

# Back to health and back to work

Promoting better recovery and workplace outcomes



~2.6M

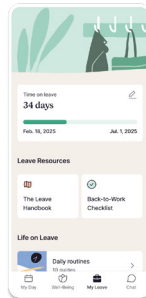
U.S. workers take a leave of absence from work any given week due to illness or injury<sup>1</sup>

Solutions that advance employee health and productivity are vital to your workforce objectives.

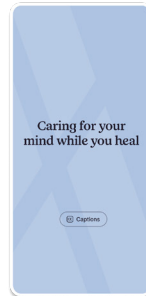
MetLife is committed to helping you and your employees navigate the challenges that a leave from work may bring. And we're adding value with a high-tech, high-touch, flexible service experience that supports smooth transitions back to work.

## Introducing the new Empathy Leave Support app

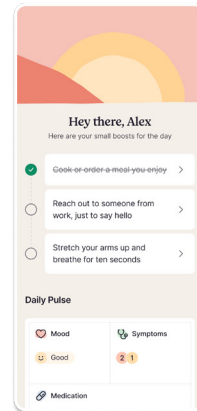
MetLife is partnering with Empathy, a leading technology company supporting millions of people through challenging moments. Together, we're launching an innovative digital platform that builds on our current service experience and reimagines it as a structured, supportive journey for employees on a leave of absence.



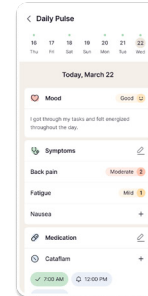
Helpful resources for navigating leave



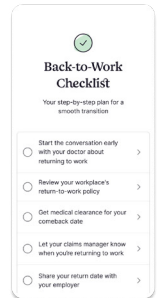
Emotional tools for calm and ease



Daily steps that build routine and confidence



Physical and emotional health tracking



Personalized plan for a supported return

### Keeping employees on track to return to work

The app is a free resource, available exclusively through MetLife. Built-in health trackers, engaging wellness tools and real-time 24/7 human guidance help:

- Build healthy routines
- Reduce stress and increase well-being
- Facilitate return-to-work planning and transition

### Focus on your business, knowing your employees are being cared for

MetLife is a trusted partner and leader in disability and leave management services. By supporting your employees on leave, we can help them feel confident, connected and cared for every step of the way. Which can mean greater benefits satisfaction and a more loyal, productive and healthy workforce.<sup>2</sup>

## A fully connected employee experience

The platform is designed to assist employees through a range of emotional and practical challenges, helping them feel empowered, connected and cared for every step of the way. Support is available on the web or mobile app or over the phone.



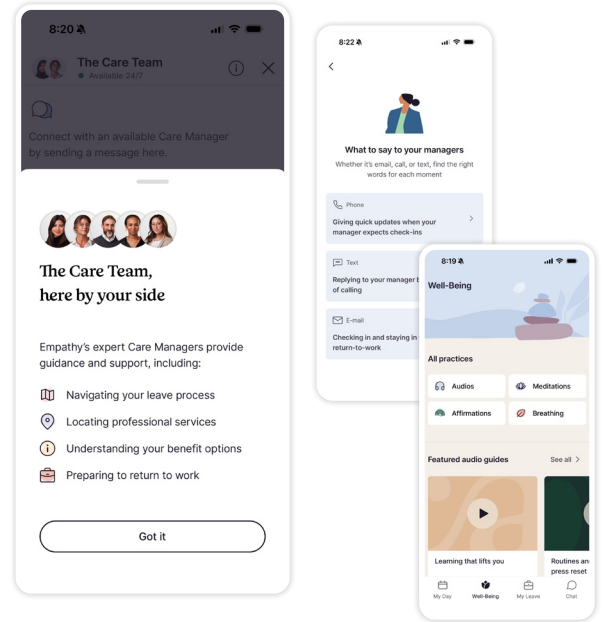
### A dedicated Care Team available 24/7

In addition to tech-enabled assistance, employees can connect with a member of the Care Team for personalized support and practical help with day-to-day needs, such as locating professional services. They also provide guidance on how to initiate any necessary communication with colleagues and managers while on leave.



### How it works

When an employee submits a claim online, they'll be immediately introduced to the Empathy Leave Support app. MetLife claim specialists may also introduce the app during claim interviews and decision calls. And our return-to-health behavioral specialists remind and encourage employees to use the app as part of our integrated return-to-health capabilities. The MetLife specialist can also register employees on their behalf, which triggers a text from Empathy. If the employee is interested, they can download the app and engage.



**To learn more about the Empathy Leave Support experience,  
speak with your MetLife Representative.**

<sup>1</sup>Bureau of Labor Statistics, U.S. Department of Labor, Labor Force Statistics from the Current Population Survey 2024, <https://www.bls.gov/cps/cpsaat47.htm>, accessed November 10, 2025.

<sup>2</sup>MetLife's 23rd Employee Benefit Trends Study, 2025.

Like most group disability insurance policies, MetLife policies contain certain exclusions, exceptions, waiting periods, reductions, limitations and terms for keeping them in force. Contact your plan administrator for details.

Empathy's Leave Support services and platform are provided through an agreement with The Empathy Project, Inc., (doing business as Empathy). Empathy is not an affiliate of MetLife. Information disclosed directly to Empathy is not disclosed to MetLife and therefore is not subject to MetLife's privacy policy.

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