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< A MetLife colleague from New York City participates in a Volunteering with Purpose event with a representative from Publicolor, a stay-in-school youth development program that engages high-risk students in their education.

Glossary

BeWell: A global physical, mental/emotional, financial and social well-being program to convey a message of support and empathy for our colleagues through leadership engagement and outreach, virtual programs and the provision of relevant resources and tools.

Building Research Establishment Environmental Assessment Method (BREEAM): Established in 1990, BREEAM is a global science-based suite of validation and certification systems for a sustainable built environment.

Carbon Neutrality: Carbon neutral, or carbon neutrality, means eliminating or offsetting all greenhouse gas (GHG) emissions across a company's operations. For MetLife, carbon neutrality efforts apply to global owned and leased offices, our global vehicle fleet (Scope 1 and 2 emissions) and employee business travel (Scope 3 Category 6).

Carbon Offset: A tool for claiming "rights" to carbon emissions reductions generated somewhere else in the world through the buying and selling of certificates representing a specific volume of emissions. To offset the GHG emissions that we cannot reduce in the short term, MetLife supports a diverse portfolio of third-party-certified emissions-reduction and renewable energy generation projects in certain markets where we operate. MetLife seeks out and supports projects that empower local economies and align with the United Nations Sustainable Development Goals (SDGs).

Diverse Business Partner: A business that is majority owned, operated and controlled by ethnic minorities; women; lesbian, gay, bisexual, transgender, queer and other (LGBTQ+) individuals; people with disabilities or veterans, as well as federally recognized small businesses.

Diverse Business Partner Spend: Payments made to third-party suppliers that qualify as Diverse Business Partners, according to their diversity status at the respective year end, in exchange for goods and services that are commercially feasible for negotiation and are within Global Procurement's scope according to its policy.

Diverse Supplier: A business that is at least 51% owned, operated and financially controlled by one or more of the following:

- Ethnic Minority Business Enterprises (MBE) certified by the National Minority Supplier Development Council (NMSDC);
- Women Business Enterprises (WBE) certified by the Women's Business Enterprise National Council (WBENC);
- Veteran Business Enterprises (VBE) and Service-Disabled Veteran Business Enterprises (SDVBE) certified by the National Veteran Business Development Council (NVBDC);
- Disability-Owned Business Enterprises (DOBE) certified by Disability:IN;
- LGBT Business Enterprises certified by the National LGBT Chamber of Commerce (NGLCC); and
- Small businesses as defined by the Small Business Administration (SBA) of the federal government.

Diversity: Leveraging our unique attributes and perspectives.

EMEA: Europe, Middle East and African countries.

Energy Savings Performance Contracts (ESPCs): Debt financings under which the U.S. government, military or a government agency contracts with a service provider to install equipment. The high-efficiency equipment comprises lighting, windows, heating/cooling equipment, plumbing fixtures or similar capital improvements. Once installed, the equipment generates cost savings versus the equipment replaced. The service provider raises debt capital to fund the capital expenditures, and the debt service is paid for by the contracting government entity in the form of lower operating costs.

ENERGY STAR: U.S. Environmental Protection Agency backed program established to reduce GHG emissions and other pollutants caused by the inefficient use of energy through cost-saving energy-efficiency solutions that protect the climate, improve air quality and protect public health.

Engagement (for investments): Interactions between the investor and current or potential investees on environmental, social and governance (ESG) issues. Engagement provides MetLife Investment Management, LLC and certain of its affiliates (MIM) investment analysis with an opportunity to better understand material, relevant risk factors; be clear about our expectations; and improve data transparency.

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Environmental, Social and Governance (ESG): A common term used to describe factors of sustainability and corporate responsibility. For MetLife, sustainability is about managing business and responsibly delivering long-term value for our stakeholders and achieving a positive societal impact while improving the long-term sustainability of the company.

Equity: Providing opportunities for everyone to progress in their careers at all levels, no matter their background.

Financial Wellness: Describes the health of one's personal monetary affairs. There are many dimensions to financial health, including the amount of savings put away for retirement and amount of income spent on fixed or non-discretionary expenses.

Fitwel: Created as a joint initiative led by the U.S. Centers for Disease Control and Prevention together with the General Services Administration, Fitwel provides guidelines for designing, constructing and operating healthier buildings. The Center for Active Design is the operator of Fitwel and responsible for the third-party certification.

Gender Equality: The state in which access to rights or opportunities is unaffected by gender.

Global Real Estate Sustainability Benchmark (GRESB): GRESB provides validated ESG performance data and peer benchmarks for investors and managers to improve business intelligence, industry engagement and decision-making.

Green Bonds: Fixed income financial instruments used to fund projects that have positive environmental and/or climate benefits. Responsible investments include Bloomberg labeled green bonds.

Greenhouse Gas Emissions (or Carbon Emissions): A GHG is any gas that has the property of absorbing infrared radiation (net heat energy) emitted from Earth's surface and reradiating it back to Earth's surface. Carbon dioxide (CO₂), methane and water vapor are examples of GHG gases. MetLife reports GHG gases in CO₂ equivalents (CO₂e). This is why sometimes "carbon emissions" is used as shorthand for describing GHG emissions.

Green Investments: MIM currently defines green investments to include 1) LEED, ENERGY STAR, BREEAM, NGBS, Fitwel certified real estate equity investments; 2) commercial mortgage loans secured by LEED and/or ENERGY STAR-certified real estate; 3) renewable energy projects, including wind and solar; 4) ESPCs; 5) public and private corporate green bonds and loans; 6) Property Assessed Clean Energy (PACE) residential and commercial loans; and 7) sustainable agricultural loans.

IFRS Sustainability Alliance SASB Materiality Matrix: The Sustainable Accounting Standards Board (SASB) materiality matrix, now part of the International Financial Reporting Standards Sustainability Alliance, identifies the sustainability-related risks and opportunities that are most relevant to investor decision-making, including those that are most likely to affect cash flows, access to finance and cost of capital, by industry.

Impact Investments: Investments made with the intention to generate positive, measurable social and environmental impact alongside a financial return (Global Impact Investment Network definition). This activity includes both MetLife's General Account and a smaller volume of MetLife Foundation assets.

Inclusion: Ensuring that through our interactions, everyone is fully respected, recognized and valued.

Infrastructure: Includes infrastructure investments supporting airports, ports, transportation (roads, rail and bridges), transmission, energy management systems, social infrastructure (stadiums, housing and courthouses), data centers, metering, telecom and water.

International Labour Organization's Declaration on Fundamental Principles and Rights at Work: Adopted in 1998, the Declaration commits Member States to respect and promote principles and rights in four categories, whether or not they have ratified the relevant Conventions. These categories are the following: freedom of association and the effective recognition of the right to collective bargaining, the elimination of forced or compulsory labor, the abolition of child labor and the elimination of discrimination in respect of employment and occupation.

LatAm: A MetLife market acronym for Latin American countries.

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Leadership in Energy and Environmental Design (LEED): An internationally recognized green building certification system, providing third-party verification that a building or community was designed and built using strategies aimed at improving performance across energy savings, water efficiency, CO2 emissions reduction, improved indoor environmental quality, stewardship of resources and sensitivity to their impacts.

MetLife Investment Management, LLC and certain of its affiliates (MIM) is the institutional investment management business of MetLife, Inc. MIM provides public fixed income, private capital and real estate investment solutions to institutional investors worldwide.

MetLife's Purpose Awards: An annual exclusive, selection-based award recognizing colleagues who went to extraordinary efforts to bring our purpose to life.

MetZero™ Carbon Cascade™: Proprietary MIM approach focused on reducing greenhouse gas emissions while adding on-site renewable energy and off-site green power procurement to MIM-managed and controlled real estate equity investments.

Municipal Bonds: Bonds or notes issued by or on behalf of U.S. states or territories or their political subdivisions, or agencies or instrumentalities of states or territories, their political subdivisions or municipal corporations. Includes taxable and tax-exempt debt securities issued by entities exempt from income taxes under Section 501(c)(3) of the U.S. Internal Revenue Code.

MyVoice: MetLife's global employee survey that gives employees the opportunity to be heard more frequently on topics that are relevant to our culture and business and measures the behaviors that drive our business strategy.

National Green Building Standard (NGBS): An American National Standards Institute-approved, third-party, residential building standard that provides a flexible and affordable way to verify green construction practices in single-family, multi-family, remodeling and land development projects.

Net Zero: The balance between the amount of GHGs produced and the amount removed from the atmosphere. While sometimes used synonymously with "carbon neutral," a growing consensus behind "net zero" is to reduce identified emissions in value chains and economies to zero as quickly as possible through technical, policy and behavioral change. The transition to a net zero emissions future focuses on reducing emissions as much as possible, without the purchase of offsets (see "carbon offset") that balance GHGs emitted elsewhere in the world through activities such as burning fossil fuels.

Our Green Impact: MetLife's signature environmental employee engagement program that aims to promote environmental awareness across the global enterprise and empowers employees to reduce environmental impact at work, at home and in our communities.

Paris Agreement: A legally binding international treaty on climate change. The agreement's goal for participating countries is to limit global warming to well below 2, preferably to 1.5 degrees Celsius, compared to pre-industrial levels.

Pay Equity: Providing equal pay for equal work.

Portfolio Energy Intensity: The total amount of energy used across our investment portfolio per million dollars.

Principles of Responsible Investment (PRI): PRI provides a voluntary and aspirational set of six investment principles that offer a menu of possible actions for incorporating ESG issues into investment practice. The Principles were developed by investors, for investors. In implementing them, signatories contribute to developing a more sustainable global financial system.

Public Corporate Debt: For the purposes of MetLife's Net Zero Commitment, the term "public corporate debt" refers to public corporates, emerging market debt and high-yield asset classes within MetLife's GA investment portfolio, managed by MIM.

Pro Bono Services: Professional work undertaken voluntarily and without payment.

Real Estate Equity: Real estate equity refers to assets that are owned by MetLife or by MetLife with joint venture partners. These real estate assets are managed by MIM and include several asset classes, including office buildings, multifamily buildings, industrial, retail, hotels, single-family rentals and other property types. Many, but not all, of these real estate assets have a green building certification such as LEED, BREEAM, ENERGY STAR or Fitwel.

Renewable Energy: Includes solar, wind, hydropower, biomass, geothermal resources and hydrogen derived from renewable resources.

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Renewable Energy PACE Commercial Loans:

Property Assessed Clean Energy programs are an innovative mechanism for financing energy efficiency and renewable energy improvements on private property. They allow a property owner to finance the up-front cost of energy or other eligible improvements on a property and then pay the costs back over time through a voluntary assessment. The unique characteristic of PACE assessments is that the assessment is attached to the property rather than an individual.

Responsible Investments: Investments that intend to achieve both a market financial return and promote social and/or environmental benefits. Responsible investments at MetLife include infrastructure, green, municipal bonds, affordable housing and impact investments.

Stewardship (for investments): The approach MIM takes to actively engage with companies and other entities. Our stewardship efforts seek to raise awareness and improve data transparency and reporting.

Sustainable Agricultural Loans: Investments that enhance ecosystem protection or restoration including:

- Agriculture and fisheries assets with recognized third-party sustainability certifications such as USDA Organic, EU Organic, Marine Stewardship Council (MSC) or Rainforest Alliance;

- Forestry assets with recognized third-party sustainability certifications such as Forest Stewardship Council (FSC) or Programme for the Endorsement of Forest Certification (PEFC), and the Sustainable Forestry Initiative (SFI), which is affiliated with PEFC; and
- Climate-smart farm inputs such as biological crop protection or drip irrigation; preservation or restoration of natural landscapes.

Sustainable Financing Framework: Guidance for future issuances of green, social and sustainable bonds, term loans, preferred stock, subordinated notes and funding agreements (each a “MetLife Sustainable Financing”) by MetLife, Inc. and its subsidiaries, including Metropolitan Life Insurance Company and Metropolitan Tower Life Insurance Company.

Sustainable Investing: The broad investment approach MIM takes that seeks to deliver competitive, risk-adjusted market returns by incorporating financially material ESG assessments and stewardship into our investment process. Our sustainable investment approach leverages both our traditional investing and sustainability expertise.

Target Gender Equality: A gender equality accelerator program for participating companies of the United Nations Global Compact (UNGC).

UNGC: A voluntary initiative based on CEO commitments to implement universal sustainability principles to take steps to support UN goals.

Unit-Linked Insurance Plan: A multi-faceted product that offers both insurance coverage and investment exposure in equities or bonds.

United Nations Sustainable Development Goals (SDGs): The 2030 Agenda for Sustainable Development, adopted by all United Nations Member States in 2015, provides a shared blueprint for peace and prosperity for people and the planet, now and into the future. At its heart are the 17 SDGs, which are an urgent call for action by all countries—developed and developing—in a global partnership.

United Nations Women’s Empowerment Principles: A set of principles offering guidance to business on how to promote gender equality and women’s empowerment in the workplace, marketplace and community.

U.S. Department of Energy’s Better Building Challenge: An initiative to encourage institutions to improve building energy efficiency by at least 20% over 10 years and share their strategies and results.

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Stakeholder Engagement

MetLife engages with a broad array of stakeholders on a regular basis. We deeply value the time and diverse input we receive from our stakeholders and the opportunities for dialogue.

Stakeholder Group	Nature of Engagement	Frequency
Board of Directors	In-person meetings and other direct engagement.	In 2023, the Board held five meetings, and Board committees held 32 meetings. Additional interactions with Board members occur on an ongoing basis throughout the year.
Colleagues	MetLife engages with our colleagues on an ongoing basis, including through new-hire trainings, annual and other periodic surveys, internal communications, our intranet, social media and on-site events. We also host a multitude of open forums such as Town Halls with Senior Leaders, Coffee Hour check-ins and others.	Consistent, ongoing, daily information and dialogue throughout the year.
Communities	MetLife engages with our communities through MetLife Foundation-led activities, corporate sponsorships and programs, volunteerism and social media, as well as events.	Occurs regularly on an ongoing basis.
Customers and prospective customers	MetLife engages with customers throughout the year through a multitude of channels, including direct outreach and in-person and virtual conversations.	Ongoing with consistent and sustained open dialogue throughout the year.
Governments	MetLife's engagement with government occurs on a continual basis at international, national and local levels led by our Global Government Relations function.	Occurs regularly on an ongoing basis.
Investors/shareholders	MetLife engages with investors and shareholders in multiple ways, including annual filings and reports, presentations, media and direct engagements throughout the year.	Ongoing with consistent and sustained open dialogue throughout the year.
Non-governmental organizations (NGOs)	MetLife engages with NGOs on a regular basis in a variety of ways, including social media, in-person meetings, virtual sessions and volunteer events.	MetLife maintains ongoing dialogue with numerous NGOs.
Prospective employees	MetLife's primary channels of engagement with prospective employees are through social media, annual reports and our recruitment efforts.	Occurs regularly on an ongoing basis.
Suppliers and business partners	MetLife engages our suppliers through annual scorecards, newsletters, events, training and year-round correspondence.	Engagement occurs regularly—both through project work and other means.

2023 Awards and Recognition

CORPORATE

- Fortune magazine's World's Most Admired Companies
- JUST Capital's America's 100 Most JUST Companies
- People Magazine—2023 PEOPLE® Companies That Care

WORKFORCE

- Bloomberg—Gender Equality Index
- Chief Learning Officer—Learning in Practice Awards—(Gold) The Innovation Award, The Technology Award; (Silver) The Strategy Award
- Corporate Excellence Award (BIDV MetLife, Vietnam)
- Dave Thomas Foundation for Adoption—America's Best Adoption-Friendly Workplaces
- Disability Equality Index—Best Place to Work for Disability Inclusion (U.S.)
- First Job—Best Internship Experience (MetLife Chile)
- Forbes—Accelerate DEI Index (MetLife Mexico)
- Fortune Magazine's 100 Best Companies to Work For® (U.S.)
- Friendly Workplace Award (MetLife Poland)
- Fundación Chile Unido & El Mercurio—Distinction Seal—Best Organizations to Integrate Personal Life and Work (MetLife Chile)
- G.I. Jobs—Military Friendly® Employers & Military Friendly® Spouse Employers (U.S.)
- Great Place to Work Certified™— Brazil, Chile, China, Colombia, Cyprus, India, Lebanon, Mexico, Romania, U.S., Uruguay
- Hispanic Association on Corporate Social Responsibility (HACR)—Corporate Inclusion Index™ (U.S.)
- Human Rights Campaign Foundation—Corporate Equality Index (U.S.)
- INROADS—Frank C. Carr Corporate Partner of the Year Award
- LATINA Style Inc.—Top 50 Best Companies for Latinas to Work for in the U.S.
- MindCare—Company Recognition
- Nikkei Women—100 Best Companies Where Women Actively Take Part (#13 in 2023), Promotion of Women to Managerial Positions (#2 in 2023) (MetLife Japan)
- People First—HR Excellence Award, Talent Acquisition (PNB MetLife, India)
- PwC, Chile Mujeres Foundation & LT Pulso—Impulsa Award (MetLife Chile and Chile ProVida)
- Ripplematch—Campus Forward Award (U.S.)
- Seramount—Best Company for Multicultural Women; Top Companies for Executive Women; Global Inclusion Index (Australia, Brazil, Chile, China, Colombia, France, India, Ireland, Italy, Japan, Mexico, Portugal, Romania, Spain, United Arab Emirates and the U.K.); U.S. Inclusion Index

CUSTOMERS

- American Business Awards®—Gold Stevie® Award—Website for Legal Services; Silver Stevie® Award—Client Service Center; Bronze Stevie® Award—Diversity, Equity and Inclusion Council (MetLife Legal Plans)
- J.D. Power—"Outstanding Customer Service Experience" for Phone Support, (Retirement and Income Solutions Call Center)
- Pet Innovation Awards—Pet Insurance of the Year

MetLife 360Health

- Best Financial Innovative Service of the Year (China)
- Digital Marketing Awards—Best App Marketing (Bangladesh)
- Digital Marketing Awards—Best Digital Performance Marketing (Bangladesh)
- Digital Marketing Awards—Best Use of Data & Analytics (Bangladesh)
- Digital Marketing Awards—Best Use of Own Platform
- Insurance Asia Awards—Marketing Initiative of the Year (Bangladesh)
- Insurance Asia Awards—Mobile App of the Year (Bangladesh)
- Insurance Asia News Awards for Excellence—Insurtech Initiative of the Year
- Plan for Life Excellence Awards (Australia)—Best Overall Health and Wellness Excellence Award including:
 - » Best Devices & Health Tracking
 - » Best Innovation—Program

ENVIRONMENT

- Dow Jones Sustainability Index—North America
- ENERGY STAR Partner of the Year—Sustained Excellence Award

COMMUNITY

- American Malaysian Chamber of Commerce—AmCham Cares Award (MetLife Malaysia)
- The Harlem School of the Arts—Philanthropic Leadership Award (MetLife Foundation)

Environmental Initiatives Progress

(Initiatives to take place from 2020-2030, unless otherwise stated)

We leverage the strength of our people, products, services and investments to make progress in areas such as human health, water stewardship and biodiversity. We are working toward:

Maintaining carbon neutrality annually for our global offices, vehicle fleets and employee business travel by supporting high-quality carbon offset projects that align with United Nations Sustainable Development Goals to the extent possible and supporting renewable electricity technologies by purchasing renewable energy credits.¹

- Achieved carbon neutrality in 2023, for the eighth consecutive year.

Prioritizing green and healthy buildings in our global office portfolio (aiming for at least 40% of our square footage), including healthy and sustainable amenities for our colleagues.

- Achieved green and healthy buildings at 48% of our global offices by square footage.

Engaging colleagues, customers and our other diverse stakeholders on environmental stewardship.

- Introduced [MetLife Climate School](#), an environmental education program for colleagues.
- Hosted [MetLife Extraordinary Litter Pickup](#) and [EcoChallenge](#) environmental campaigns.
- 80% of core services transactions in five top markets in Asia now [executed digitally](#).
- Encouraged top suppliers to disclose environmental information through the [CDP Supply Chain Questionnaire](#).

Originating \$25 billion of new General Account (GA) green investments and \$500 million of impact investments (with 25% allocated to climate change priorities).

- Invested approximately \$2 billion in environmentally conscious companies and projects in 2023, reaching over \$12.2 billion in GA green investments since 2020.
- Nearly \$66 million in impact investments in 2023, amounting to over \$166 million since 2020, with 25% of investments allocated to climate change priorities.

Contributing \$5 million to drive climate-related partnerships and solutions.

- Invested \$730,000 to support climate action around the world since 2020.
- Partnered with UC Berkeley Haas School of Business for second year running to support tech entrepreneurs in delivering climate-related solutions through the [Cleantech to Market accelerator program](#).
- Launched partnership with [MPOWERD](#) and [IOM](#) to provide solar-powered lights to disaster preparedness and risk management programs in climate-vulnerable communities.

MetLife Foundation granting \$10 million to environmental causes.

- Contributed \$8.3 million in grants to environmental causes since 2020.
- Formed a [multi-year partnership](#) with NESst Amazonia to contribute to the growth of a cohort of environment-focused social enterprises in the Amazon.

Planting 5 million trees, prioritizing areas vulnerable to natural disasters, to help improve the health of local ecosystems and communities and preserve biodiversity.

- Over 1.6 million trees planted since 2020.
- 25,000 trees planted in the Umpqua National Forest in Oregon, via the Arbor Day Foundation, to protect at-risk species like the northern spotted owl, as well as improve the forest's resilience against future fires.
- 5,000 seedlings planted in the Nazaré Paulista region of Brazil, in collaboration with the Ipê Institute (Institute for Ecological Research), to improve quality of the water supply to the Greater São Paulo area.
- MetLife Foundation and the Shakti Foundation provided funding to Dhaka North City Corporation to plant 17,600 trees across Dhaka, Bangladesh, with the aim of improving air quality and transforming abandoned land into green, child-friendly public spaces.
- MetLife Foundation provided support to the Arbor Day Foundation to plant 100,000 trees between 2022 and 2024 in forests and communities in need across nine different countries in Europe, the Middle East and Africa.


1. MetLife's carbon neutrality efforts apply to global owned and leased offices, global vehicle fleets (Scope 1 and 2 emissions) and employee business travel (Scope 3 Category 6).

> A colleague from MetLife Mexico participates in a tree-planting event, helping MetLife contribute to our pledge to plant 5 million trees around the world.



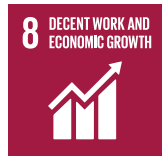
UN Sustainable Development Goals (SDGs)

MetLife's sustainability efforts focus on prioritizing five of the 17 SDGs, given their relevance to MetLife's business. We leverage our products and services, workforce, investments and community to drive progress of these five SDGs.

Goal	How We Support the Goals
	<p>MetLife is securing people's health and well-being.</p> <p>MetLife was built to help people through stressful times, and as today's society continues to grapple with growing financial, mental, social and physical concerns, we are a leader in providing benefits that address evolving needs and expectations.</p> <ul style="list-style-type: none"> Expanded MetLife 360Health to Nepal and the UAE, helping customers prevent and manage serious illnesses. Across Asia, more than 1 million digital users have downloaded the 360Health app, and it has won more than 30 awards since its launch. The UAE launch focused on mindfulness, health risk assessment, nutrition/calorie tracking, a symptom checker, guided meditations and physical and mental health articles. Expanded 360Future in Asia, helping customers in China and Korea prepare early for retirement and supporting them as they age. In Korea, more than 30 services help customers enhance their quality of life in retirement while providing healthcare support during illness. In China, 360Future services include women's menopausal healthcare consultations and ophthalmic screening, in addition to support for medical appointments, home healthcare guidance and retirement planning. Helped colleagues realize the value of our employee benefits programs through our BeWell platform, which provides access to resources, support and leader tools. MetLife Foundation partner, Planet Water Foundation, aims to transform the health, productivity and economic well-being of communities in Mexico by providing access to clean and safe water. MetLife colleagues have helped build 17 AquaTower water filtration systems. Certified/recertified three offices in the U.S. and one office in Australia to Fitwel, a joint initiative of the U.S. Centers for Disease Control and Prevention and the General Services Administration to strengthen health and well-being in buildings and communities. Conducted in-depth research into employees' views and sentiments regarding benefits through the annual Employee Benefit Trends Study.

SDGs

Goal How We Support the Goals



MetLife is creating more economic stability and opportunity in the communities we serve.

We pay out tens of billions of dollars in benefits and claims every year to help create a more confident world for everyone, including enabling more resilient, economically thriving communities.

- MetLife General Account has over \$420 billion in assets under management (GA AUM)¹, providing a vital source of capital for long-term economic growth and job creation.
- Sourced nearly \$2.1 billion of private infrastructure investments and more than \$450 million of investments in public municipal bonds in 2023, creating jobs, financial security, economic growth, prosperity and greater opportunity.
- MetLife Foundation contributed over \$1 billion since its founding in 1976 to strengthen communities.
- Continued participation in the United Nations Global Compact, the world’s largest corporate sustainability initiative.
- MetLife Foundation launched two new funding initiatives in the U.S. as part of a two-year, \$10.5 million pledge dedicated to addressing wealth and income inequality.
- \$180.3 million in diverse supplier spend in 2023. See [MetLife’s Supplier Diversity Program 2023 Economic Impact Report](#).



MetLife is supporting a resilient and thriving environment.

We are proud to be carbon neutral for our operations²—a status we’ve maintained since 2016—and we have taken this commitment further with our aspiration for Net Zero greenhouse gas (GHG) emissions for our operations and General Account (GA) investment portfolio by 2050 or sooner.³ We will make progress toward this long-term goal with interim climate targets, which include reducing GHG emissions across our operations and engaging suppliers and investee companies on the low-carbon transition.

- Reduced emissions by 44% across our offices and business travel between 2019 and 2023.
- Planted more than 1.6 million trees around the world since 2020 as part of our nature and biodiversity work.⁴
- Provided grants (MetLife Foundation) of more than \$8.3 million total since 2020 as part of MetLife Foundation’s commitment to contribute \$10 million by 2030.
- Sourced nearly \$2 billion of new green investments⁵ allocated to MetLife’s GA, managed by MetLife Investment Management, LLC and certain of its affiliates, bringing the total to more than \$12.2 billion since 2020.
- Encouraged suppliers to set emissions-related goals aligned with climate science, with ~50% of suppliers by spend having set goals.
- Originated nearly \$66 million of new impact investments,⁵ bringing the total to more than \$166.5 million since 2020, with approximately 25% allocated to climate change priorities.

1. As of December 31, 2023. At estimated fair value. See [Explanatory Note](#).

2. MetLife’s carbon neutrality efforts apply to global owned and leased offices, global vehicle fleets (Scope 1 and 2 emissions) and employee business travel (Scope 3 Category 6).

3. Learn more about our approach to [Net Zero](#).

4. Funded by MetLife and MetLife Foundation.

5. For a definition and additional information regarding MetLife’s green and impact investments, please see the [Glossary](#).

SDGs

Goal How We Support the Goals



MetLife is committed to building a more inclusive and equitable workforce and society.

We are improving our leadership commitment and accountability, deepening our understanding of equity and equality and enhancing our ability to lead inclusively in the future.



- Achieved above-median results on officer gender diversity globally and top-quartile results on ethnic and racial diversity for officers (U.S. only).
- Achieved 36% representation of women on MetLife’s Board of Directors as of December 31, 2023.
- Spent approximately \$3.9 billion since the inception of our Supplier Inclusion and Development Program in 2003.¹
- Expanded **Triangle Tech X** conference into an ongoing virtual speaker series open to the public, spotlighting women making groundbreaking contributions to science, technology, engineering and mathematics (STEM).
- Committed to expanding opportunities for women and girls through MetLife Foundation partnerships that support financial health programs, careers in technology and entrepreneurship.
- MetLife Foundation supported BRAC (Asia) Ultra-Poor Graduation Initiative (UPGI), which uses time-bound and sequenced integrated interventions to help more than 3,000 extremely poor women build resilience while placing them on an upward trajectory from poverty into sustainable livelihoods. BRAC UPGI provides holistic support, including access to financial inclusion, livelihood support and social empowerment.

1. Due to the long history of the program, spend figures from 2003 through 2007 are approximated.



> A local entrepreneur in the Amazon Basin (Brazil), where Nonprofit Enterprise Self-Sustainability Team (NESsT) supports social enterprises with the help of a \$100,000 grant from MetLife Foundation.

UN Global Compact (UNGC)

The UNGC is a voluntary framework for businesses to align their operations and strategies with Ten Principles covering human rights, labor, the environment and anti-corruption. MetLife has been a participant of the UNGC since 2020 and is proud of the progress made in working toward its [Ten Principles and the Sustainable Development Goals \(SDGs\)](#). We not only uphold our basic responsibilities to shareholders and society as a company, but also consider these principles and goals for creating long-term value success.

As a signatory to the UNGC, MetLife reconfirms its commitment to the Principles and submits a Communication on Progress to the UNGC on an annual basis. Please see the table below for reference of how MetLife is bringing the UNGC Principles to life through our responsible business practices, initiatives and impact programs. Additional information can be found on our [UNGC public profile](#).

Principle or Goal	Implementation of the Ten Principles / Contributions Toward Achievement of the SDGs
Contributions Toward SDGs	
<p><i>MetLife prioritizes the following SDGs:</i></p> <ul style="list-style-type: none"> #3—Good Health & Well-Being; #5—Gender Equality; #8—Decent Work & Economic Growth; #10—Reduced Inequalities; and #13—Climate Action. 	<p>2023 Sustainability Report >> Sustainability at MetLife >> Our Approach >> Strategic Alignment with the Sustainable Development Goals</p> <p>2023 Sustainability Report >> Appendix >> Frameworks >> UN Sustainable Development Goals</p>
Ten Principles—Human Rights	
<p><u>Principle 1:</u> Businesses should support and respect the protection of internationally proclaimed human rights; and</p>	<p>2023 Sustainability Report >> Responsible Governance >> Code of Business Ethics</p> <p>2023 Sustainability Report >> Responsible Governance >> Human Rights</p> <p>MetLife’s Statement on Human Rights</p>
<p><u>Principle 2:</u> Businesses should make sure that they are not complicit in human rights abuses.</p>	<p>2023 Sustainability Report >> Creating Value as an Investor >> Our Approach</p> <p>2023 Sustainability Report >> Responsible Governance >> Supplier Management</p> <p>2023 Sustainability Report >> Responsible Governance >> Human Rights</p> <p>MetLife’s Statement on Human Rights</p> <p>Slavery and Human Trafficking Statements</p>

UNGC

Principle or Goal	Implementation of the Ten Principles / Contributions Toward Achievement of the SDGs
Ten Principles—Labour	
<p><u>Principle 3:</u> Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;</p>	<p>2023 Sustainability Report >> Responsible Governance >> Human Rights MetLife’s Statement on Human Rights</p>
<p><u>Principle 4:</u> Businesses should uphold the elimination of all forms of forced and compulsory labour;</p>	<p>2023 Sustainability Report >> Responsible Governance >> Human Rights MetLife’s Statement on Human Rights Slavery and Human Trafficking Statements</p>
<p><u>Principle 5:</u> Businesses should uphold the effective abolition of child labour; and</p>	<p>2023 Sustainability Report >> Responsible Governance >> Human Rights MetLife’s Statement on Human Rights</p>
<p><u>Principle 6:</u> Businesses should uphold the elimination of discrimination in respect of employment and occupation.</p>	<p>2023 Sustainability Report >> Responsible Governance >> Human Rights 2023 Sustainability Report >> For Our Colleagues >> Governance >> Global DEI Governance MetLife’s Statement on Human Rights MetLife Pay Equity Statement MetLife Equal Employment Opportunity and Anti-Harassment Policy</p>
Ten Principles—Environment	
<p><u>Principle 7:</u> Businesses should support a precautionary approach to environmental challenges;</p>	<p>2023 Sustainability Report >> For the Environment >> Governance 2023 Sustainability Report >> Responsible Governance >> Code of Business Ethics 2023 Sustainability Report >> Responsible Governance >> Supplier Management MetLife Statement on Climate Change MetLife Environmental Policy MetLife Code of Business Ethics MetLife Supplier Code of Business Ethics</p>

UNGC

Principle or Goal	Implementation of the Ten Principles / Contributions Toward Achievement of the SDGs
<p><u>Principle 8</u>: Businesses should undertake initiatives to promote greater environmental responsibility; and</p>	<p>2023 Sustainability Report >> For the Environment</p> <p>2023 Sustainability Report >> Creating Value as an Investor >> Responsible Investments</p> <p>2023 Sustainability Report >> Creating Value as an Investor >> Sustainable Investing</p> <p>2023 Sustainability Report >> Creating Value as an Investor >> MetLife’s Sustainable Financing Framework</p> <p>2023 Sustainability Report >> Responsible Governance >> Code of Business Ethics</p> <p>2023 Sustainability Report >> Responsible Governance >> Supplier Management</p> <p>MetLife Statement on Climate Change</p> <p>MetLife Environmental Policy</p> <p>MetLife Code of Business Ethics</p> <p>MetLife Supplier Code of Business Ethics</p> <p>MIM Stewardship Policy</p> <p>MIM Sustainable Investment Policy</p> <p>MetLife Sustainable Financing Framework</p> <p>MetLife’s Impact Investment Program</p>
<p><u>Principle 9</u>: Businesses should encourage the development and diffusion of environmentally friendly technologies.</p>	<p>2023 Sustainability Report >> For the Environment</p> <p>2023 Sustainability Report >> Creating Value as an Investor >> MetLife’s Sustainable Financing Framework</p> <p>2023 Sustainability Report >> Creating Value as an Investor >> Responsible Investments</p> <p>MetLife Statement on Climate Change</p> <p>MetLife Sustainable Financing Framework</p> <p>MetLife’s Impact Investment Program</p>
<p>Ten Principles—Anti-Corruption/Governance</p>	
<p><u>Principle 10</u>: Businesses should work against corruption in all its forms, including extortion and bribery.</p>	<p>2023 Sustainability Report >> Responsible Governance >> Code of Business Ethics</p> <p>2023 Sustainability Report >> Responsible Governance >> Supplier Management</p> <p>MetLife Code of Business Ethics</p> <p>MetLife Supplier Code of Business Ethics</p>

Sustainability Accounting Standards Board (SASB) Index

MetLife is reporting, in accordance with the SASB standards, to bring industry-specific rigor to our sustainability disclosure. We are reporting to the two “Financials” Sector Standards most closely aligned with our business: Insurance and Asset Management & Custody Activities. Data is as of December 31, 2023, unless otherwise noted.

Asset Management & Custody Activities Sustainability Accounting Standard

Code/Metric

2023 Response

Transparent Information & Fair Advice for Customers

FN-AC-270a.1, (1) Number and (2) percentage of covered employees with a record of investment-related investigations, consumer-initiated complaints, private civil litigations, or other regulatory proceedings

The breadth of this metric is beyond what MetLife tracks and discloses.

FN-AC-270a.2, Total amount of monetary losses as a result of legal proceedings associated with marketing and communication of financial product-related information to new and returning customers

The breadth of this metric is beyond what MetLife tracks and discloses.

FN-AC-270a.3, Description of approach to informing customers about products and services

MetLife Investment Management, LLC and certain of its affiliates (MIM)

Product and service communications occur through five primary channels:

- Face-to-face, e.g., sales and customer support teams:** Sales enablement collateral includes presentation decks and slip sheets. There is usually one standard deck per investment capability. With sales taking anywhere from six months to three years on average, the number of meetings held depends on the prospect. However, usually at least three meetings with the sales team and investment team occur, in addition to request-for-proposal reviews and final presentation to the investment committee where Sales, Investments, Compliance and Operations present processes and answer questions. These meetings are also forums to discuss potential investment, operational and compliance risks and how they are monitored. Investment consultants also play a part by acting as intermediaries primarily to pension plans, both public and corporate. Therefore, MIM follows a path of informing investment consultants about our products, and they assign a buy, hold, sell rating to the products. Prospects who use an investment consultant usually buy from us only if our product is rated a “buy” by their investment consultant. MIM (through its appropriate legal entities) sells its investment capabilities in Canada; Europe, the Middle East and Africa; Hong Kong; Japan; Korea; Malaysia; Singapore; the U.S.; and a few other Asian countries.

SASB Index

Asset Management & Custody Activities Sustainability Accounting Standard

Code/Metric

2023 Response

Transparent Information & Fair Advice for Customers *(continued)*

FN-AC-270a.3, Description of approach to informing customers about products and services

- **Web (MIM):** Separate sections for each MIM line of business (LOB) provide details on the value proposition for each product, investment team members and support materials. We also have sections on thought leadership divided by LOB and a section on environmental, social and governance (ESG).
- **Conferences/events and webinars:** Topically focused and typically delivered via panel discussion, sponsored keynote address or hosted via ON24 or, if sponsored, via the host's platform. A key part of the in-person conferences is networking done by our sales team (we refer to them as the Institutional Client Group). At conferences, they learn about the prospect's asset allocation and which asset classes they are currently looking at. Then, if we have an investment capability that matches their needs, the salesperson will set up a time to meet after the conference to continue the discussion.
- **Digital:** Email, social (LinkedIn only) and banner/display covers both direct outreach, such as email, and targeted communications.
- **Advertising:** In addition to the banner/display digital advertising, we also do some print advertising, paid search advertising and sponsored content advertising.

The frequency of communication depends on the LOB, audience and nature of communications. During the sales process, if a client is actively looking to buy investment capabilities in a certain asset class, then the communication could be once every month, whereas if the prospect is just researching, then the communication may be once per quarter. Once the prospect is a client, then there is significant communication as they are onboarded and then receive reporting at a frequency of their choosing. We are currently implementing a client portal where clients can access their accounts in one place and have full transparency into their account. We understand that full transparency related to what is happening in the market, what is driving performance and what is occurring in the investment portfolio is key. These communications are typically conducted via reporting on a frequency demanded by the client (weekly, monthly, quarterly). We also work with clients on quarterly portfolio reviews. Additionally, MIM is regulated by the Securities and Exchange Commission and Financial Industry Regulatory Authority (FINRA) in the U.S. and by the local regulator in each of the countries where it has a licensed investment management entity. We must have communications and marketing materials reviewed by the investment compliance team to ensure information is transparent and not misleading in any way. These materials are reviewed following a defined internal process and strictly adhere to regulatory requirements, including risk/legal disclosures. MIM members undergo ongoing training and monitoring of communications such as with FINRA registered agents.

SASB Index

Asset Management & Custody Activities Sustainability Accounting Standard

Code/Metric

2023 Response

Employee Diversity & Inclusion

FN-AC-330a.1, Percentage of gender and racial/ethnic group representation for (1) executive management, (2) non-executive management, (3) professionals, and (4) all other employees

2023 Sustainability Report >> ESG Scorecard >> [Global Workforce Data](#)
[EEO-1 Report](#)

Incorporation of Environmental, Social & Governance (ESG) Factors in Investment Management & Advisory

FN-AC-410a.1, Amount of assets under management, by asset class, that employ (1) integration of environmental, social, and governance (ESG) issues, (2) sustainability themed investing, and (3) screening

1. MIM is predominately a global fixed income and real estate investment manager. Our approach to sustainable investment begins with an assessment of financially material risks and opportunities as part of our fundamental, disciplined due diligence and monitoring processes. ESG factors and insights, along with traditional investment risk and opportunity assessments, are incorporated in a manner consistent with our asset classes and sustainability strategies, as are deemed relevant and applicable. Currently, less than 5% of our Total Assets Under Management (Total AUM)¹ is held in index equity funds and other limited equity investments that are generally passively managed and are not sustainably focused. The indices to which our index strategies are benchmarked are selected in accordance with our mandates' investment guidelines. As a result, as of December 31, 2023, approximately \$582.7 billion and \$422.2 billion of Total AUM¹ and General Account AUM (GA AUM)¹, respectively, employed ESG integration efforts. (See [Creating Value as an Investor](#)).
2. \$58.5 billion¹ in responsible investments holdings as of December 31, 2023, in MetLife's GA investment portfolio. (see [Creating Value as an Investor](#) >> [Responsible Investments](#) for more).
3. MIM applies specific guidelines as requested by our clients and client-directed investment screens into our investment process, as applicable. The market value of MetLife GA corporate fixed income assets to which screens are applied in accordance with the [MetLife GA Investments Screens Policy](#) is approximately \$136.1 billion, as of December 31, 2023.

FN-AC-410a.2, Description of approach to incorporation of environmental, social, and governance (ESG) factors in investment and/ or wealth management processes and strategies

[MIM Sustainable Investment Policy](#) >> Our Approach to Sustainable Investment
2023 Sustainability Report >> [Creating Value as an Investor](#) >> [Sustainable Investing](#)

1. As of December 31, 2023. At estimated fair value. See [Explanatory Note](#).

SASB Index

Asset Management & Custody Activities Sustainability Accounting Standard

Code/Metric

2023 Response

Incorporation of Environmental, Social & Governance Factors in Investment Management & Advisory *(continued)*

FN-AC-410a.3, Description of proxy voting and investee engagement policies and procedures

[MIM Stewardship Policy](#)

Financed Emissions

FN-AC-410b.1, Absolute gross financed emissions, disaggregated by (1) Scope 1, (2) Scope 2 and (3) Scope 3

The breadth of this metric is beyond what MIM tracks and discloses at this time. We are committed to improving our data collection, calculations and management over time.

FN-AC-410b.2, Total amount of assets under management (AUM) included in the financed emissions disclosure

The breadth of this metric is beyond what MIM tracks and discloses at this time. We are committed to improving our data collection, calculations and management over time.

FN-AC-410b.3, Percentage of total assets under management (AUM) included in the financed emissions calculation

The breadth of this metric is beyond what MIM tracks and discloses at this time. We are committed to improving our data collection, calculations and management over time.

FN-AC-410b.4, Description of the methodology used to calculate financed emissions

See [SASB-FN-IN-410c.4](#).

Business Ethics

FN-AC-510a.1, Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, anti-trust, anti-competitive behavior, market manipulation, malpractice, or other related financial industry laws or regulations

The breadth of this metric is beyond what MetLife tracks and discloses.

FN-AC-510a.2, Description of whistleblower policies and procedures

MetLife has an [Ethics & Fraud HelpLine](#) and procedures for the handling of whistleblower concerns. Anyone can raise a concern anonymously, to the extent permitted by law, through the Ethics & Fraud HelpLine, which is managed by a third party and made available in 19 languages. See [Raising Concerns and Speaking Up](#) and [What Happens When I Report?](#) for additional information.

SASB Index

Asset Management & Custody Activities Sustainability Accounting Standard

Code/Metric

2023 Response

Business Ethics (continued)

FN-AC-000.A, (1) Total registered and (2) total unregistered assets under management (AUM)

(\$ in millions)	Registered AUM ¹	Unregistered AUM ²	Total AUM ³
General Account AUM ³	\$ 3,358	\$ 419,691	\$ 423,049
Institutional Client AUM ³	58,282	119,518	177,800
Total Registered Assets and Unregistered Assets	\$61,640	\$539,209	\$600,849

FN-AC-000.B, Total assets under custody and supervision

Total assets under custody and supervision are \$636,188 million, comprised of Total Invested Assets and Cash⁴ of \$458,388 million plus Institutional Client AUM of \$177,800 million.

1. Registered AUM include those subject to the regulations of the Investment Company Act of 1940 (1940 Act), such as mutual funds, managed under the Employee Retirement Income Security Act of 1974 (ERISA), subject to the Undertakings for Collective Investment in Transferable Securities Directive, or managed under the Commodity Futures Trading Commission's Commodity Pool Operator regulations.
2. Unregistered AUM are those that do not fall under the definition of the registered AUM.
3. At December 31, 2023. At estimated fair value. See [Explanatory Note](#).
4. Total Invested Assets and Cash, represents Total Investments and Cash and Cash Equivalents from the 12/31/23 MetLife, Inc. consolidated balance sheet included in the [2023 Form 10-K](#).

SASB Index

Insurance Sustainability Accounting Standard

Code/Metric

2023 Response

Transparent Information & Fair Advice for Customers

FN-IN-270a.1, Total amount of monetary losses as a result of legal proceedings associated with marketing and communication of insurance product-related information to new and returning customers

The breadth of this metric is beyond what MetLife tracks and discloses.

FN-IN-270a.2, Complaints-to-claims ratio

While this ratio is beyond what MetLife tracks and discloses, please see the National Association of Insurance Commissioners ([NAIC consumer website](#)) for closed confirmed complaints reported to the NAIC for the United States and its territories.

FN-IN-270a.3, Customer retention rate

This item is not disclosed publicly in financial filings.

FN-IN-270a.4, Description of approach to informing customers about products

Employer voluntary benefit insurance products

MetLife's employer voluntary benefit insurance products and services are available to businesses with two or more employees. We provide existing and potential customers with information about products, services and third-party relationships via web pages, webinars, presentations, conferences, videos, newsletters, thought leadership reports, articles and electronic or printed materials.

The development and review of materials includes legal, product subject matter experts and compliance, communications and marketing teams to ensure compliance, accuracy and clarity, and following of regulatory filing standards where appropriate and applicable, based upon various regulating agencies and bodies, such as state departments of insurance, and FINRA and ERISA guidelines for marketing material and plan filings. Information may include specific product details, features, disclaimers, exclusions and other terms and conditions, as well as general information about MetLife's brand, corporate functions and financial performance.

SASB Index

Insurance Sustainability Accounting Standard

Code/Metric

2023 Response

Transparent Information & Fair Advice for Customers *(continued)*

FN-IN-270a.4, Description of approach to informing customers about products

Custom communication campaigns

MetLife is committed to developing custom Group Benefits communications campaigns tailored for each employer aimed to drive awareness, education and participation. We recommend an omnichannel communications strategy, increasing focus on digital delivery and using offline channels as an important secondary channel. Integrating messages across these channels creates a “surround-sound” effect that enhances the employee experience. We also have deep experience in building compelling communications for digital channels such as X, LinkedIn, Facebook, microsites, online benefits fairs and emails—and we partner with each employer to craft a step-by-step plan to meet employees’ needs and habits.

SASB Index

Insurance Sustainability Accounting Standard

Code/Metric

2023 Response

Transparent Information & Fair Advice for Customers *(continued)*

FN-IN-270a.4, Description of approach to informing customers about products

Communication tactics

Product enrollment and service communications plans include:

- **Personalized enrollment kits:** Mailed to employees' homes, in addition to announcement and reminder email communications.
- **Custom microsite:** Serves as an educational resource center that employees can access.
- **Employee video(s):** Highlight the product details, the need for each benefit, plan benefits and enrollment instructions.
- **Benefit Decision Guide:** Helps employees evaluate benefit needs by highlighting the value of each benefit and what employees should consider when evaluating their individual and loved ones' needs.
- **Benefit fairs:** Hosted by qualified benefit counselors available through either a platform hosted by the employer, through a Webex or teleconference that MetLife hosts, or in-person at the employer's site(s).
- **Webinars:** Live product presentations to employees with options for Q&A, recording, camera, chat, polls and engagement activities.
- **Brainshark presentations:** Customized presentations with "voice over" audio that highlight the benefits available.
- **Human Resources (HR) team training sessions:** Product training to HR representatives, typically through webcast, focused on our products and highlights of the specific plan design, as well as frequently asked questions from employees.

SASB Index

Insurance Sustainability Accounting Standard

Code/Metric

2023 Response

Transparent Information & Fair Advice for Customers *(continued)*

FN-IN-270a.4, Description of approach to informing customers about products

During annual enrollment, MetLife provides real-time support through virtual engagement such as chatting via a webinar, responding to questions submitted through a MetLife microsite or calling during set office hours. We also accommodate requests for print material and giveaways, if needed.

- **Social media:** Custom-designed specifically for employers to drive awareness of the plan, direct employees to educational resources and highlight the need for the plan.
- **Coordinator support:** Custom training, brochures, FAQs, infographics and more.
- **New-hire communications:** With employers' approval, MetLife mails a communication to new hires at the time of employment to congratulate them on their new position, provide them with details about each benefit of the plan and give them enrollment information and timeline.
- **Call center and operations:** Inbound calls for specific questions or support and/or confirmation of account changes, such as beneficiaries. Frequency of communications depends on the product, employer's enrollment period, audience and nature of communications.

SASB Index

Insurance Sustainability Accounting Standard

Code/Metric

2023 Response

Transparent Information & Fair Advice for Customers *(continued)*

FN-IN-270a.4, Description of approach to informing customers about products

Retirement & Income Solutions (RIS)

Product and service communications occur through five primary channels:

- **In-person/Phone, e.g., Sales and Customer Support Teams:** Sales enablement collateral that includes presentation decks and slip sheets.
- **Web:** A section for each RIS LOB with specific details on products, services, market insights and support materials.
- **Conferences/Events and Webinars:** Typically focused and typically delivered via panel discussion, sponsored segment or hosted Webex.
- **Digital:** Email, social (primarily LinkedIn) and banner/display covering both direct outreach, such as with email, and targeted communications.
- **Call Center and Operations:** Inbound calls for specific questions or support and outbound communications that are primarily direct mail and take the form of regulatory notifications, benefit enrollment kits or confirmation of account changes such as beneficiaries.

The frequency of communication depends on the LOB, audience and the nature of communications. RIS is regulated due to the nature of its products and adheres to applicable ERISA requirements for specific product lines (e.g., with Lifetime Income Annuities that are within a 401(k)). As such, all communications, regardless of channel or format, are legally reviewed following a defined internal process and strict adherence to regulatory requirements, including risk/legal disclosures and no investment advice. There is also ongoing training and monitoring of communications such as with FINRA registered agents. To the extent available, MetLife also provides real-time support for benefit administration through virtual engagement via a MetLife microsite.

SASB Index

Insurance Sustainability Accounting Standard

Code/Metric

2023 Response

Incorporation of Environmental, Social & Governance Factors in Investment Management

FN-IN-410a.2, Description of approach to incorporation of environmental, social, and governance (ESG) factors in investment management processes and strategies

[MIM Sustainable Investment Policy](#)

Policies Designed to Incentivize Responsible Behavior

FN-IN-410b.1, Net premiums written related to energy efficiency and low carbon technology

MetLife does not measure or disclose this metric, as it does not apply to our business.

FN-IN-410b.2, Discussion of products and/or product features that incentivize health, safety, and/or environmentally responsible actions and/or behaviors

2023 Sustainability Report >> For Our Customers >> [Supporting Wellness](#)

Health & well-being incentives

MetLife believes it is important to provide our customers with tools and resources that benefit their overall health and well-being. Please see the references below for examples of the actions MetLife takes to incentivize healthy behaviors through our products. Examples include:

- MetLife 360Health:** 360Health is a combination of insurance and health services available across six markets, in Asia and the UAE. 360Health provides a unique perspective on helping customers with solutions that address their mental, physical, financial and social health, through a comprehensive focus on prevention, early diagnosis, access to treatment, ongoing care and financial protection. 360Health is designed to directly address customer concerns about serious illnesses and offers medically endorsed, end-to-end solutions to help people increase their “healthspan,” or the number of healthy years in their overall lifespan.

SASB Index

Insurance Sustainability Accounting Standard

Code/Metric

2023 Response

Policies Designed to Incentivize Responsible Behavior *(continued)*

FN-IN-410b.2, Discussion of products and/or product features that incentivize health, safety, and/or environmentally responsible actions and/or behaviors

Through 360Health, we incentivize healthy behavior in customers through services and capabilities provided on platforms such as mobile app, web and WeChat. The services offered include examples such as the 360Health App in Korea, a mobile application that measures cardiovascular health risk and stress level with artificial intelligence-powered technology. The app offers health and well-being tips for personal health management and enables agents to engage with customers. Additionally in Korea, we also provide value-added service (VAS) options specific to customer life stages. For example, seniors can access a senior concierge service and senior tele-counseling services. Tele-doctor services and online health assessments are popular with our customers in China. While services offered vary across markets, they include a breadth of health VAS options such as free virtual doctor consultations, special discounts on diagnostic tests, preferential access to specialists and beauty and well-being benefits, to name a few.

- Japan VAS:** In Japan we offer comprehensive health and well-being-oriented VAS free of charge to support customers' continuum of care. For example, we offer, via a health and medical consultation service vendor: a 24/7 health hotline, a medical second-opinion service, mental health support, support for returning to work post-cancer diagnosis and medical check-up consultations. Selected customer service desks offer online chat consultations through our customer portal. We also offer services to support customers with childcare, nursing care, cancer, dementia, brain and heart disease prevention and more. Additionally, we offer a "club off" program for customers that provides them with exclusive discounts to gyms, restaurants and other wellness support services.

Please also see report section: For Our Customers >> Supporting Underserved Groups and Communities >> [How Our Products Support Diverse Needs](#) for information on programs and products designed specifically for women that incentivize healthy behavior.

SASB Index

Insurance Sustainability Accounting Standard

Code/Metric

2023 Response

Financed Emissions

FN-IN-410c.1, Absolute gross financed emissions, disaggregated by (1) Scope 1, (2) Scope 2 and (3) Scope 3

Absolute gross financed emissions for MetLife General Account (GA) real estate equity asset class by scope (MTCO2e): (1) S1: 2,327 (2) S2: 15,679 (3) S3: 183,986. See [Explanatory Note](#) for additional information about MetLife's GA investment portfolio.

FN-IN-410c.2, Gross exposure for each industry by asset class

The breadth of this metric is beyond what MetLife tracks and discloses at this time. We are committed to improving our data collection, calculations and management over time.

FN-IN-410c.3, Percentage of gross exposure included in the financed emissions calculation

The breadth of this metric is beyond what MetLife tracks and discloses at this time. We are committed to improving our data collection, calculations and management over time.

FN-IN-410c.4, Description of the methodology used to calculate financed emissions

MetLife Insurance Investments (MII) GA investment portfolio financed emissions for the real estate equity asset class are calculated at the property level by taking total consumption of natural gas, electricity and steam on each site as entered into ENERGY STAR Portfolio Manager and testing for completeness. For properties with missing, incomplete or unreliable data, consumption is estimated by multiplying the Energy Information Administration's Commercial Building Energy Consumption Survey (2018) energy use intensities for the relevant property type by property gross floor area. Consumption is divided between common area (Scope 1 and Scope 2) and tenant area (Scope 3) based on GRESB 2022 average property type breakouts. For properties where MII is not the managing member or the property has a triple net lease, all emissions are assigned to Scope 3. Properties that are under construction or land have no consumption calculated. Electricity consumption is multiplied by the eGRID regional emission factor corresponding to the property's location, and gas and steam consumption are multiplied by EPA national emission factors, resulting in total emissions by property. As all MII properties are treated as MetLife investments, property emissions are prorated by MII's ownership percentage to get the financed emissions attributable to MetLife. These financed emissions are lastly aggregated at the portfolio level. All calculations are performed in accordance with Partnership for Carbon Accounting Financials and GHG Protocol Corporate Standard guidance.

SASB Index

Insurance Sustainability Accounting Standard

Code/Metric

2023 Response

Physical Risk Exposure

FN-IN-450a.1, Probable Maximum Loss (PML) of insured products from weather-related natural catastrophes

MetLife assesses and monitors physical risk from natural catastrophes qualitatively, given the nature of the Life & Health insurance business. Please see sections C2.2a, C2.3a and C-FS2.2c in MetLife's [2023 CDP Report](#) for physical climate risk considerations for MetLife's insurance business.

FN-IN-450a.2, Total amount of monetary losses attributable to insurance pay-outs from (1) modeled natural catastrophes and (2) non-modeled natural catastrophes, by type of event and geographical segment (net and gross of reinsurance)

As a life and health insurer, monetary losses from natural catastrophes are currently not distinguished from losses from other factors. For MetLife's disclosure on climate change-related impacts on the cost of reinsurance, see Item 1A. Risk Factors of the [2023 Form 10-K](#).

FN-IN-450a.3, Description of approach to incorporation of environmental risks into (1) the underwriting process for individual contracts and (2) the management of entity-level risks and capital adequacy

Specific to insurance product underwriting, to the extent impacts to ESG factors, including those related to climate change, have influenced past mortality and/or claim morbidity, those impacts may inherently be in our pricing factors (such as area/regional factors), as our factors are derived from historical claims experience.

Systemic Risk Management

FN-IN-550a.1, Exposure to derivative instruments by category: (1) total potential exposure to noncentrally cleared derivatives, (2) total fair value of acceptable collateral posted with the Central Clearinghouse, and (3) total potential exposure to centrally cleared derivatives

As of December 31, 2023 (\$ in millions)

General Account

As reported on the entity's Schedule DB

	Amount ¹
(1) Total potential exposure to non-centrally cleared derivatives	\$ 4,597
(2) Total fair value of acceptable collateral posted with the Central Clearinghouse	\$ 117
(3) Total potential exposure to centrally cleared derivatives	\$ 6,320

1. FN-IN-550a.1 specifically targets disclosures "as reported on the entity's schedule DB." As such, amounts include only our insurance companies that report Schedule DB for NAIC Statutory purposes.

SASB Index

Insurance Sustainability Accounting Standard

Code/Metric

FN-IN-550a.2, Total fair value of securities lending collateral assets

2023 Response

For additional information regarding Securities Lending Transactions and Repurchase Agreements, see the Notes to the Consolidated Financial Statements of the [2023 Form 10-K](#).

Securities Lending Transactions and Repurchase Agreements

Securities, Collateral and Reinvestment Portfolio

A summary of these transactions and agreements accounted for as secured borrowings were as follows:

December 31, 2023 (in millions)

Agreement Type	Securities ¹		
	Estimated Fair Value	Cash Collateral Received from Counterparties ²	Reinvestment Portfolio at Estimated Fair Value
Securities lending	\$10,510	\$10,788	\$10,553
Repurchase agreements	\$3,029	\$2,975	\$2,913

1. These securities were included within fixed maturity securities available-for-sale (AFS), short-term investments and cash equivalents at December 31, 2023 and within fixed maturity securities AFS and short-term investments at December 31, 2022.

2. The liability for cash collateral is included within payables for collateral under securities loaned and other transactions.

FN-IN-550a.3, Description of approach to managing capital and liquidity-related risks associated with systemic non-insurance activities

Capital and liquidity risks associated with systemic non-insurance activities such as repurchase agreements, securities lending and written credit default swaps used in investment management, are managed as part of our overall risk management framework. See [Risk Management](#) for an overview of our risk management framework and [2023 Form 10-K](#), Item 7—Management’s Discussion and Analysis of Financial Condition and Results of Operations—Liquidity & Capital Resources for additional information. We set risk management limits for these systemic non-insurance activities, where appropriate and include these activities in our stress testing processes.

FN-IN-000.A, Number of policies in force, by segment: (1) property and casualty, (2) life, (3) assumed reinsurance

Information regarding gross, ceded and assumed life insurance, accident and health insurance, and property and casualty insurance in-force is disclosed in Schedule IV Consolidated Reinsurance in the [2023 Form 10-K](#).

Task Force on Climate-related Financial Disclosures (TCFD) Index

MetLife is issuing a TCFD Index to enable comparable, decision-useful information for investors and other stakeholders regarding how we approach and manage climate risks and opportunities. The following table indicates where readers can find disclosures within MetLife’s 2023 Sustainability Report and/or other publicly available documents that address TCFD recommendations.

Disclosure Focus Area	Recommended Disclosure	2023 Response
<p>Governance</p> <p>Disclose the organization’s governance around climate-related risks and opportunities.</p>	<p>a) Describe the board’s oversight of climate-related risks and opportunities.</p>	<p>2023 Sustainability Report >> For the Environment >> Governance 2023 Sustainability Report >> Responsible Governance >> Governance 2024 Proxy Statement >> Information about the Board of Directors >> Board’s Primary Role and Responsibility >> Sustainability Oversight</p> <p>2024 Proxy Statement >> Experienced and Diverse Board >> Director Competencies: Skills and Experiences & Director Experience and Diversity Matrix (pages 22–23) and Director Nominees (pages 25, 30 and 37). Directors self-select their four core board competencies. Three directors selected sustainability—R. Glenn Hubbard, Cheryl Grise and Mark Weinberger. R. Glenn Hubbard is on the board of “Resources for the Future,” a nonprofit research organization with a mission to improve environmental, energy and natural resource decisions through impartial economic research and policy engagement. Cheryl Grise had extensive experience with sustainability issues through her prior leadership roles at Northeast Utilities (now Eversource Energy), a public utility holding company engaged in the distribution of electricity and natural gas. Mark Weinberger has extensive experience with sustainability issues through his prior leadership roles at EY, a global professional services organization, and his board position at Saudi Arabian Oil Company (Aramco), a petroleum and natural gas company. These examples are not the exclusive sources of Board member expertise.</p> <p>CDP Climate Change 2023 C1.1b</p>

TCFD Index

Disclosure Focus Area	Recommended Disclosure	2023 Response
Governance (continued)		
<p>Disclose the organization’s governance around climate-related risks and opportunities.</p>	<p>b) Describe management’s role in assessing and managing climate-related risks and opportunities.</p>	<p>2023 Sustainability Report >> For the Environment >> Governance 2023 Sustainability Report >> Creating Value as an Investor >> Governance 2023 Sustainability Report >> Responsible Governance >> Governance</p> <p>MIM Sustainable Investment Policy</p> <p>2024 Proxy Statement >> Information about the Board of Directors >> Board’s Primary Role and Responsibilities >> Risk Oversight</p> <p>CDP Climate Change 2023 C1.2</p>
Strategy		
	<p>a) Describe the climate-related risks and opportunities the organization has identified over the short-, medium-, and long-term.</p>	<p>CDP Climate Change 2023 C2.1, C2.1a, C2.1b, C2.2a, C-FS2.2b, C2.2c, C2.3a, C2.4a</p>
<p>Disclose the actual and potential impacts of climate-related risks and opportunities on the organization’s businesses, strategy and financial planning.</p>	<p>b) Describe the impact of climate-related risks and opportunities on the organization’s businesses, strategy, and financial planning.</p>	<p>2023 Sustainability Report >> Creating Value as an Investor 2023 Sustainability Report >> For the Environment</p> <p>CDP Climate Change 2023 C-FS2.2c, d, e, C2.3, C3.3</p>
	<p>c) Describe the potential impact of different scenarios, including a 2°C scenario, on the organization’s businesses, strategy, and financial planning.</p>	<p>2023 Sustainability Report >> Responsible Governance >> Risk Management >> Managing Climate Risks</p> <p>CDP Climate Change 2023 C3.1, C3.2</p>

TCFD Index

Disclosure Focus Area	Recommended Disclosure	2023 Response
Risk Management		
	<p>a) Describe the organization's processes for identifying and assessing climate-related risks.</p>	<p>2023 Sustainability Report >> For the Environment >> Our Approach 2023 Sustainability Report >> Creating Value as an Investor >> Governance; Responsible Investments; Sustainable Investing; MetLife's Sustainable Financing Framework 2023 Sustainability Report >> Responsible Governance >> Our Approach; Governance; Risk Management</p> <p>MIM Sustainable Investment Policy</p> <p>CDP Climate Change 2023 C2.2, C2.2a, C-FS2.2c</p>
<p>Disclose how the organization identifies, assesses and manages climate-related risks.</p>	<p>b) Describe the organization's processes for managing climate-related risks.</p>	<p>2023 Sustainability Report >> For the Environment 2023 Sustainability Report >> Creating Value as an Investor 2023 Sustainability Report >> Responsible Governance >> Our Approach; Governance; Risk Management</p> <p>CDP Climate Change 2023 C2.2, C2.2a</p>
	<p>c) Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.</p>	<p>2023 Sustainability Report >> For the Environment >> Our Approach 2023 Sustainability Report >> Responsible Governance >> Risk Management</p> <p>MIM Sustainable Investment Policy</p> <p>CDP Climate Change 2023 C2.2, C2.2a</p>

TCFD Index

Disclosure Focus Area	Recommended Disclosure	2023 Response
Metrics and Targets		
Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities.	a) Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.	2023 Sustainability Report >> Appendix >> ESG Scorecard >> Environmental Data CDP Climate Change 2023 C6.1, C6.2, C6.3, C6.5, C9.1
Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities.	b) Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.	2023 Sustainability Report >> Appendix >> ESG Scorecard >> Environmental Data CDP Climate Change 2023 C6.1, C6.2, C6.3, C6.5
Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities.	c) Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.	2023 Sustainability Report >> Sustainability at MetLife >> Our Sustainability Commitments >> Net Zero Commitment 2023 Sustainability Report >> For Our Communities >> Global Support for Environmental Causes CDP Climate Change 2023 C4.1, C-FS4.1d, C4.2, C4.3

Global Reporting Initiative (GRI) Standards Index

MetLife's 2023 GRI Index has been prepared in accordance with the GRI Standards Core option and represents performance data from calendar year 2023.

GRI Standard	Disclosure	Response / Reference
GENERAL DISCLOSURES		
GRI 2: General Disclosures 2021		
The Organization and Its Reporting		
2-1	Organizational details	MetLife, Inc., New York, NY
2-2	Entities included in the organization's sustainability reporting	2023 Form 10-K , Exhibit 21 — Subsidiaries of the Registrant (this is not a comprehensive list as this is a list of our significant subsidiaries, as defined by SEC guidance); unless otherwise stated or implied in the 2023 Sustainability Report.
2-3	Reporting period, frequency and contact point	This content and data in this report primarily covers the period January 1, 2023, to December 31, 2023. MetLife reports on an annual basis. We invite your comments, questions and feedback on this report by contacting us at gogreen@metlife.com .
2-4	Restatements of information	Refer to ESG Scorecard for revisions to previously reported performance data. 2023 Sustainability Report >> Appendix >> ESG Scorecard >> Financial Data 2023 Sustainability Report >> Appendix >> ESG Scorecard >> Environmental Data
2-5	External assurance	Our global Scope 1, Scope 2 and Scope 3 business travel greenhouse gas emissions have been assured to ISO-14064-3 standards.
Activities and Workers		
2-6	Activities, value chain and other business relationships	MetLife, Inc., through its subsidiaries and affiliates ("MetLife"), is one of the world's leading financial services companies, providing insurance, annuities, employee benefits and asset management to help individual and institutional customers build a more confident future. Founded in 1868, MetLife has operations in more than 40 markets globally and holds leading positions in the United States, Asia, Latin America, Europe and the Middle East. MetLife is also one of the largest institutional investors in the U.S. with a general account portfolio invested primarily in fixed income securities (corporate, structured products, municipals, and government and agency) and mortgage loans, as well as real estate, real estate joint ventures, other limited partnerships and equity securities. Reference: 2023 Form 10-K business overview and strategy. For more information about MetLife's supply chain, please see MetLife Global Procurement .

GRI Standards Index

GRI Standard	Disclosure	Response / Reference
2-7	Employees	2023 Sustainability Report >> Appendix >> ESG Scorecard >> Workforce Data
2-8	Workers who are not employees	Although MetLife receives services from workers employed by third-party vendors and/or service providers, none of those services are rendered by workers who meet the definition of “other workers” provided in the guidance associated with the Standard.
Governance		
2-9	Governance structure and composition	MetLife, Inc. Corporate Governance Guidelines 2024 Proxy Statement >> Information About the Board of Directors
2-10	Nomination and selection of the highest governance body	2024 Proxy Statement >> Information About the Board of Directors >> Board Composition >> Director Succession and Nomination Process
2-11	Chair of the highest governance body	2024 Proxy Statement >> Information About the Board of Directors >> Board Composition >> Board Leadership Structure
2-12	Role of the highest governance body in overseeing the management of impacts	2024 Proxy Statement >> Information about the Board of Directors >> Board’s Primary Role and Responsibilities >> Sustainability Oversight MetLife’s Compliance Risk Management Charter specifies the Enterprise Compliance Programs group oversees the Code of Business Ethics, and the CEO, Executive Leadership Team and their respective management groups have the ultimate responsibility for the business of MetLife and its affiliates to be conducted in accordance with applicable laws, rules, regulations, MetLife policies and MetLife’s Code of Business Ethics.
2-13	Delegation of responsibility for managing impacts	2024 Proxy Statement >> Information about the Board of Directors >> Board’s Primary Role and Responsibilities >> Sustainability Oversight 2023 Sustainability Report >> Responsible Governance >> Governance
2-14	Role of the highest governance body in sustainability reporting	2023 Sustainability Report >> Sustainability at MetLife; Responsible Governance
2-15	Conflicts of interest	Directors’ Code of Business Ethics

GRI Standards Index

GRI Standard	Disclosure	Response / Reference
2-16	Communication of critical concerns	Corporate Conduct 2023 Sustainability Report >> Responsible Governance >> Governance
2-17	Collective knowledge of the highest governance body	2024 Proxy Statement >> Proxy Statement Summary >> Experienced and Diverse Board >> Director Experience and Diversity Matrix
2-18	Evaluation of the performance of the highest governance body	2024 Proxy Statement >> Information About the Board of Directors >> Board, Committee, and Director Evaluations
2-19	Remuneration policies	2024 Proxy Statement >> Director Compensation in 2023 2024 Proxy Statement >> Compensation Discussion and Analysis
2-20	Process to determine remuneration	2024 Proxy Statement >> Compensation Discussion and Analysis
2-21	Annual total compensation ratio	2024 Proxy Statement >> Pay Ratio
Strategy, Policies and Practices		
2-22	Statement on sustainable development strategy	2023 Sustainability Report >> Letter from Our CEO
2-23	Policy commitments	MetLife Code of Business Ethics MetLife Statement on Human Rights MetLife Equal Employment Opportunity and Anti-Harassment Policy MetLife Supplier Code of Business Ethics Global Anti-Bribery and Corruption Program Global Anti-Money Laundering & Sanctions Policy MetLife Environmental Policy Statement

GRI Standards Index

GRI Standard	Disclosure	Response / Reference
2-24	Embedding policy commitments	2023 Sustainability Report >> Responsible Governance
2-25	Processes to remediate negative impacts	2023 Sustainability Report >> Responsible Governance >> Code of Business Ethics Code of Business Ethics MetLife Ethics & Fraud HelpLine Corporate Conduct
2-26	Mechanisms for seeking advice and raising concerns	2023 Sustainability Report >> Responsible Governance >> Code of Business Ethics Code of Business Ethics MetLife Ethics & Fraud HelpLine Corporate Conduct
2-27	Compliance with laws and regulations	While MetLife does not disclose monetary losses from proceedings, please see MetLife's 2023 Form 10-K Note 24 for details on material litigation and regulatory matters.

GRI Standards Index

GRI Standard	Disclosure	Response / Reference
2-28	Membership associations	<p>Some of the policy, research and trade associations with whom we engage include:</p> <ul style="list-style-type: none"> ● American Council of Life Insurers ● Atlantic Council ● Business Council for International Understanding ● Business Roundtable ● Coalition of Service Industries ● Council of the Americas ● Geneva Association ● Institute of International Finance ● Japan Society ● Korea Society ● National Minority Supplier Development Council ● U.S. Chamber of Commerce ● Washington International Trade Association ● Women’s Business Enterprise National Council <p>Some of the sustainability associations with whom we engage include:</p> <ul style="list-style-type: none"> ● CDP ● Center for Active Design ● Climate Leadership Council ● United Nations Global Compact ● United Nations Principles for Responsible Investment ● United Nations Women Global Innovation Coalition for Change ● United Nations Women’s Empowerment Principles ● United States Department of Energy ● United States Environmental Protection Agency ● United States Green Building Council

GRI Standards Index

GRI Standard	Disclosure	Response / Reference
Stakeholder Engagement		
2-29	Approach to stakeholder engagement	2023 Sustainability Report >> Appendix >> Stakeholder Engagement
2-30	Collective bargaining agreements	MetLife Legal Plans: 27% Asia: 5% EMEA: 20% LatAm: 14% Some of our U.S. and non-U.S. (non-agency) employees are covered under collective bargaining agreements.
MATERIAL TOPICS		
GRI 3: Material Topics		
3-1	Process to determine material topics	<p>In order to appropriately address issues relevant to our business and stakeholders, we performed a traditional sustainability materiality analysis in 2020 using a data-driven process. The sustainability materiality analysis was based on real-time analytics on strategic, regulatory and reputational risks and opportunities. Implementing the analysis has strengthened our understanding of environmental, social and governance (ESG)-related issues and enhanced our in-house capabilities to assess their evolution.</p> <p>In addition, this data-driven process, along with feedback from various key stakeholders and sources (e.g., ESG ratings/rankings, investors, MetLife senior executives, external perspectives, peer benchmarking, etc.), allows us to develop a forward-looking sustainability strategy that helps us continue to sustain customers, families and the planet.</p> <p>See also 2023 Sustainability Report >> Sustainability at MetLife >> Our Sustainability Commitments >> Net Zero Commitment and 2030 DEI Commitments for a summary of MetLife’s strategic approach to ESG issues.</p>

GRI Standards Index

GRI Standard	Disclosure	Response / Reference
3-2	List of material topics	<ul style="list-style-type: none"> • Economic performance • Indirect economic impacts • Anti-corruption • Anti-competitive behavior • Energy • Emissions • Waste • Supplier environmental assessment • Employment • Training and education • Diversity and equal opportunity • Non-discrimination • Public policy • Marketing and labeling • Customer privacy
3-3	Management of material topics	<p>2023 Sustainability Report >> Sustainability at MetLife</p> <p>2023 Sustainability Report >> Responsible Governance</p>

GRI Standards Index

GRI Standard	Disclosure	Response / Reference
GRI 200: Economic		
GRI 201: Economic Performance		
3-3	Management of material topics	See 2023 Form 10-K . 2023 Sustainability Report >> Responsible Governance >> Risk Management 2023 Sustainability Report >> Creating Value as an Investor
201-1	Direct economic value generated and distributed	See the Consolidated Financial Statements and Notes to the Consolidated Financial Statements of the 2023 Form 10-K .
201-2	Financial implications and other risks and opportunities due to climate change	2023 Sustainability Report >> For Our Customers >> Our Approach 2023 Sustainability Report >> Creating Value as an Investor 2023 Sustainability Report >> For the Environment 2023 Sustainability Report >> Responsible Governance >> Risk Management 2023 CDP Climate Change Report >> C2 Risks and Opportunities
201-3	Defined benefit plan obligations and other retirement plans	See the Consolidated Financial Statements and Notes to the Consolidated Financial Statements of the 2023 Form 10-K .

GRI Standards Index

GRI Standard	Disclosure	Response / Reference
GRI 203: Indirect Economic Impacts		
3-3	Management of material topics	2023 Sustainability Report >> For Our Customers
		2023 Sustainability Report >> For Our Colleagues
		2023 Sustainability Report >> Creating Value as an Investor
		2023 Sustainability Report >> For Our Communities
203-1	Infrastructure investments and services supported	2023 Sustainability Report >> For Our Customers
		2023 Sustainability Report >> For Our Colleagues
		2023 Sustainability Report >> Creating Value as an Investor
		2023 Sustainability Report >> For Our Communities
203-2	Significant indirect economic impacts	2023 Sustainability Report >> For Our Customers
		2023 Sustainability Report >> For Our Colleagues
		2023 Sustainability Report >> Creating Value as an Investor
		2023 Sustainability Report >> For Our Communities
GRI 205: Anti-corruption		
3-3	Management of material topics	Anti-Bribery and Corruption Program
		Code of Business Ethics

GRI Standards Index

GRI Standard	Disclosure	Response / Reference
205-1	Operations assessed for risks related to corruption	<p>MetLife operations globally are regularly assessed for bribery and corruption risk, in accordance with each operation’s bribery and corruption risk profile and local regulatory requirements, while ongoing, risk-based monitoring and testing activities provide assurance that key anti-corruption controls effectively mitigate corruption risk.</p> <p>In 2020, we became the first U.S.-based insurer to join the United Nations Global Compact (UNGC), the world’s largest corporate sustainability initiative, which calls for companies to align their operations and strategies with Ten Principles in the areas of human rights, labor, the environment and anti-corruption. Moving forward, we will partner with the UNGC to not only elevate our efforts but also use the Principles as important guides to prioritize and focus our work.</p>
205-2	Communication and training about anti-corruption policies and procedures	The MetLife Global Anti-Corruption Policy has been communicated in local languages to MetLife employees globally. The policy is also available on MetLife’s global intranet sites for employees to access. Third parties are also trained on MetLife’s policy through a brochure that is provided to third parties we engage globally. In 2023, MetLife provided mandatory anti-bribery and anti-corruption training to employees.
205-3	Confirmed incidents of corruption and actions taken	MetLife cannot disclose this information due to confidentiality restraints.
GRI 206: Anti-competitive Behavior		
3-3	Management of material topics	Code of Business Ethics
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	MetLife discloses any material legal actions including anti-competitive behavior in its 2023 Form 10-K .

GRI Standards Index

GRI Standard	Disclosure	Response / Reference
GRI 300: Environmental		
GRI 302: Energy		
3-3	Management of material topics	2023 Sustainability Report >> For the Environment
302-1	Energy consumption within the organization	2023 Sustainability Report >> For the Environment >> Sustainable Offices and Operations 2023 Sustainability Report >> Appendix >> ESG Scorecard >> Environmental Data CDP Climate Change Report >> C8 Energy
302-2	Energy consumption outside of the organization	2023 Sustainability Report >> Appendix >> ESG Scorecard >> Environmental Data CDP Climate Change Report >> C6 Emissions >> C6.5
302-3	Energy intensity	2023 Sustainability Report >> Appendix >> ESG Scorecard >> Environmental Data
302-4	Reduction of energy consumption	2023 Sustainability Report >> Appendix >> ESG Scorecard >> Environmental Data CDP Climate Change Report >> C8 Energy

GRI Standards Index

GRI Standard	Disclosure	Response / Reference
GRI 305: Emissions		
3-3	Management of material topics	2023 Sustainability Report >> For the Environment
305-1	Direct (Scope 1) GHG emissions	2023 Sustainability Report >> Appendix >> ESG Scorecard >> Environmental Data
305-2	Energy indirect (Scope 2) GHG emissions	2023 Sustainability Report >> Appendix >> ESG Scorecard >> Environmental Data
305-3	Other indirect (Scope 3) GHG emissions	2023 Sustainability Report >> Appendix >> ESG Scorecard >> Environmental Data
305-4	GHG emissions intensity	2023 Sustainability Report >> Appendix >> ESG Scorecard >> Environmental Data
305-5	Reduction of GHG emissions	2023 Sustainability Report >> For the Environment >> Sustainable Offices and Operations
GRI 306: Waste		
3-3	Management of material topics	2023 Sustainability Report >> For the Environment
306-1	Waste generation and significant waste-related impacts	2023 Sustainability Report >> Appendix >> ESG Scorecard >> Environmental Data
306-2	Management of significant waste-related impacts	2023 Sustainability Report >> For the Environment
306-3	Waste generated	2023 Sustainability Report >> Appendix >> ESG Scorecard >> Environmental Data
306-4	Waste diverted from disposal	2023 Sustainability Report >> Appendix >> ESG Scorecard >> Environmental Data
306-5	Waste directed to disposal	2023 Sustainability Report >> Appendix >> ESG Scorecard >> Environmental Data

GRI Standards Index

GRI Standard	Disclosure	Response / Reference
GRI 308: Supplier Environmental Assessment		
3-3	Management of material topics	2023 Sustainability Report >> For the Environment
308-1	New suppliers that were screened using environmental criteria	Environmental sustainability questions are part of MetLife's standard Request for Proposal and Request for Information templates and are also included in the Supplier Onboarding Process. Suppliers are also expected to adhere to MetLife's Supplier Code of Business Ethics .
308-2	Negative environmental impacts in the supply chain and actions taken	2023 Sustainability Report >> For the Environment >> Driving Supply Chain Sustainability
GRI 400: Social		
GRI 401: Employment		
3-3	Management of material topics	2023 Sustainability Report >> For Our Colleagues
401-1	New employee hires and employee turnover	2023 Sustainability Report >> Appendix >> ESG Scorecard >> Workforce Data

GRI Standards Index

GRI Standard	Disclosure	Response / Reference
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	<p>MetLife provides benefits to U.S. full-time employees, and these plans/programs are generally available to part-time employees working 20 hours per week or more. These benefits include:</p> <ul style="list-style-type: none"> • Medical coverage, including prescription drug and vision coverage • Dental coverage • Short-term and long-term disability coverage • Company-paid life insurance • 401(k) plan • Cash balance defined benefit retirement plan • Healthcare and dependent day care flexible spending accounts • Commuter program • Back-up child-care, elder-care and college advising program • Tuition assistance program • Travel benefits: emergency services, travel accident and international medical coverage • Opportunity to earn wellness dividend credited toward employee contributions for medical coverage • Optional employee-paid life insurance (group term life, group variable universal life, dependent life, voluntary accidental death and dismemberment insurance) • Legal services plan • Critical illness insurance • Accident Insurance • Paid Parental Leave • Adoption and surrogacy financial assistance • Employee assistance program • Financial wellness program • Virtual physical therapy, fitness programs, weight loss programs, mindfulness training and condition management programs • Personalized caregiver support program • Educational support program for caregivers of neurodiverse children • Menopause support program • Hospital indemnity insurance • Cybersecurity and identity theft protection • Expert medical second-opinion service

GRI Standards Index

GRI Standard	Disclosure	Response / Reference
401-3	Parental leave	2023 Sustainability Report >> Appendix >> ESG Scorecard >> Employee Benefits Available for full-time and part-time employees other than variable part-time employees ¹
GRI 404: Training and Education		
3-3	Management of material topics	2023 Sustainability Report >> For Our Colleagues >> Global Diversity, Equity and Inclusion; Talent and Skill Development
404-1	Average hours of training per year per employee	2023 Sustainability Report >> Appendix >> ESG Scorecard >> Workforce Data
404-2	Programs for upgrading employee skills and transition assistance programs	2023 Sustainability Report >> For Our Colleagues >> Global Diversity, Equity and Inclusion; Talent and Skill Development
404-3	Percentage of employees receiving regular performance and career development reviews	For data on performance reviews, see 2023 Sustainability Report >> Appendix >> ESG Scorecard >> Workforce Data >> 2023 Training Data and Performance Review .
GRI 405: Diversity and Equal Opportunity		
3-3	Management of material topics	2023 Sustainability Report >> For Our Colleagues >> Global Diversity, Equity and Inclusion
405-1	Diversity of governance bodies and employees	2023 Sustainability Report >> Appendix >> ESG Scorecard >> Workforce Data
405-2	Ratio of basic salary and remuneration of women to men	MetLife Pay Equity Statement

1. Variable part time (VPT) employees are those who work less than 20 hours per week or 925 hours per year.

GRI Standards Index

GRI Standard	Disclosure	Response / Reference
GRI 406: Non-discrimination		
3-3	Management of material topics	2023 Sustainability Report >> For Our Colleagues >> Global Diversity, Equity and Inclusion Code of Business Ethics
406-1	Incidents of discrimination and corrective actions taken	MetLife is strongly committed to equal employment opportunity and to administering all terms, conditions and privileges of employment fairly. We have policies prohibiting discrimination, harassment and retaliation and provide employees with several avenues to submit complaints and have robust procedures for investigating those complaints and taking appropriate action if warranted. As a Fortune 50 employer with tens of thousands of employees, MetLife receives complaints from time to time, which are investigated. If warranted, corrective action is taken.
GRI 415: Public Policy		
3-3	Management of material topics	2023 Sustainability Report >> Responsible Governance >> Government Relations
415-1	Political contributions	MetLife forbids political contributions outside the United States without the express approval of the Head of Global Government Relations. We made no political contributions outside the United States in 2023. Political Activity Report
GRI 417: Marketing and Labeling		
3-3	Management of material topics	2023 Sustainability Report >> For Our Customers >> Governance See 2023 Form 10-K .
417-1	Requirements for product and service information and labeling	Code of Business Ethics Please read our Code of Business Ethics for MetLife's expectations around treating customers fairly and communicating clearly.

GRI Standards Index

GRI Standard	Disclosure	Response / Reference
417-2	Incidents of non-compliance concerning product and service information and labeling	Material legal proceedings and significant fines, related to this indicator, if any, are disclosed in 2023 Form 10-K , Note 24.
417-3	Incidents of non-compliance concerning marketing communications	Material legal proceedings and significant fines related to this indicator, if any, are disclosed in 2023 Form 10-K , Note 24.
GRI 418: Customer Privacy		
3-3	Management of material topics	2023 Sustainability Report >> Responsible Governance >> Cybersecurity and Data Privacy Customer Privacy Policy
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	<p>MetLife has a longstanding commitment to protect the security, confidentiality and integrity of personal information, and to comply with applicable privacy and data protection laws and regulations. To this end, MetLife has a Global Privacy and Data Protection Policy that establishes enterprise-wide minimum standards on the collection, use and protection of personal information. Like other organizations, MetLife occasionally experiences data incidents, which may be described generally as the unauthorized access, loss, disclosure or misdirection of personal information. Should one of these incidents occur, MetLife has an incident response team that takes immediate steps to minimize any impact on the data subject, follow applicable legal requirements, and investigate and correct the root cause, if needed, to help prevent future incidents. The team includes privacy compliance and information security professionals, lawyers and associates in our lines of business.</p> <p>In addition, for disclosure on MetLife’s cybersecurity management, strategy and governance, please see Item 1C. Cybersecurity of the 2023 Form 10-K.</p>

ESG Scorecard

MetLife's primary performance data across sustainability and environmental, social and governance (ESG) indicators.

2023 Financial Data		
Total Assets Under Management (AUM) ¹	\$ Billions	Percentage of Total AUM
Mortgage Loans	\$ 109.3	18.2%
Public Corporates	106.5	17.7%
Structured Products	64.6	10.8%
Private Corporates	57.3	9.5%
U.S. Government and Agency	52.1	8.7%
Foreign Government	40.4	6.7%
Private Infrastructure	34.4	5.7%
Cash and Short-Term Investments	29.8	5.0%
Real Estate Equity	25.0	4.2%
Common and Preferred Equity	18.1	3.0%
Alternatives	17.1	2.8%
Municipals	14.4	2.4%
Emerging Market Debt	12.2	2.0%
Private Structured Credit	6.2	1.0%
Bank Loans	5.8	1.0%
High Yield	4.8	0.8%
Middle Market Private Capital	2.8	0.5%
Total	\$ 600.8	100.0%

1. As of December 31, 2023. At estimated fair value. Cash and Short-Term Investments includes cash equivalents. See [Explanatory Note](#).

ESG Scorecard

Financial Data

MetLife General Account (GA) Responsible Investments¹ (Estimated Fair Value—\$ in millions)	2023	2022	2021	2020	2019
Infrastructure	\$ 20,300	\$ 17,216	\$ 19,995	\$ 18,732	\$ 15,407
Green Investments ²	24,624	21,240	20,538	17,703	10,296
Municipal Bonds ³	11,171	12,152	14,213	13,722	12,886
Affordable Housing Investments	2,198	1,810	2,455	2,652	2,347
Impact Investments ⁴	256	233	249	206	197
Total	\$ 58,549	\$ 52,651	\$ 57,450	\$ 53,015	\$ 41,133

Annual MetLife GA Responsible Investments^{1,5} (\$ in millions)	2023	2022	2021	2020	2019
Infrastructure	\$ 2,083	\$ 3,149	2,508	\$ 1,936	\$ 4,517
Green Investments ²	1,997	3,810	3,902	2,579	515
Municipal Bonds ³	459	2,260	1,092	2,116	1,731
Affordable Housing Investments	355	277	150	179	263
Impact Investments ⁴	66	24	65	12	13
Total	\$ 4,960	\$ 9,520	\$ 7,717	\$ 6,821	\$ 7,039

1. Responsible Investments are defined as investments that intend to achieve both a market financial return and promote social and/or environmental benefits. Responsible investments at MetLife include infrastructure, green, municipal bonds, affordable housing, and impact investments. MetLife Investment Management, LLC and certain of its affiliates (MIM) may periodically refine or otherwise modify its definition of responsible investments and the components thereof based on data availability and other factors. Values represent Responsible investments within MetLife's GA investment portfolio, managed by MIM. Total MIM-managed responsible investments, including those on behalf of third-party clients, was more than \$86 billion as of December 31, 2023. Prior reports included total MIM-managed responsible investments. The previously reported MIM-managed total responsible investment values (in millions) and percentage difference from the newly reported GA responsible investment values are: i) 2022: \$77,338 and 32% change, ii) 2021: \$82,886 and 31% change, iii) 2020: \$74,496 and 29% change; and iv) 2019: \$58,445 and 30% change.

2. MIM currently defines green investments to include 1) LEED, ENERGY STAR, BREEAM, NGBS, Fitwel-certified real estate equity investments; 2) commercial mortgage loans secured by LEED and/or ENERGY STAR-certified real estate; 3) renewable energy projects, including wind and solar; 4) energy-saving performance contracts; 5) public and private corporate green bonds and loans; 6) Property Assessed Clean Energy (PACE) residential and commercial loans; and 7) sustainable agricultural loans.

3. Municipal Bonds include bonds or notes issued by or on behalf of US states or territories or their political subdivisions, or agencies or instrumentalities of states or territories, their political subdivisions, or municipal corporations. Includes taxable and tax-exempt debt securities issued by entities exempt from income taxes under Section 501(c)(3) of the US Internal Revenue Code.

4. Impact investments are investments made with the intention to generate positive, measurable social and environmental impact alongside a financial return (GIIN—Global Impact Investment Network—definition). This activity includes MetLife's GA and a smaller volume of MetLife Foundation assets.

5. Represents investments sourced in the year.

ESG Scorecard

Workforce Data (at December 31, 2023)

Global Workforce Data (#s)	Total	Female	Male
EMPLOYMENT CONTRACT			
Regular	42,072	22,106	19,966
Temporary	1,073	664	409
EMPLOYMENT TYPE			
Full-time	42,814	22,529	20,285
Part-time	331	241	90
WORKFORCE BREAKDOWN			
Employees	43,145	22,770	20,375
WORKFORCE BY REGION			
United States/Canada	14,707	9,124	5,583
Latin America	8,265	5,234	3,031
Asia	16,446	6,241	10,205
Europe, the Middle East and Africa	3,727	2,171	1,556

ESG Scorecard

Workforce Data (at December 31, 2023)

Diversity Data	Sales	Non-Sales	Executive Leadership Team	Board of Directors
EMPLOYEE AND BOARD DIVERSITY (%)				
Gender¹				
Female	41%	57%	30%	36%
Male	59%	43%	70%	64%
Age¹				
< 30 Years	11%	14%	0%	0%
30-50 Years	62%	61%	20%	0%
> 50 Years	27%	25%	80%	100%
Ethnicity and Race^{1,2}				
White ³	82%	63%	87%	71%
Black or African American	5%	14%	13%	21%
Hispanic or Latino	8%	8%	0%	7%
Asian	2%	11%	0%	0%
American Indian or Alaska Native	0%	0%	0%	0%
Not Specified	0%	0%	0%	0%
Two or More Races	2%	2%	0%	0%
Native Hawaiian or Pacific Islander	1%	0%	0%	0%

1. Gender, ethnicity/race and age do not include unidentified personnel in our system.

2. U.S. only. Due to rounding, figures may not add up to 100%.

3. Includes those individuals self-identifying their race and ethnicity as Middle Eastern / North African.

ESG Scorecard

Workforce Data (at December 31, 2023)

Diversity Data

EMPLOYEE DIVERSITY BY REGION¹ (%)

	U.S.	Latin America	Asia	EMEA
Gender^{1,2}				
Female	62%	63%	38%	58%
Male	38%	37%	62%	42%
Age^{1,2}				
< 30 Years	10%	13%	17%	14%
30-50 Years	54%	70%	61%	70%
> 50 Years	36%	17%	22%	16%
Ethnicity and Race^{1,2}				
White	64%			
Black or African American	14%			
Hispanic or Latino	8%			
Asian	11%			
American Indian or Alaska Native	0%			
Not Specified	0%			
Two or More Races	2%			
Native Hawaiian or Pacific Islander	0%			

1. Due to rounding, figures may not add up to 100%.

2. Gender, ethnicity/race and age do not include unidentified personnel in our system.

ESG Scorecard

Workforce Data (at December 31, 2023)

Diversity Data	2023	2022
GENDER, ETHNIC AND RACIAL DIVERSITY		
Global Female Management ¹ %	43.0%	42.3%
Global Female Nonmanagement ² %	54.4%	54.3%
U.S. Ethnically and Racially Diverse Management ¹ %	27.5%	26.6%
U.S. Ethnically and Racially Diverse Nonmanagement ² %	37.6%	36.4%
Gender Diversity for Officers ³ (VP+)—Global	30.4%	29.4%
Ethnic and Racial Diversity for Officers ³ (VP+)—U.S.	27.2%	26.1%

2023 Training Data and Performance Review

Employee Training and Performance Reviews	Female	Male
AVERAGE HOURS OF TRAINING PER YEAR⁴ (# OF HOURS)		
Non-sales	14	16
Sales	10	7
EMPLOYEES RECEIVING REGULAR PERFORMANCE REVIEWS⁵ (% OF EMPLOYEES)		
Non-sales	100%	100%
Sales	100%	100%

1. Management population is defined as any active employee who has at least one direct report.
2. Nonmanagement population is defined as any active employee who does not have any direct reports.
3. The Officer population is a subset of overall management that is a reflection of the leadership of the organization. It includes all MetLife employees at the Vice President level or above.
4. Employee training figures include only training activity captured in our Learning Management System, including skill-based training and compliance training. Data includes training courses taken online (virtual courses) and instructor-led courses.
5. Performance review figures reflect only employees who were in scope and active during the year-end assessment process and had ratings entered into the company's ePerformance system. Performance feedback may be discussed separately from the online system. Data does not include non-standard grades (local grades and most sales grades), employees with gender data not provided, employees on extended leave or employees hired/re-hired on/after October 1, 2023.

ESG Scorecard

2023 New Hires and Terminations Data

New Hires ^{1,2}	Female	Male
TOTAL BY AGE GROUP (# OF HIRES)	5,192	3,823
< 30 Years	1,540	1,427
30-50 Years	3,151	2,110
> 50 Years	501	286
PERCENTAGE BY AGE GROUP (% OF HIRES)	58%	42%
< 30 Years	30%	37%
30-50 Years	61%	55%
> 50 Years	10%	8%

2023

U.S. ETHNIC AND RACIAL DIVERSITY³ (% OF HIRES)

Female	53%
Male	52%
Total	53%

1. Gender, ethnicity/race and age metrics do not include employees who have not self-identified or with missing data.

2. Employee hires (new employees who joined MetLife from outside of the company) and terminations (active employees who have left MetLife) exclude impacts due to acquisitions and divestitures, as applicable.

3. U.S. Ethnic and Racial Diversity is the percentage of employees in the United States who identify as American Indian or Alaskan Native, Asian, Black or African American, Hispanic or Latino, Native Hawaiian or Other Pacific Islander, and Two or More Races.

ESG Scorecard

2023 New Hires and Terminations Data

Terminations ^{1,2}	Female	Male
TOTAL BY AGE GROUP (# OF TERMINATIONS)	4,954	3,924
< 30 Years	1,088	1,045
30-50 Years	3,134	2,258
> 50 Years	732	621
PERCENTAGE BY AGE GROUP (% OF TERMINATIONS)	56%	44%
< 30 Years	22%	27%
30-50 Years	63%	57%
> 50 Years	15%	16%

2023

U.S. ETHNIC AND RACIAL DIVERSITY³ (% OF TERMINATIONS)

Female	49%
Male	41%
Total	46%

1. Gender, ethnicity/race and age metrics do not include employees who have not self-identified or with missing data.

2. Employee hires (new employees who joined MetLife from outside of the company) and terminations (active employees who have left MetLife) exclude impacts due to acquisitions and divestitures, as applicable.

3. U.S. Ethnic and Racial Diversity is the percentage of employees in the United States who identify as American Indian or Alaskan Native, Asian, Black or African American, Hispanic or Latino, Native Hawaiian or Other Pacific Islander, and Two or More Races.

ESG Scorecard

Employee Benefits

Paid Parental Leave Benefits

8 weeks for “primary caregivers”; 2 weeks for “non-primary caregivers”; additional 6–8 weeks short-term disability leave provided for childbirth and recovery

- Primary Caregiver is an individual who has the primary responsibility (more than 50%), during normal work hours over the course of parental leave, for the immediate care and welfare of the newborn child or child placed in the employee’s home for adoption.
- Non-Primary Caregiver is an individual who does not have primary responsibility, during normal work hours over the course of parental leave, for the care and welfare of the newborn child or child placed in the employee’s home for adoption.

Full-time and part-time employees who are scheduled to work a minimum of 20 hours a week, have at least one year of continuous employment, and any of the following relationships are eligible for paid parental leave (PPL):

- Biological parent of a newborn child;
- A relationship to the birth parent or adopting parent through marriage, domestic partnership or civil union at the time the employee requests PPL; or
- Adopting parent of an unmarried child up to age eighteen (18), or a child incapable of self-care up to age twenty-one (21).

Employee Satisfaction

	2023	2022	2021	2020
Percentage of Employees Participating in Annual MyVoice Survey	85%	85%	83%	84%
Percentage of Employees Indicating a Favorable Response to “How happy are you working at MetLife?”	82%	78%	78%	78%

ESG Scorecard

Environmental Data¹

Greenhouse Gas (GHG) Emissions (metric tons CO₂e)²	2023	2019
Scope 1 Emissions	11,853	18,342
Scope 2 (location-based) Emissions	40,657	68,122
Scope 3 Emissions (global business travel) ³	20,084	44,276
Total Operational Emissions: Scope 1 & 2 (location) and business travel³	72,594	130,740
Carbon Neutrality (metric tons CO₂e)⁴	2023	2019
Scope 2 (market-based) Emissions ²	7,687	30,776
Total Operational Emissions: Scope 1 & 2 (market) and business travel ³	39,624	93,394
Carbon Offsets	39,624	79,834
Other Metrics	2023	2019
Global Property (million sq. ft.) ⁵	11.0	13.4
MetLife Occupiable Area (million sq. ft.) ⁵	9.3	11.0
Emissions Intensity (metric tons CO ₂ e per sq. ft.)	0.006	0.008
Energy (MWh)	2023	2019
Total Energy (includes electricity, fuel oil, natural gas and fleet gasoline)	162,112	231,928
Total Electricity Consumption	115,461	169,928
Electricity Consumption from Renewable Sources	99,749	164,048
Energy Intensity (MWh per sq. ft.)	0.017	0.021

1. Historical energy, GHG emissions and square footage data was updated to account for structural changes, methodology enhancements and corrections in line with the Greenhouse Gas Protocol. Electricity consumption from renewable sources and carbon offsets reflect the totals at the time of original reporting. The previously reported 2019 amounts and the percentage change to the revised 2019 amounts were: i) Scope 1 Emissions: 19,684 and 7% decrease, ii) Scope 2 (location-based) Emissions: 87,026 and 22% decrease, iii) Scope 3 Emissions (global business travel): 25,183 and 76% increase, iv) Total Operational Emissions (Scope 1+2 and business travel): 131,893 and 1% decrease; v) Global Property (million sq. ft.): 14.6 and 8% decrease; vi) MetLife Occupiable Area (million sq. ft.): 12.2 and 10% decrease; vii) Emissions Intensity (metric tons CO₂e per sq. ft.): 0.009 and 11% decrease; viii) Total Energy (includes electricity, fuel oil, natural gas and fleet gasoline): 246,788 and 6% decrease; ix) Total Electricity Consumption: 180,213 and 6% decrease; and x) Energy Intensity (MWh per sq. ft.): 0.020 and 5% increase.
2. The inventory of GHG emissions from Scope 1, Scope 2 and Scope 3 business travel in 2023 for MetLife has been verified by Quantis according to ISO 14064-3. Please see [the full statement](#) for more information.
3. Converted to Global Business Travel, extrapolated historically where necessary due to limited data.
4. MetLife's carbon neutrality efforts apply to global owned and leased offices, global vehicle fleets (Scope 1 and 2 emissions) and employee business travel (Scope 3 Category 6).
5. Property figures represent the year-end square footage of our real estate portfolio.

ESG Scorecard

Environmental Data

Green and Healthy Buildings¹

	2023
EPA ENERGY STAR (no. labeled buildings)	28
EPA ENERGY STAR (million sq. ft.)	2.7
LEED (no. certified buildings)	36
LEED (million sq. ft.)	3.6
Fitwel Buildings (no. certified buildings)	4
Fitwel Buildings (million sq. ft.)	1.1
Other Green Buildings (no. certified buildings)	7
Other Green Buildings (million sq. ft.)	0.2

Waste (lbs.)²

	2023	2022	2021	2020	2019
Total Waste Generated	3,417,408	3,222,142	2,548,451	3,467,779	5,103,348
Total Waste to Landfill	1,682,658	1,478,615	1,033,121	1,339,314	2,182,607
Total Waste Recycled	1,734,750	1,743,527	1,515,331	2,128,466	2,920,740
Waste Diversion (% recycled)	51%	54%	59%	61%	57%
Enterprise-wide Food Donations to Local Communities (diversion from landfill)	7,176	3,320	78	451	2,092
Enterprise-wide E-waste	165,669	163,983	108,218	89,732	36,944

Water (kgals)³

	2023	2022	2021	2020	2019
Total Water Consumption	37,612	34,547	28,153	38,087	54,288
Water Intensity (kgals per sq. ft.)	0.01	0.01	0.01	0.01	0.01

1. MetLife occupied buildings. Does not include MIM managed or MetLife GA investment assets.

2. Due to metrics availability, waste diversion includes the following offices: Aurora, Bridgewater, Convent Station, Dayton, New York, Oriskany, Scranton, Tampa, Troy, Warwick and Whippany. Total weight recycled, reused and resold for sites listed above, and enterprise-wide includes other sites (where data is available).

3. Due to metrics availability, water data includes the following offices: Aurora, Bridgewater, Convent Station, Cary, Cleveland, Dayton, New York, Oriskany, Scranton, Tampa, Troy, Warwick and Whippany.

ESG Scorecard

Environmental Data

2023 Scope 1 Emissions (Metric Tons CO2e)

GHG Type	Fuel Oil/Gen Diesel	Natural Gas	Transport Fuel
CO2			
Domestic	23	3,298	374
International	349	1,799	3,654
Total	372	5,097	4,028
CH4			
Domestic	0.026	1.740	0.134
International	0.393	0.949	5.412
Total	0.419	2.689	5.546
N2O			
Domestic	0.048	1.647	0.347
International	0.725	0.898	26.805
Total	0.773	2.545	27.152
2023 Energy Consumption by Type (MWh)			2023
Electricity			115,461
Fuel (fuel oil, natural gas, transport fuel, district heat and cooling)			46,651
Total Energy Consumption			162,112

ESG Scorecard

Community Data

MetLife Foundation Grants (\$ in millions)	2023
Economic Inclusion	\$ 9.42
Financial Health	\$ 17.75
Resilient Communities	\$ 8.16
Employee Engagement	\$ 2.07
Total	\$ 37.40

MetLife Contributions by Source (\$ in millions)	2023	2022	2021	2020	2019
MetLife Foundation	\$ 37.40	\$ 37.92	\$ 30.34	\$ 39.50	\$ 39.94
Mexico and Korea Foundations	0.93	0.82	1.43	4.15	2.02
Corporate	2.12	2.03	2.03	2.86	3.37
Total	\$ 40.45	\$ 40.77	\$ 33.80	\$ 46.51	\$ 45.33

2023 Employee Volunteering	Volunteers Acts	Total Hours
VOLUNTEERING BY REGION		
United States/Canada	15,498	50,986
Latin America	5,837	24,435
Asia	19,343	54,130
EMEA	2,742	14,583
Total	43,420	144,135

ESG Scorecard

Supply Chain Management

	2023	2022	2021	2020
Total Diverse Business Partner Spend (\$ in millions)	\$ 180	\$ 192	\$ 188	\$ 203
Percentage of Suppliers Covered by a Supply Chain Code of Conduct ¹	100%	100%	100%	100%

Privacy Protection/Information Security

Number of Complaints Concerning Breaches of Customer Privacy Received from Outside Parties and Substantiated by MetLife

MetLife has a longstanding commitment to protect the security, confidentiality and integrity of personal information, and to comply with applicable privacy and data protection laws and regulations. To this end, MetLife has a Global Privacy and Data Protection Policy that establishes enterprise-wide minimum standards on the collection, use and protection of personal information. Like other organizations, MetLife occasionally experiences security breaches, which may be described generally as the unauthorized access, loss, disclosure or misdirection of personal information. Should one of these incidents occur, MetLife has an incident response team that takes immediate steps to minimize any impact on the data subject, follow applicable legal requirements, and investigate and correct the root cause, if needed, to help prevent future incidents. The team includes privacy and security professionals, lawyers and associates in our lines of business.

For additional disclosure on MetLife's cybersecurity management, strategy and governance, please see Item 1C. Cybersecurity of the [2023 Form 10-K](#).

Risk Management

	2023 ²	2022 ³	2021	2020
Percent of Employees Participating in Code of Business Ethics Training	99%	98%	98%	99%

1. MetLife's Supplier Code of Business Conduct was published in 2020 and is available on the external MetLife Global Procurement website. The code refers to any third party and its personnel, including subcontractors providing goods, services and/or deliverables to MetLife. MetLife does not require suppliers to perform attestation.

2. Data includes completions as of February 1, 2024 for courses assigned on or after Sunday, January 1, 2023, and before Monday, January 1, 2024.

3. Data includes completions as of March 13, 2023 for courses assigned on or after Saturday, January 1, 2022, and before Sunday, January 1, 2023.

Sustainability Products and Services

Since 1868, MetLife has helped generations of people build a more confident future. Around the world, MetLife companies offer life, accident and health insurance, retirement and savings products and other financial wellness solutions that help families (including pets), businesses and communities not just survive, but thrive. This chart showcases examples of MetLife products and services that incorporate considerations for environmental and social issues, such as planning for natural disasters or obtaining equal access to financial services, to help address our customers’ diverse and evolving needs and help create greater certainty in an uncertain world.

ESG Category	Product Name	Product/Service Description	Sustainability Issue	Markets
Social	PlanSmart®	A multi-channel experience that focuses on behavioral change, with tools and guidance that empower customers’ employees to build financial literacy confidence and well-being.	Financial wellness	U.S.
Social	Met99	Flexible life insurance product designed to make financial planning more accessible to low- and moderate-income government employees. Customers can choose the protection they need from more than 20 benefits and can bring life and different kinds of protection for the policyholder and their economic dependents within the same policy.	Financial wellness	Mexico
Social	360Health	Helps customers with solutions that address their mental, physical, financial and social health, through a comprehensive focus on key aspects of managing critical illnesses to improve customers’ “healthspan.”	Financial wellness; Health and well-being	Australia, Bangladesh, China, Korea, Nepal, UAE
Social	360Future	Helps customers prepare early for retirement and supports them as they age, with retirement savings, insurance, health and wealth services.	Financial wellness; Health and well-being	China, Korea
Social	Simplified Issue Medical Care	New simplified issue version to complement existing Medical Care suite, which targets seniors and those who are rejected from standard full underwriting. It is a 10- to 20-year renewable small ticket-size base policy with accidental death benefit with multiple optional riders covering diagnosis of various diseases, hospitalization surgery and treatment.	Financial wellness; Health and well-being	Korea

Sustainability Products and Services

ESG Category	Product Name	Product/Service Description	Sustainability Issue	Markets
Social	PNB MetLife Genius Plan	Non-par savings plan that provides guaranteed benefits and allows customers to create a customized pay-out structure, helping parents pay for education while balancing their financial protection needs.	Financial wellness	India
Social	My Child Education Protection Plan	Upgraded education protection insurance with more comprehensive protection elements. The education insurance plan for parents in Bangladesh and Nepal was created to prevent children's education being hampered by financial hardship.	Financial wellness	Bangladesh; Nepal
Social	Women's Protect and Intuition	Designed for women and covers certain conditions related to female health, including cancer treatments. Women's Protect also offers discounts on a variety of health and wellness benefits. Women who buy this product will receive 15% to 50% off dental, optical and nutritional services, as well as discounts on gyms and spa facilities.	Health and well-being; Diversity, equity and inclusion	Gulf Region
Social	Several products	Customers can opt to pay their insurance premiums in monthly installments, without being charged with additional fees and/or costs. This allows low- and moderate-income consumers to access insurance.	Financial wellness	Italy
Social	Life Insurance and Accident & Health Insurance products	Partner with local financial institution Serfinanza and specialized agents to bring insurance to customers who would traditionally have trouble accessing products.	Financial wellness; Health and well-being; Diversity, equity and inclusion	Colombia
Social	Rural Term Insurance	Consists of a series of base products and optional riders covering major and minor critical illness benefit, extra benefit for cancer, waiver of premium after critical illness, health management services and maturity/death benefit. Customers can customize their health protection package according to individual needs. The solution can also be upgraded over time, making it more affordable for younger customers and allowing them to enhance their protection as their income grows.	Financial wellness	China

Sustainability Products and Services

ESG Category	Product Name	Product/Service Description	Sustainability Issue	Markets
Social	Mini Accident Insurance	Covers death and fractures caused by accidents for one year with a small premium of around US\$4.25/year. We introduced Smart and Easy MetLife Mobile, an online platform that offers a simple purchase experience for six Mini Insurance products.	Financial wellness	Korea
Social	Life Invest	Yen-denominated variable insurance that provides protection and asset-building functions at a reasonable monthly premium. One of its objectives is to help seniors extend their health and wealth spans to live well after retirement.	Financial wellness; Health and well-being	Japan
Social	Pradhan Mantri Jeevan Jyoti Bima Yojana	Partnered with India Post Payments Bank to launch the government-promoted, low-cost insurance. The product provides access to low-income and underserved customers—especially those in remote areas—by providing protection and financial security.	Financial wellness	India
Social	Dental Insurance	Dental coverage for low- and moderate-income consumers offered through an arrangement with the Itaú Unibanco bank and Inter Bank.	Health and well-being	Brazil
Social	Dental Insurance	One of the largest national preferred provider organization dental networks featuring: <ul style="list-style-type: none"> • Enhanced benefits and outreach for higher-risk populations (e.g., people with diabetes or hypertension); • Health data connected to products, utilizing an employer’s self-funded medical data to tailor MetLife dental benefit offerings to strengthen the oral health/overall health connection; and • SpotLite on Oral HealthSM program identifies participating network dentists whose practice patterns and cost profile indicate a focus on disease prevention which results in improved oral health at lower costs across the insured population. 	Health and well-being	U.S.

Sustainability Products and Services

ESG Category	Product Name	Product/Service Description	Sustainability Issue	Markets
Social	Pension Fund	Pension fund administration company, Chile ProVida, provides our pension platform and has a number of resources to support our customers. The company offers financial inclusion programs aimed at women, giving them tools to contribute to their pensions and grow at work. And a blog called “Tus Ahorros En Simple” (Your Savings In Simple Terms) provides helpful information in simple, understandable terms.	Financial wellness; Diversity, equity and inclusion	Chile
Social	LifeCare Beautiful	Designed for women, against diagnosis of nine listed female-specific diseases that include breast and cervical cancer, along with loss of life. Breast and cervical cancer are the two most common cancers affecting women in Nepal.	Health and wellness; Diversity, equity and inclusion	Nepal
Social	For Women	Critical illness for women, including coverage for certain conditions related to female health, such as assisted reproduction, death through childbirth, pregnancy complications and congenital malformations of newborns.	Health and wellness; Diversity, equity and inclusion	Czech Republic; Slovakia
Social & Environmental	Unit-linked Insurance Products	Under a unit-linked insurance plan, policyholders make regular premium payments for insurance coverage and as an investment. The plan then offers a combination of insurance and investment payouts. A unit-linked insurance plan can be used, for example, to provide life insurance, build wealth, generate retirement income and pay for education. In certain markets, MetLife has onboarded environmental, social and governance (ESG)-focused funds as an option for customers.	Financial wellness; Climate change	Bulgaria, Czech Republic, Hungary, India, Latin America, Slovakia, and U.S.
Social	MetaLife Mujer	Universal Life product focused on savings and protection with tangible benefits such as special assistance for issues affecting women.	Financial wellness; Health and well-being; Diversity, equity and inclusion	Mexico

Sustainability Products and Services

ESG Category	Product Name	Product/Service Description	Sustainability Issue	Markets
Social	Vida Pension 57 Mujer	Provides protection (against death or disability) for women up to the age of 57 and also allows them to accumulate capital to supplement their retirement (pension gap).	Financial wellness; Health and well-being; Diversity, equity, and inclusion	Colombia
Social	Pet Insurance	Plans for dogs and cats help reimburse customers for unexpected vet bills. We provide insurance for pets of all ages—even seniors—and customers can customize their deductible and reimbursement rates so they work best for their pets' needs and their budget.	Financial wellness	U.S.

Forward-Looking Statements

This report may contain or incorporate by reference information that includes or is based upon forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995.

Forward-looking statements give expectations or forecasts of future events and do not relate strictly to historical or current facts. They use words and terms such as “anticipate,” “are confident,” “assume,” “believe,” “continue,” “could,” “estimate,” “expect,” “if,” “intend,” “likely,” “may,” “plan,” “potential,” “project,” “should,” “will,” “would” and other words and terms of similar meaning or that are otherwise tied to future periods or future performance, in each case in all derivative forms. They include statements relating to future actions, prospective services or products, future performance or results of current and anticipated services or products, future sales efforts, future expenses, the outcome of contingencies such as legal proceedings, and future trends in operations and financial results. Many factors determine company results, and they involve unpredictable risks and uncertainties.

Our forward-looking statements depend on our assumptions, our expectations, and our understanding of the economic environment, but they may be inaccurate and may change. We do not guarantee any future performance. Our results could differ materially from those we express or imply in forward-looking statements. The risks, uncertainties and other factors identified in MetLife, Inc.’s filings with the U.S. Securities and Exchange Commission (SEC), and others, may cause such differences.

These factors include:

- (1) economic condition difficulties, including risks relating to interest rates, credit spreads, declining equity or debt markets, real estate, obligors and counterparties, government default, currency exchange rates, derivatives, climate change, public health and terrorism and security;
- (2) global capital and credit market adversity;
- (3) credit facility inaccessibility;
- (4) financial strength or credit ratings downgrades;
- (5) unavailability, unaffordability, or inadequate reinsurance, including reinsurance risks that arise from reinsurers’ credit risk, and the potential shortfall or failure of risk mitigants to protect against such risks;
- (6) statutory life insurance reserve financing costs or limited market capacity;
- (7) legal, regulatory, and supervisory and enforcement policy changes;
- (8) changes in tax rates, tax laws or interpretations;
- (9) litigation and regulatory investigations;
- (10) unsuccessful efforts to meet all environmental, social and governance standards or to enhance our sustainability;
- (11) MetLife, Inc.’s inability to pay dividends and repurchase common stock;
- (12) MetLife, Inc.’s subsidiaries’ inability to pay dividends to MetLife, Inc.;
- (13) investment defaults, downgrades or volatility;
- (14) investment sales or lending difficulties;
- (15) collateral or derivative-related payments;
- (16) investment valuations, allowances or impairments changes;
- (17) claims or other results that differ from our estimates, assumptions or models;
- (18) global political, legal or operational risks;
- (19) business competition;
- (20) technological changes;
- (21) catastrophes;
- (22) climate changes or responses to it;
- (23) deficiencies in our closed block;
- (24) goodwill or other asset impairment, or deferred income tax asset allowance;
- (25) impairment of value of business acquired, value of distribution agreements acquired or value of customer relationships acquired;
- (26) product guarantee volatility, costs and counterparty risks;
- (27) risk management failures;
- (28) insufficient protection from operational risks;
- (29) failure to protect confidentiality and integrity of data or other cybersecurity or disaster recovery failures;
- (30) accounting standards changes;
- (31) excessive risk-taking;
- (32) marketing and distribution difficulties;

Forward-Looking Statements

- (33) pension and other postretirement benefit assumption changes;
- (34) inability to protect our intellectual property or avoid infringement claims;
- (35) acquisition, integration, growth, disposition or reorganization difficulties;
- (36) Brighthouse Financial, Inc. separation risks;
- (37) MetLife, Inc.'s Board of Directors influence over the outcome of stockholder votes through the voting provisions of the MetLife Policyholder Trust; and
- (38) legal- and corporate governance-related effects on business combinations.

MetLife, Inc. does not undertake any obligation to publicly correct or update any forward-looking statement if MetLife, Inc. later becomes aware that such statement is not likely to be achieved.

Please consult any further disclosures MetLife, Inc. makes on related subjects in subsequent reports to the SEC. Additional information about MetLife's General Account investment portfolio is available in MetLife, Inc.'s quarterly financial materials, which may be accessed through MetLife's Investor Relations web page at <https://investor.metlife.com>.

Explanatory Note

The following information is relevant to an understanding of our assets under management (AUM) managed by MetLife Investment Management, LLC and certain of its affiliates (MIM). MIM is MetLife, Inc.'s institutional investment management business. Our definitions may differ from those used by other companies. For additional information regarding MIM's Total AUM and GA AUM respectively, please see our [Investment Fact Sheets](#).

Total Assets Under Management (Total AUM) Total AUM is comprised of GA AUM plus Institutional Client AUM (each, as defined below).

General Account AUM (GA AUM) is used by MetLife to describe assets in its general account (GA) investment portfolio. GA AUM is stated at estimated fair value and is comprised of GA total investments, the portion of the GA investment portfolio classified within assets held-for-sale, and cash and cash equivalents, excluding policy loans, contract holder-directed equity securities, fair value option securities, mortgage loans originated for third parties and certain other invested assets. Mortgage loans, net of mortgage loans originated for third parties (net mortgage loans), including commercial (net commercial mortgage loans), agricultural (net agricultural mortgage loans) and residential mortgage loans and real estate equity (including real estate and real estate joint ventures) included in GA AUM (at net asset value, net of deduction for encumbering debt) have been adjusted from carrying value to estimated fair value.

Classification of GA AUM by sector is based on the nature and characteristics of the underlying investments, which can vary from how they are classified under generally accepted accounting principles. Accordingly, the underlying investments within certain real estate and real estate joint ventures that are primarily net commercial mortgage loans (at net asset value, net of deduction for encumbering debt) have been reclassified to exclude them from real estate equity and include them as net commercial mortgage loans.

Institutional Client AUM is comprised of SA AUM plus TP AUM (each, as defined below). MIM manages Institutional Client AUM in accordance with client guidelines contained in each investment advisory agreement (Mandates).

Separate Account AUM (SA AUM) is comprised of separate account investment portfolios of MetLife insurance companies, which are managed by MIM and included in MetLife, Inc.'s consolidated financial statements at estimated fair value.

Third-Party AUM (TP AUM) is comprised of non-proprietary assets managed by MIM on behalf of unaffiliated/third-party clients, which are stated at estimated fair value. Such non-proprietary assets are owned by unaffiliated/third-party clients and, accordingly, are generally not included in MetLife, Inc.'s consolidated financial statements.