MetLife | Legal Plans

Frequently Asked Questions

Q: How will the new log-in process work?
A: When the new website launches on 8/1/20, members will be prompted to set up a new account by entering their email and creating a password. Members do not have to use their work email, they can use any email they choose. They will be asked to provide some personal information, including full name, employer and zip code, to confirm their eligibility.

The old website did not allow members to set up a profile or store any information, so registering on the site is a new feature. Once a member creates an account, he or she can view coverages, find an attorney, get a case number and use digital estate planning. If a member has an issue registering, our Client Service Center can set them up with an account.

Members will have to register to access our attorney locator and digital estate planning. If a member attempts to create an account and is not enrolled, they will be prompted to call the Client Service Center.

Q: How will members be able to search for attorneys?
A: Members can search by location, by coverage type or language spoken.

Q: How will spouses/dependents be able to access their legal plans benefits?
A: Spouses and dependents will be able to access legal plan benefits for which they are eligible through the primary member.

Q. Is the MetLife Legal Plans website still separate from MyBenefits?
A: Yes. The legal plans website will remain a seperate experience from the MyBenefits site. Currently, the MyBenefits site takes members to our info site where they can see their coverages and our attorney locator. When the new site launches 8/1, this experience will remain the same.

Q. If an employee already has the MetLife Legal Plans App, will they need to download a new app?
A: No. The MetLife Legal Plans app will remain active, members can access the new site on the app.

Q. Will info.legalplans.com for non-participants still be available?
A: Yes, members can still access the info site, using their access code.

DIGITAL ESTATE PLANNING

Q: What documents can a member complete through the digital estate planning solution?
A: The following documents are included:

- **Last Will and Testament** – Leave property to loved ones and choose guardians for minor children.
- **Living Will** – Plan for a medical emergency and select medical care preferences.
- **Durable Financial Power of Attorney** – Choose someone to manage finances in case of an emergency.
- **Probate Avoidance Documents** - Keep your home out of the probate process and have it pass directly to the beneficiaries of your choosing with either a transfer on death deed or revocable living trust, depending on your state.

Q: How do members create an estate plan?
A: Members can create an estate plan by answering a few personal questions about themselves, their family and their assets. Members will be guided through the process, providing the information needed to create the documents instantly, according to their wishes and state laws. Members will have a chance to review the documents and change any of their wishes before signing. The entire process takes about 15 minutes from start to finish. Members do not need any documents gathered prior to starting; they will simply be asked simple questions about their family and their assets.

Q: Are there questions that will direct the member to work directly with an attorney if their estate is too complex?
A: Yes, there will be screening questions in the process that will trigger a notice to the member that their situation may be best handled by an attorney. In this case, they will be referred directly to the attorney directory so they are able to find an attorney to help them.

Q: Who can create a digital estate plan?
A: The digital estate planning solution is available to the member, who can create an estate plan for themselves as well as their spouse. The member will be asked questions, then the spouse is asked the same questions. Once both have answered, two sets of documents are created; one for each spouse.

Q. What are the next steps after completing documents online?
A: Members simply need to print and sign their documents following the instructions on the cover page of each document. Members will be given instructions on what needs to be notarized.

Q: Where can members get access to a notary?
A: Notaries are widely available at most banks, UPS and FedEx locations.

Q: Are documents stored online?
A: Yes, documents will be saved within their account and they can come back to access them at any time using their email and password to log back in. Members can access these documents again by choosing the "wills and estate plan" option from the coverage menu. This will take them to the last page they visited in the digital estate planning document process, so that they can finish the documents or review.

Q: Will members still be able to see an attorney for estate planning?
A: Yes, members will still have access to our attorney network to work directly with an attorney on their estate plan. This is just another way for members to get the help they need.

Q: Is this available for all group sizes?
A: Yes, this is available for all legal plan members, existing and new, regardless of group size.

Q: Is there an extra cost?
A: No, there is no extra cost for this service. It is an enhancement to our offering to give our members choice in how they interact with us.

Q. If I already have Estate Planning documents created, can they be stored in my profile?
A: No, this is not currently possible. We can only store documents created by members using MetLife Legal Plan's digital estate planning solution.

Q. When will video notary services be available?
A: Video notary services have been delayed due to the Covid pandemic which has mobilized state bar associations to implement new requirements in some states (e.g., local notary). We will launch video notary services as soon as possible in as many states as legally available and communicate the availability when we have more information.

Q. Is the website and digital estate planning experience available in Spanish?

A: No, digital estate planning is only available in English at this time.

Q. Will the current self-help document library remain on the website?

A: Yes, our self-help library provided by Standard Legal will remain the same on the website.

Q. Are communication materials available to educate employees?

A: Yes, open enrollment materials have been updated highlighting digital estate planning as a new feature. We also have emails available to communicate these changes with groups, and their employees. If you need multiproduct communications, please reach out to your VCS contact.

Q. Will there be a demo and sample materials?

A: Yes, we have a video demo of the digital estate planning solution and one pagers explaining the service. We will work on updating a benefit to use for MyBenefits.

Q. Do groups still need to provide social security numbers for members?

A: Yes, we are not changing the information we request from groups. We are just not requiring social security information from the member to access our website.

Q. Are membership numbers still necessary?

A: Yes, if a group provides membership numbers for employees, those will still be used. The member won't have to enter it for the website, but will need to provide it to the attorney when they make an appointment.

Q. Will the digital estate planning solution be available as part of the Free Will Prep benefit that accompanies our Supplemental Life Insurance plans?

A: Yes, Will Prep members will have digital estate planning available 1/1/2021.

Q. What will happen to WillsCenter.com?

A: Willscenter.com will continue to be available as a MetLife Advantage at no additional cost to employers or participants

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