

Discover MetLife 360



More than just insurance from MetLife





MetLife 360

To complement our Group Life policies, all customers get access to MetLife 360 at no extra cost. We've designed supports to help employees through all life stages.

Under MetLife 360 we are delighted to introduce 360Health & 360Future services. The benefits extend to the member, their spouse/partner and their children.

MetLife 360Health Powered by

Digital GP

Fast, convenient, discreet and secure access to medical services anytime, anywhere.

Mental Health Support services

Our mental health service offers support and clinical guidance on a wide range of mild to moderate mental health concerns.

Online Wellness Hub

Access a suite of resources to support physical and financial wellbeing on the MetLife 360Health portal allowing you to *Live your Life to the Full*.

Digital GP service, Mental Health Support services and the Online Wellness hub are provided by HealthHero and are eligible to employees, their spouse/partner and children (up to 23rd birthday).

MetLife 360Future powered by Everest

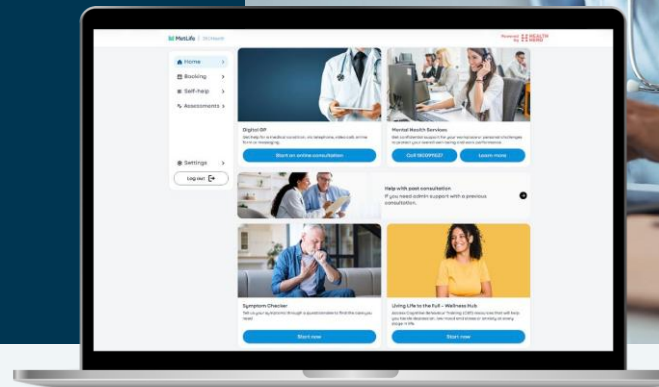
Legacy services

Three exclusive online tools to prepare your life legacy and to consider your funeral wishes ahead of time. Coupled with expert concierge support for your bereaved loved ones arranging your funeral.

360Future Legacy services are provided by Everest Funeral Concierge (UK) Limited to employees, spouse/partner and children up to 26 years of age.

Digital GP service

Digital GP gives members fast, convenient, discreet and secure access to medical services anytime, anywhere. There are three main ways to use the service.



Digital GP

Book unlimited telephone or video GP consultations through the 360Health portal. As part of your treatment plan, you may be offered a prescription, which can be emailed quickly to your chosen pharmacy.



Symptom Checker

Triage your symptoms using our online symptom checker. This guides you to the right clinician and the right service based on your symptoms. That may be a smart consult or online GP appointment, it gives you seamless, personalised support.



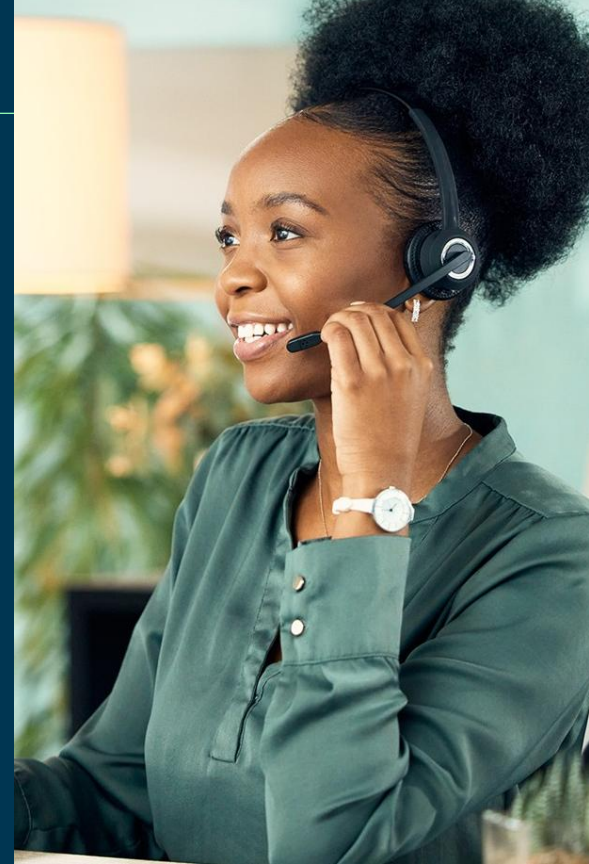
Message a Doctor

Short on time? Complete the interactive online questionnaire. A clinician will review it and respond within 2 hours with a tailored treatment plan. The service is fast, clinically safe, and designed around you. The treatment plan may include treatment available over the counter, a prescription, or arranging a GP appointment if needed.

Mental Health Support services

Our mental health service offers support and clinical guidance on a wide range of mild to moderate mental health concerns.

We offer one referral of up to 6 sessions per year.



After an assessment, and where clinically appropriate, you may be referred to structured counselling. This is a short-term referral of **up to 6 sessions** to support mild to moderate mental health related issues.



In-the-Moment Counselling

In-the-Moment Counselling provides access to the counselling team, who are available 24 hours a day, 365 days a year by phone.



Solution Focused Counselling

Structured short-term therapy sessions of counselling or Cognitive Behavioural Therapy (CBT).



Online Cognitive Behavioural Therapy (CBT)

Digital self-guided programme or a blended model of digital therapy with clinical checkpoints from a counsellor, as required.



Bereavement Counselling

Provides **6 sessions of bereavement counselling**. In certain circumstances, this can be extended to up to 8 sessions, subject to approval.

Our Online Wellness Hub

Our wellness hub offers a suite of resources to support physical and financial wellbeing on the MetLife 360Health portal allowing you to *Live your Life to the Full*.

These include on-demand videos and articles and regular health newsletters with ideas to improve day to day wellbeing.



Physical health



- Online health and fitness materials such as videos and articles covering a range of health-related topics.
- A monthly wellbeing newsletter.
- Wellness assessments that allow you to understand your diet, stress, sleep, habits and general fitness.

Financial health



Information and guidance to support developing better financial wellness, including budget planning and debt management resources.

Mental Health and Wellbeing



Self-help resources include meditation and breathing exercises along with articles, videos and audios to help improve resilience.

Who is HealthHero?

They are one of Ireland's leading healthcare providers providing digital health advice and support. They have 500+ clinicians and have offered services to over 170k patients*. All doctors are trained and registered in Ireland.

Legacy services

Funerals are hard to talk about. 360Future Legacy services help you prepare your life legacy, to consider your funeral wishes ahead of time and give expert funeral support to your bereaved loved ones when they need it most. Giving you and your loved ones some peace of mind.



Will Writing (WillPrep™)

Online will writing service that is fully legally binding.



Digital Lockbox (Tenzing™)

Gather and save those important documents and passwords, so they are easy for your family to access.



Funeral Preparation (PriceFinder™)

Expert funeral advisors help you compare prices and services of funeral directors in your area sensitively and quickly.



Funeral Concierge

Consider your own funeral wishes ahead of time. Expert funeral concierge services are then available to support the remaining partner, spouse, or children arrange a funeral.

Who is Everest?

Everest was founded in 2001 and provide expert funeral planning services across the U.S., Canada, the UK, and Ireland. With 24/7 personalised, expert, and independent support, Everest helps families improve preparedness, make informed decisions, and simplify funeral planning at life's most difficult moments.

Need Help?

Phone the 24-hour helpline:

1800 852 074,
available 365 days a year.

Email:
ireland@everestfuneral.com



Unlock MetLife 360

Once the group life policy has started, you will have access to 360Health and 360Future benefits.

To access MetLife 360 log onto the portal:

www.metlife.ie/360login

You can access the portal 24 hours per day, 365 days per year.

How do I register?

To register, members need a unique access code, available from your employer.

Once you have the access code, log on and follow the simple registration steps on the portal.

Products and services are offered by MetLife Europe d.a.c. which is an affiliate of MetLife, Inc. and operates under the “MetLife” brand.

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GP24 and Mental Health Services, branded by MetLife as ‘360Health’, are provided by HealthHero Healthcare Ireland, a company incorporated in Ireland with company number 670586 whose registered address is 3rd Floor, Waterloo Exchange, Dublin 4, D04 E5W7.

MetLife 360 legacy services are provided by Everest Funeral Package LLC. Everest Funeral Package LLC services are not regulated by the Central Bank of Ireland.

These services are not part of the insurance contract and are non-contractual. These services are not provided by MetLife and can be amended or withdrawn at any time.

* Source <https://www.healthhero.ie/patients>

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