titled 'Step 1 of 3: Personal information' and 'Create an account.' It prompts the user to 'Fill out your personal information.' and includes a note that 'All fields are required unless noted.' The form contains input fields for First Name, Last Name, Date of Birth (MM/DD/YYYY), Social Security Number (with a 'Why we ask for your SSN' link), Zip Code, State of Residence (dropdown), Phone Type (dropdown), Phone Number, and Email. A blue 'NEXT' button is at the bottom, and a link for existing users is at the very bottom.