

PRESS RELEASE

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For Immediate Release

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New Hampshire Insurance Commissioner Announces Multi-State Settlement with MetLife

Concord, NH – April 24, 2012 –New Hampshire Insurance Commissioner Roger Sevigny announced today that the New Hampshire Insurance Department is one of six lead states that have entered into a multi-million dollar insurance regulatory settlement with Metropolitan Life Insurance Company (MetLife) and several of its affiliates.

The lead states—New Hampshire, California, Florida, Illinois, North Dakota and Pennsylvania—conducted a multi-state examination of several Met Life companies to investigate the company’s retention of life insurance benefits that should have been paid to beneficiaries. It is expected that many millions of dollars more per year will be put into the hands of consumers as a result of this settlement.

The exam found several areas of concern surrounding MetLife’s practices for identifying and paying out insurance proceeds to beneficiaries. For years, MetLife selectively used the Social Security Administration’s Death Master File database to cut off annuity payments but did not use this database to identify deceased life insurance policyholders in order to pay policy proceeds to their beneficiaries. Under this settlement, that practice will end.

According to the terms of the settlement, MetLife must regularly check the Social Security Death Master File, or a similar source of information, to determine whether any of its life insurance, annuity or retained asset account owners has died. The company must then comply with New Hampshire law to take reasonable steps to pay those insurance benefits to the named beneficiaries. The practices agreed to in the settlement are expected to result in MetLife paying more than \$200 million to consumers nationwide.

In addition to putting millions of dollars into the hands of consumers, MetLife will also make a \$40 million payment to be allocated among the states signing the insurance regulatory settlement agreement based on premium volume. New Hampshire’s share of

the settlement has not yet been determined, but is estimated to be approximately \$300,000. The agreement has been signed by the six lead states and will become effective once 14 additional states have signed.

Noting that Prudential signed a similar settlement agreement with New Hampshire and other states earlier this year, Commissioner Sevigny stated, “This is a good day for insurance consumers. I am pleased that MetLife and Prudential, two of the country’s largest life insurers, have agreed to implement improved business practices that will help ensure the proceeds of life insurance policies are paid to beneficiaries in an effective and timely manner.” Commissioner Sevigny praised the collaborative efforts of the states in bringing about this positive result, and as evidence of the strength of state based insurance regulation in the country, adding, “It is my expectation that these settlements will promote industry-wide improvements on this issue.”

Consumers with questions about the settlement are encouraged to call the Department at 1-800-852-3416.

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ABOUT THE NH INSURANCE DEPARTMENT

The first insurance regulator in the US, the NH Insurance Department was created in 1851 and charged with enforcing and administering New Hampshire’s insurance laws. The department, an agency of the executive branch of New Hampshire state government, conducts safety and soundness and market conduct examinations of licensees, licenses insurance companies and insurance producers, reviews premium rates and policy forms, provides assistance, information and referral services to New Hampshire insurance consumers, and administers the filing and collection of New Hampshire’s insurance premium tax. For more information, visit the Insurance Department’s website at: www.nh.gov/insurance