

## **Farmers<sup>®</sup> and MetLife Auto & Home<sup>®</sup> Q&A:**

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### **POLICYHOLDER QUESTIONS:**

**Q: What will the impact be to current MetLife Auto & Home<sup>®</sup> policyholders who are transitioning to Farmers<sup>®</sup>?**

A: Since Farmers has acquired the entirety of the MetLife Auto & Home business, there will be nothing that current policyholders need to do as a result of the change in ownership. The existing policies will remain in-force consistent with current eligibility guidelines. Policyholders will receive a welcome letter from Farmers, with a notice that no changes to their existing policies are being made as a result of the transition, and that the company name of their insurer will be changed after regulatory approval of the new name. Policy documents including Farmers branding as applicable will be delivered once approved by regulators.

**Q: What is the timeline for employees' policies to transfer to Farmers paper?**

A: There is no intent to transfer the policies to Farmers paper. The same entities that issued those policies are now wholly owned subsidiaries of the Farmers Exchanges. Under the agreement and subject to regulatory approval, Farmers will rename those subsidiaries that include Metropolitan in their name. Farmers will also rebrand all policies to replace the MetLife brand with the Farmers brand.

**Q: Will current discounts continue? Will rates change? What happens to the multi-product discounts for policies?**

A: Since Farmers purchased the entities that write the MetLife Auto & Home business, which includes all rate and discount filings, there will be no immediate changes. The current policyholders will need to do nothing different. There will be no change to pricing or discounts in place for existing MetLife policies due to the transition (future changes will occur in the ordinary course of business). New policies will also be eligible for the same discounts available to current policyholders. Policyholders will receive a welcome letter from Farmers informing them that the terms of their existing MetLife policies will not be affected by the acquisition.

**Q: Is it possible that certain existing policyholders will lose their current coverage due to new risk tolerance, underwriting or coverage? Or, receive a rate increase? If yes, would this take place upon closing or after the original policy term?**

A: The intent of Farmers is zero disruption to this business. No customers will lose their current coverage as a result of this transaction. We believe Farmers has a similar, if not somewhat broader, tolerance for underwriting risk as MetLife. Since Farmers purchased the entities that write the MetLife Auto & Home business, which includes all rate and discount filings, there will be no changes to any MetLife policies during their current term. The product, underwriting and service people from MetLife Auto & Home who handled this business will continue to handle this business. New policies will also be subject to the same discounts available to current policyholders, with future changes occurring only in the ordinary course of business.

**Q: Will the claims process change for MetLife Auto & Home policyholders? What happens if someone was mid-claim upon close?**

A: The acquisition includes the entirety of the business and we do not anticipate any changes or disruptions in the claims process. Farmers takes pride in a commitment to provide a seamless customer experience throughout the claims process – leveraging technology and training to provide customers with options at every touchpoint so they can interact with Farmers whenever and wherever they choose. Additionally, Farmers acquired the whole business so claims that were previously handled by MetLife Auto & Home will, for the immediate future, continue to be handled by the former MetLife team.

**Q: Will the 800# and MyBenefits still be used now that the transaction has closed?**

A: Yes, the current 800#'s and MyBenefits group benefits website will direct employees to the Auto and Home business at Farmers.