4Q19 Supplemental Slides[1]

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[1] *These slides highlight information in MetLife, Inc.'s earnings release and quarterly financial supplement.*

Table of Contents

	Page
Net Income (Loss) to Adjusted Earnings	3
Notable Items	4
Adjusted Earnings ex. Total Notable Items by Segment	6
Variable Investment Income (VII)	7
Direct Expense Ratio	8
Cash & Capital	9
Appendix	10

Net Income (Loss) to Adjusted Earnings

($ in millions) – Post-tax

	4Q19	FY19
Net Income (Loss)	**$536**	**$5,721**
Less:		
Net Investment Gains (Losses)[1]	164	311
Net Derivative Gains (Losses)[2]	(1,157)	496
Investment Hedge Adjustments	(99)	(371)
Actuarial Assumption Review[2]	—	(19)
Other[1,2]	(206)	(463)
Adjusted Earnings	**$1,834**	**$5,767**

[1] Net Investment Gains (Losses) includes a $140 million post-tax loss from our expected Hong Kong disposition, of which $40 million represents the net tax charge reported in provision for income tax expense (benefit). [2] Net Derivative Gains (Losses) includes a $27 million post-tax loss associated with our Actuarial Assumption Review that is also included within the $19 million Actuarial Assumption Review line item. As a result, the Other line item reflects the removal of this loss being included within both categories. See Appendix for non-GAAP financial information, definitions and/or reconciliations.

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Notable Items

Post-tax

	4Q19		FY19	
	$ in millions	Per Share Impact[1]	$ in millions	Per Share Impact[1]
Adjusted Earnings	**$1,834**	**$1.98**	**$5,767**	**$6.11**
Less Notable Items:				
Tax adjustments	475	0.51	475	0.50
Interest on tax adjustments	64	0.07	64	0.07
Actuarial Assumption Review and Other Insurance Adjustments	—	—	(160)	(0.17)
Subtotal	**1,295**	**1.40**	**5,388**	**5.70**
Expense Initiative Costs	(119)	(0.13)	(332)	(0.35)
Adjusted Earnings, ex. Total Notable Items	**$1,414**	**$1.53**	**$5,720**	**$6.06**

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[1] *The per share data for each notable item is calculated on a standalone basis and may not sum to total notable items.*
See Appendix for non-GAAP financial information, definitions and/or reconciliations.

Notable Items: Tax Adjustments

($ in millions) - Post-tax	Benefit to Adjusted Earnings	Highlights
Repatriation tax settlement	$317	• U.S. Tax Reform Repatriation Transition Tax • Executed binding agreement with the IRS in 4Q19
IRS audit settlement	158	• Wholly-owned U.K. investment subsidiary of MLIC • Recorded tax charge of $557M[1] in 3Q15 • Settled audit years 2003-2006 in 4Q18 • Settled audit years 2000-2002 and 2007-2009 in 4Q19 • No open years on this matter
Tax Adjustments	**$475**	

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[1] *Total 3Q15 charge of $792M, includes $557M of tax and $235M of other expenses.*

See Appendix for non-GAAP financial information, definitions and/or reconciliations.

Adjusted Earnings ex. Total Notable Items by Segment

($ in millions) – Post-tax

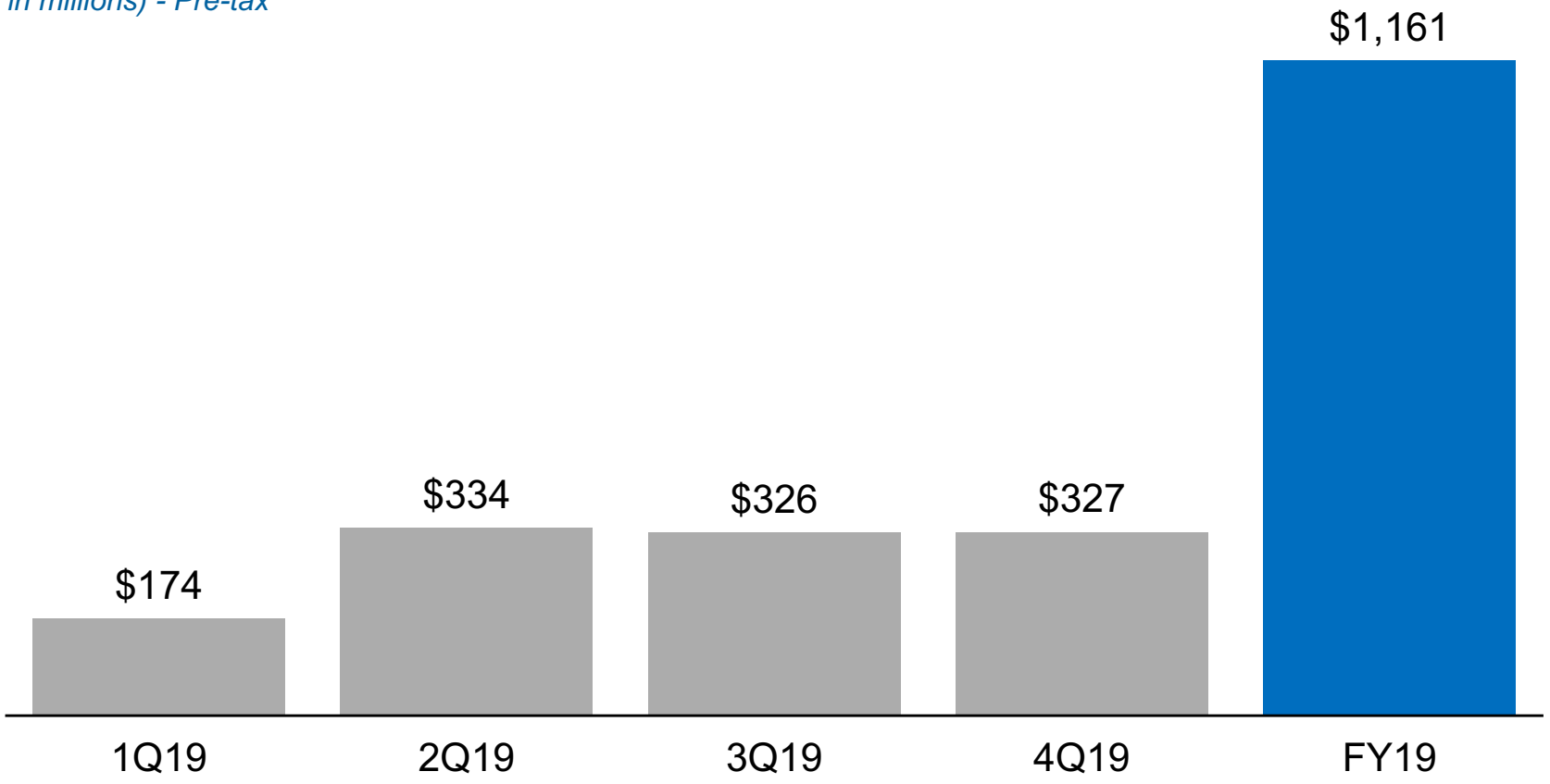
	4Q19	4Q18	% Change	% Change (Constant Rate)	Highlights[1]
Group Benefits	$329	$230	43%		+ Underwriting Margins; + Volume Growth; + Investment Margins; - Expense Margins
Retirement and Income Solutions	$321	$356	(10%)		- Investment Margins
Property & Casualty	$25	$99	(75%)		- Underwriting Margins
U.S.	**$675**	**$685**	**(1%)**		
Asia	**$341**	**$281**	**21%**	**23%**	+ Volume Growth; + Investment Margins; + Equity Markets; - Underwriting Margins
Latin America	**$161**	**$137**	**18%**	**21%**	+ Investment Margins; + Volume Growth; + Capital Markets; + Expense Margins; - Underwriting Margins
EMEA	**$66**	**$55**	**20%**	**22%**	+ Taxes; + Volume Growth; - Underwriting Margins
MetLife Holdings	**$269**	**$223**	**21%**		+ Equity Markets; + Underwriting Margins; + Investment Margins; - Expense Margins
Corporate & Other	**$(98)**	**$(132)**	**26%**		+ Taxes; + Investment Margins; - Expense Margins
Adjusted Earnings, ex. Total Notable Items	**$1,414**	**$1,249**	**13%**	**14%**	
Adjusted EPS, ex. Total Notable Items	**$1.53**	**$1.26**	**21%**	**21%**	

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[1] *To be discussed on MetLife, Inc.'s fourth quarter 2019 earnings conference call and audio webcast.*
See Appendix for non-GAAP financial information, definitions and/or reconciliations.

Variable Investment Income

($ in millions) - Pre-tax

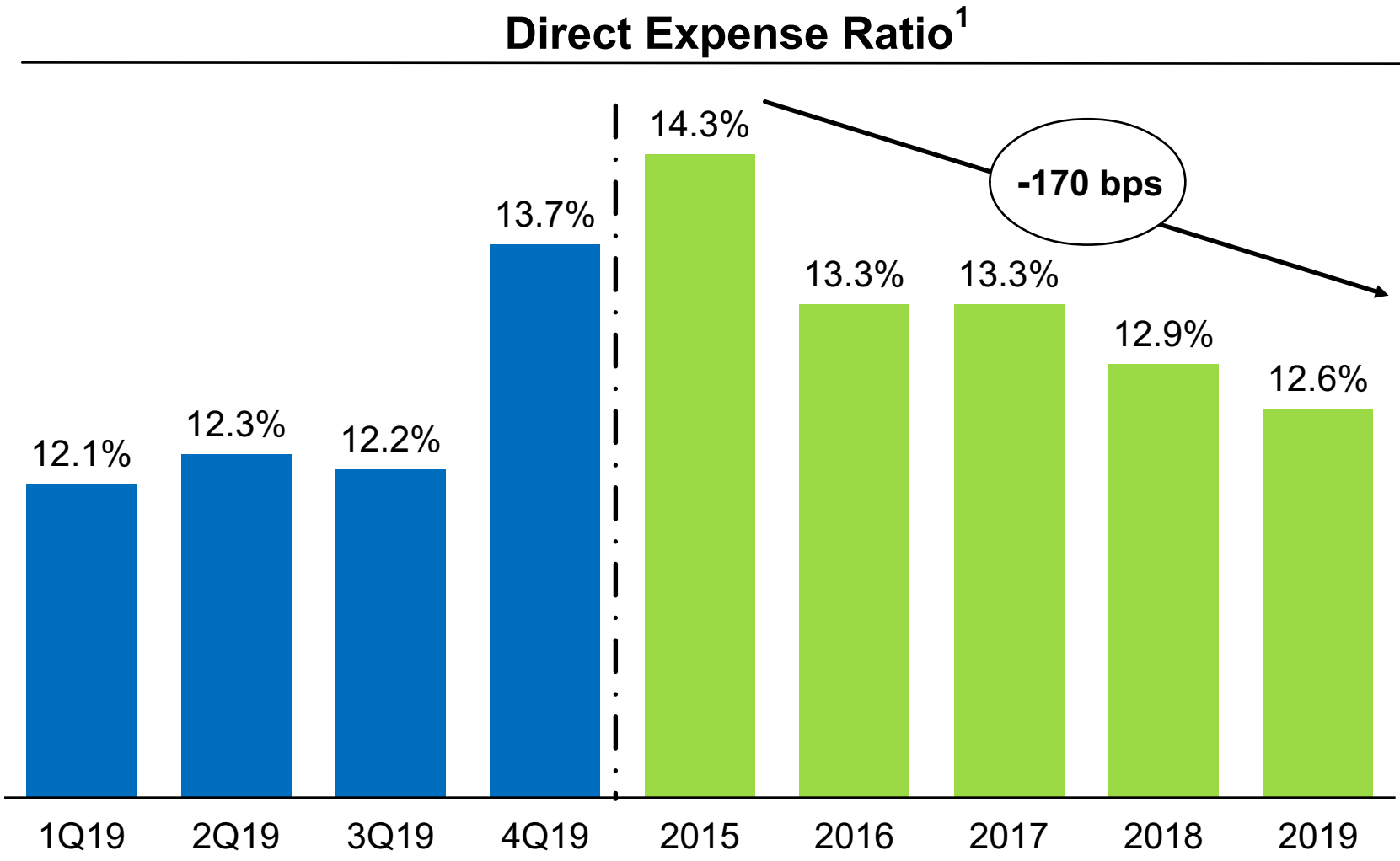


FY19 target range: $800 million - $1.0 billion pre-tax

FY20 target range: $900 million - $1.1 billion pre-tax

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Steady Progress Toward Achieving Expense Targets; 4Q19 Impacted by Seasonal Items

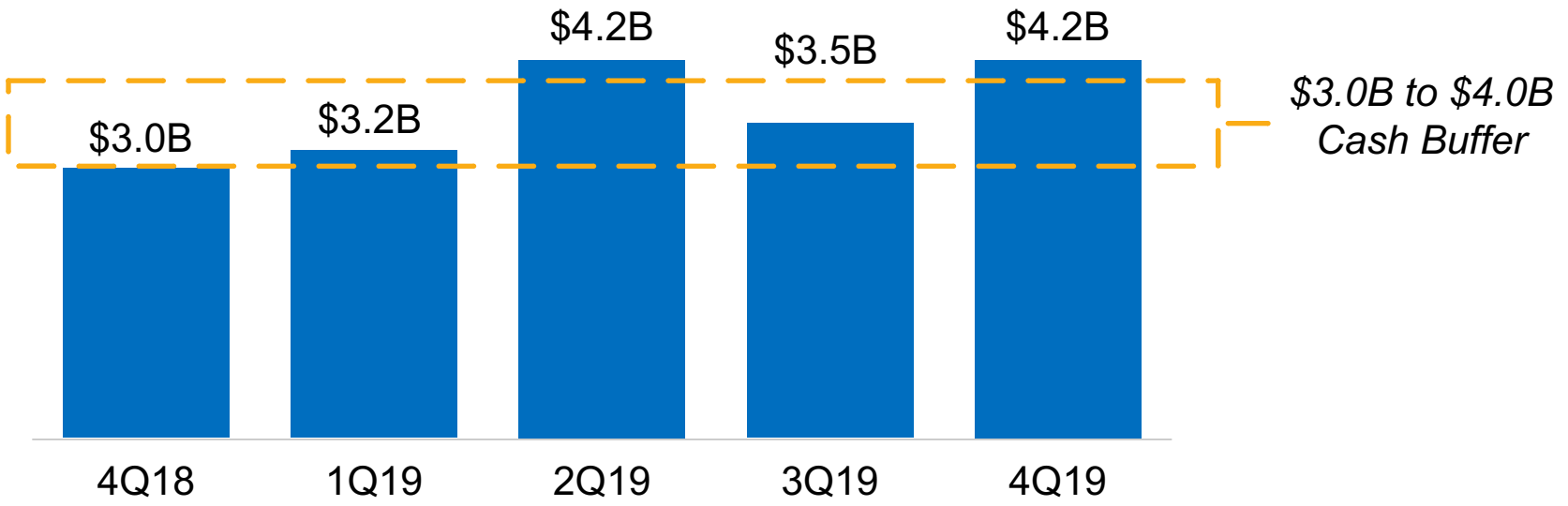


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[1] *Direct expense ratio, excluding total notable items related to direct expenses and PRT.*
See Appendix for non-GAAP financial information, definitions and/or reconciliations.

Cash & Capital

- Holding Companies Cash & Liquid Assets[1]



- Returned ~$4.0 billion of capital to shareholders in 2019
- Average 2018-2019 Free Cash Flow ratio[2] of 72%; within 65-75% target
- 2019 Combined U.S. Risk Based Capital ratio[3] above 360% target
- Japan Solvency Margin ratio[4] of 904% at September 30, 2019

[1] At quarter-end. [2] Excluding notable and Brighthouse separation-related items. [3] NAIC basis, estimated. Ratio includes MetLife, Inc.'s principal U.S. insurance subsidiaries, excluding American Life Insurance Company. [4] Solvency ratio of MetLife's insurance subsidiary in Japan.
See Appendix for non-GAAP financial information, definitions and/or reconciliations.

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Appendix

Cautionary Statement on Forward-Looking Statements

The forward-looking statements in this presentation, such as “FY20 target,” are based on assumptions and expectations that involve risks and uncertainties, including the “Risk Factors” MetLife, Inc. describes in its U.S. Securities and Exchange Commission filings. MetLife’s future results could differ, and it has no obligation to correct or update any of these statements.

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Explanatory Note on Non-GAAP Financial Information

Any references in this presentation (except in this Explanatory Note on Non-GAAP Financial Information and Reconciliations) to:		Should be read as, respectively:	
(i)	net income (loss);	(i)	net income (loss) available to MetLife, Inc.'s common shareholders;
(ii)	adjusted earnings; and	(ii)	adjusted earnings available to common shareholders; and
(iii)	adjusted earnings per share.	(iii)	adjusted earnings available to common shareholders per diluted common share.

In this presentation, MetLife presents certain measures of its performance on a consolidated and segment basis that are not calculated in accordance with accounting principles generally accepted in the United States of America (GAAP). MetLife believes that these non-GAAP financial measures enhance the understanding of MetLife's performance by highlighting the results of operations and the underlying profitability drivers of the business. Segment-specific financial measures are calculated using only the portion of consolidated results attributable to that specific segment.

The following non-GAAP financial measures should not be viewed as substitutes for the most directly comparable financial measures calculated in accordance with GAAP:

Non-GAAP financial measures:		Comparable GAAP financial measures:	
(i)	adjusted premiums, fees and other revenues;	(i)	premiums, fees and other revenues;
(ii)	adjusted premiums, fees and other revenues, excluding pension risk transfer (PRT);	(ii)	premiums, fees and other revenues;
(iii)	capitalization of deferred policy acquisition costs (DAC), as reported on an adjusted basis;	(iii)	capitalization of DAC;
(iv)	other expenses, as reported on an adjusted basis;	(iv)	other expenses;
(v)	adjusted earnings available to common shareholders;	(v)	net income (loss) available to MetLife, Inc.'s common shareholders;
(vi)	adjusted earnings available to common shareholders, excluding total notable items;	(vi)	net income (loss) available to MetLife, Inc.'s common shareholders;
(vii)	adjusted earnings available to common shareholders per diluted common share;	(vii)	net income (loss) available to MetLife, Inc.'s common shareholders per diluted common share;
(viii)	adjusted earnings available to common shareholders, excluding total notable items, per diluted common share;	(viii)	net income (loss) available to MetLife, Inc.'s common shareholders per diluted common share;
(ix)	free cash flow of all holding companies;	(ix)	MetLife, Inc. (parent company only) net cash provided by (used in) operating
(x)	adjusted expense ratio;	(x)	expense ratio;
(xi)	adjusted expense ratio, excluding total notable items related to other expenses and PRT;	(xi)	expense ratio;
(xii)	direct expense ratio; and	(xii)	expense ratio; and
(xiii)	direct expense ratio, excluding total notable items related to direct expenses and PRT.	(xiii)	expense ratio.

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Explanatory Note on Non-GAAP Financial Information (Continued)

Any of these financial measures shown on a constant currency basis reflect the impact of changes in foreign currency exchange rates and are calculated using the average foreign currency exchange rates for the most recent period and applied to the comparable prior period.

Reconciliations of these non-GAAP financial measures to the most directly comparable GAAP financial measures are included in this presentation and in this period's quarterly financial supplement and earnings news release, which are available at www.metlife.com. Reconciliations of these non-GAAP measures to the most directly comparable GAAP measures are not accessible on a forward-looking basis because we believe it is not possible without unreasonable effort to provide other than a range of net investment gains and losses and net derivative gains and losses, which can fluctuate significantly within or outside the range and from period to period and may have a material impact on net income.

MetLife's definitions of non-GAAP and other financial measures discussed in this presentation may differ from those used by other companies:

Adjusted earnings and related measures

- adjusted earnings;
- adjusted earnings available to common shareholders;
- adjusted earnings available to common shareholders on a constant currency basis;
- adjusted earnings available to common shareholders, excluding total notable items;
- adjusted earnings available to common shareholders, excluding total notable items, on a constant currency basis;
- adjusted earnings available to common shareholders per diluted common share;
- adjusted earnings available to common shareholders on a constant currency basis per diluted common share;
- adjusted earnings available to common shareholders, excluding total notable items per diluted common share; and
- adjusted earnings available to common shareholders, excluding total notable items, on a constant currency basis per diluted common share.

These measures are used by management to evaluate performance and allocate resources. Consistent with GAAP guidance for segment reporting, adjusted earnings and components of, or other financial measures based on, adjusted earnings are also MetLife's GAAP measures of segment performance. Adjusted earnings and other financial measures based on adjusted earnings are also the measures by which MetLife senior management's and many other employees' performance is evaluated for the purposes of determining their compensation under applicable compensation plans. Adjusted earnings and other financial measures based on adjusted earnings allow analysis of MetLife's performance relative to its Business Plan and facilitate comparisons to industry results.

Adjusted earnings is defined as adjusted revenues less adjusted expenses, net of income tax. Adjusted loss is defined as negative adjusted earnings. Adjusted earnings available to common shareholders is defined as adjusted earnings less preferred stock dividends.

Adjusted revenues and adjusted expenses

These financial measures, along with the related adjusted premiums, fees and other revenues, focus on our primary businesses principally by excluding the impact of market volatility, which could distort trends, and revenues and costs related to non-core products and certain entities required to be consolidated under GAAP. Also, these measures exclude results of discontinued operations under GAAP and other businesses that have been or will be sold or exited by MetLife but do not meet the discontinued operations criteria under GAAP (Divested businesses). Divested businesses also includes the net impact of transactions with exited businesses that have been eliminated in consolidation under GAAP and costs relating to businesses that have been or will be sold or exited by MetLife that do not meet the criteria to be included in results of discontinued operations under GAAP. In addition, for the year ended December 31, 2016, adjusted revenues and adjusted expenses exclude the financial impact of converting the Company's Japan operations to calendar year-end reporting without retrospective application of this change to prior periods and is referred to as lag elimination. Adjusted revenues also excludes net investment gains (losses) (NIGL) and net derivative gains (losses) (NDGL). Adjusted expenses also excludes goodwill impairments.

Explanatory Note on Non-GAAP Financial Information (Continued)

The following additional adjustments are made to revenues, in the line items indicated, in calculating adjusted revenues:

- Universal life and investment-type product policy fees excludes the amortization of unearned revenue related to NIGL and NDGL (Unearned revenue adjustments) and certain variable annuity guaranteed minimum income benefits (GMIB) fees (GMIB fees);
- Net investment income: (i) includes adjustments for earned income on derivatives and amortization of premium on derivatives that are hedges of investments or that are used to replicate certain investments but do not qualify for hedge accounting treatment (Investment hedge adjustments), (ii) excludes post-tax adjusted earnings adjustments relating to insurance joint ventures accounted for under the equity method, (iii) excludes certain amounts related to contractholder-directed equity securities, (iv) excludes certain amounts related to securitization entities that are variable interest entities (VIEs) consolidated under GAAP and (v) includes distributions of profits from certain other limited partnership interests that were previously accounted for under the cost method, but are now accounted for at estimated fair value, where the change in estimated fair value is recognized in NIGL under GAAP; and
- Other revenues is adjusted for settlements of foreign currency earnings hedges and excludes fees received in association with services provided under transition service agreements (TSA fees).

The following additional adjustments are made to expenses, in the line items indicated, in calculating adjusted expenses:

- Policyholder benefits and claims and policyholder dividends excludes: (i) amortization of basis adjustments associated with de-designated fair value hedges of future policy benefits, (ii) changes in the policyholder dividend obligation related to NIGL and NDGL, (iii) inflation-indexed benefit adjustments associated with contracts backed by inflation-indexed investments and amounts associated with periodic crediting rate adjustments based on the total return of a contractually referenced pool of assets and other pass-through adjustments, (iv) benefits and hedging costs related to GMIBs (GMIB costs), and (v) market value adjustments associated with surrenders or terminations of contracts (Market value adjustments);
- Interest credited to policyholder account balances includes adjustments for earned income on derivatives and amortization of premium on derivatives that are hedges of policyholder account balances but do not qualify for hedge accounting treatment and excludes certain amounts related to net investment income earned on contractholder-directed equity securities;
- Amortization of deferred policy acquisition costs (DAC) and value of business acquired (VOBA) excludes amounts related to: (i) NIGL and NDGL, (ii) GMIB fees and GMIB costs and (iii) Market value adjustments;
- Amortization of negative VOBA excludes amounts related to Market value adjustments;
- Interest expense on debt excludes certain amounts related to securitization entities that are VIEs consolidated under GAAP; and
- Other expenses excludes: (i) noncontrolling interests, (ii) implementation of new insurance regulatory requirements costs (Regulatory implementation costs) and (iii) acquisition, integration and other costs. Other expenses includes TSA fees.

Adjusted earnings also excludes the recognition of certain contingent assets and liabilities that could not be recognized at acquisition or adjusted for during the measurement period under GAAP business combination accounting guidance.

The tax impact of the adjustments mentioned above are calculated net of the U.S. or foreign statutory tax rate, which could differ from MetLife's effective tax rate. Additionally, the provision for income tax (expense) benefit also includes the impact related to the timing of certain tax credits, as well as certain tax reforms.

Expense ratio, direct expense ratio, adjusted expense ratio and related measures:

- Expense ratio: other expenses, net of capitalization of DAC, divided by premiums, fees and other revenues.
- Direct expense ratio: direct expenses, on an adjusted basis, divided by adjusted premiums, fees and other revenues.
- Direct expense ratio, excluding total notable items related to direct expenses and PRT: direct expenses, on an adjusted basis, excluding total notable items related to direct expenses, divided by adjusted premiums, fees and other revenues, excluding PRT.
- Adjusted expense ratio: other expenses, net of capitalization of DAC, both on an adjusted basis, divided by adjusted premiums, fees and other revenues.
- Adjusted expense ratio, excluding total notable items related to other expenses and PRT: other expenses, net of capitalization of DAC, both on an adjusted basis, excluding total notable items related to other expenses, divided by adjusted premiums, fees and other revenues, excluding PRT.

Explanatory Note on Non-GAAP Financial Information (Continued)

The following additional information is relevant to an understanding of MetLife's performance results:

- MetLife uses a measure of free cash flow to facilitate an understanding of its ability to generate cash for reinvestment into its businesses or use in non-mandatory capital actions. MetLife defines free cash flow as the sum of cash available at MetLife's holding companies from dividends from operating subsidiaries, expenses and other net flows of the holding companies (including capital contributions to subsidiaries), and net contributions from debt to be at or below target leverage ratios. This measure of free cash flow is prior to capital actions, such as common stock dividends and repurchases, debt reduction and mergers and acquisitions. Free cash flow should not be viewed as a substitute for net cash provided by (used in) operating activities calculated in accordance with GAAP. The free cash flow ratio is typically expressed as a percentage of annual adjusted earnings available to common shareholders.

- Notable items represent a positive (negative) impact to adjusted earnings available to common shareholders. Notable items reflect the unexpected impact of events that affect MetLife's results, but that were unknown and that MetLife could not anticipate when it devised its Business Plan. Notable items also include certain items regardless of the extent anticipated in the Business Plan, to help investors have a better understanding of MetLife's results and to evaluate and forecast those results.

Reconciliation of Net Income (Loss) Available to MetLife, Inc.'s Common Shareholders to Adjusted Earnings Available to Common Shareholders

(In millions, except per share data)	2019	Earnings Per Weighted Average Common Share Diluted[1]	4Q19	Earnings Per Weighted Average Common Share Diluted[1]	4Q18	Earnings Per Weighted Average Common Share Diluted[1]
Net Income (loss) available to MetLife, Inc.'s common shareholders	$ 5,721	$ 6.06	$ 536	$ 0.58	$ 2,010	$ 2.04
Adjustments from net income (loss) available to MetLife, Inc.'s common shareholders to adjusted earnings available to common shareholders:						
Less: Net investment gains (losses)	444	0.47	207	0.22	145	0.15
Less: Net derivative gains (losses)	628	0.66	(1,465)	(1.58)	939	0.95
Less: Other adjustments to continuing operations[2]	(881)	(0.93)	(418)	(0.45)	(202)	(0.20)
Less: Provision for income tax (expense) benefit	(227)	(0.24)	373	0.40	(213)	(0.22)
Add: Net income (loss) attributable to noncontrolling interests	10	0.01	(5)	(0.01)	(5)	(0.01)
Adjusted earnings available to common shareholders	5,767	6.11	1,834	1.98	1,336	1.35
Less: Total notable items	47	0.05	420	0.45	87	0.09
Adjusted earnings available to common shareholders, excluding total notable items	$ 5,720	$ 6.06	$ 1,414	$ 1.53	$ 1,249	$ 1.26
Adjusted earnings available to common shareholders on a constant currency basis	$ 5,767	$ 6.11	$ 1,834	$ 1.98	$ 1,328	$ 1.34
Adjusted earnings available to common shareholders, excluding total notable items, on a constant currency basis	$ 5,720	$ 6.06	$ 1,414	$ 1.53	$ 1,241	$ 1.26
Weighted average common shares outstanding - diluted		944.4		925.7		987.6

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[1] Adjusted earnings available to common shareholders, excluding total notable items, per diluted common share is calculated on a standalone basis and may not equal the sum of (i) adjusted earnings available to common shareholders per diluted common share and (ii) total notable items per diluted common share.

[2] Includes investment hedge adjustments.

Reconciliation to Adjusted Earnings Available to Common Shareholders, Excluding Total Notable Items

	4Q19								
(In millions)	U.S.[1]	Group Benefits[1]	Retirement and Income Solutions[1]	Property & Casualty[1]	Asia	Latin America	EMEA	MetLife Holdings[1]	Corporate & Other[1]
Adjusted earnings available to common shareholders	$ 675	$ 329	$ 321	$ 25	$ 341	$ 161	$ 66	$ 269	$ 322
Less: Total notable items	—	—	—	—	—	—	—	—	420
Adjusted earnings available to common shareholders, excluding total notable items	$ 675	$ 329	$ 321	$ 25	$ 341	$ 161	$ 66	$ 269	$ (98)
Adjusted earnings available to common shareholders on a constant currency basis					$ 341	$ 161	$ 66		
Adjusted earnings available to common shareholders, excluding total notable items, on a constant currency basis					$ 341	$ 161	$ 66		

	4Q18								
(In millions)	U.S.[1]	Group Benefits[1]	Retirement and Income Solutions[1]	Property & Casualty[1]	Asia	Latin America	EMEA	MetLife Holdings[1]	Corporate & Other[1]
Adjusted earnings available to common shareholders	$ 685	$ 230	$ 356	$ 99	$ 281	$ 137	$ 55	$ 223	$ (45)
Less: Total notable items	—	—	—	—	—	—	—	—	87
Adjusted earnings available to common shareholders, excluding total notable items	$ 685	$ 230	$ 356	$ 99	$ 281	$ 137	$ 55	$ 223	$ (132)
Adjusted earnings available to common shareholders on a constant currency basis					$ 278	$ 133	$ 54		
Adjusted earnings available to common shareholders, excluding total notable items, on a constant currency basis					$ 278	$ 133	$ 54		

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[1] *Results on a constant currency basis are not included as constant currency impact is not significant.*

Expense Detail and Ratios

(In millions, except ratio data)	2015	2016	2017	2018	2019
Reconciliation of Capitalization of DAC to Capitalization of DAC, as reported on an adjusted basis					
Capitalization of DAC	$ (3,319)	$ (3,152)	$ (3,002)	$ (3,254)	$ (3,358)
Less: Divested businesses and lag elimination[1]	120	(1)	34	(1)	(20)
Capitalization of DAC, as reported on an adjusted basis	$ (3,439)	$ (3,151)	$ (3,036)	$ (3,253)	$ (3,338)
Reconciliation of Other Expenses to Other Expenses, as reported on an adjusted basis					
Other expenses	$ 14,105	$ 13,295	$ 12,953	$ 12,927	$ 13,229
Less: Noncontrolling interest	(13)	(6)	(12)	(10)	(15)
Less: Regulatory implementation costs	2	1	—	11	18
Less: Acquisition, integration and other costs	28	64	65	24	44
Less: TSA fees	—	—	—	305	246
Less: Divested businesses and lag elimination[1]	265	296	491	68	158
Other expenses, as reported on an adjusted basis	$ 13,823	$ 12,940	$ 12,409	$ 12,529	$ 12,778
Other Detail and Ratios					
Other expenses	$ 14,105	$ 13,295	$ 12,953	$ 12,927	$ 13,229
Capitalization of DAC	(3,319)	(3,152)	(3,002)	(3,254)	(3,358)
Other expenses, net of capitalization of DAC	$ 10,786	$ 10,143	$ 9,951	$ 9,673	$ 9,871
Premiums, fees and other revenues	$ 43,900	$ 44,370	$ 45,843	$ 51,222	$ 49,680
Expense ratio	24.6%	22.9%	21.7%	18.9%	19.9%
Direct expenses	$ 6,444	$ 5,754	$ 6,006	$ 5,874	$ 5,977
Less: Total notable items related to direct expenses	362	79	296	214	338
Direct expenses, excluding total notable items related to direct expenses	$ 6,082	$ 5,675	$ 5,710	$ 5,660	$ 5,639
Other expenses, as reported on an adjusted basis	$ 13,823	$ 12,940	$ 12,409	$ 12,529	$ 12,778
Capitalization of DAC, as reported on an adjusted basis	(3,439)	(3,151)	(3,036)	(3,253)	(3,338)
Other expenses, net of capitalization of DAC, as reported on an adjusted basis	$ 10,384	$ 9,789	$ 9,373	$ 9,276	$ 9,440
Less: Total notable items related to other expenses, as reported on an adjusted basis	362	507	377	214	338
Other expenses, net of capitalization of DAC, excluding total notable items related to other expenses, as reported on an adjusted basis	$ 10,022	$ 9,282	$ 8,996	$ 9,062	$ 9,102
Adjusted premiums, fees and other revenues	$ 44,329	$ 44,479	$ 46,200	$ 50,778	$ 49,144
Less: PRT	1,740	1,761	3,305	6,894	4,346
Adjusted premiums, fees and other revenues, excluding PRT	$ 42,589	$ 42,718	$ 42,895	$ 43,884	$ 44,798
Direct expense ratio	14.5%	12.9%	13.0%	11.6%	12.2%
Direct expense ratio, excluding total notable items related to direct expenses and PRT	14.3%	13.3%	13.3%	12.9%	12.6%
Adjusted expense ratio	23.4%	22.0%	20.3%	18.3%	19.2%
Adjusted expense ratio, excluding total notable items related to other expenses and PRT	23.5%	21.7%	21.0%	20.6%	20.3%

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[1] *For the year ended December 31, 2016, Divested businesses and lag elimination includes adjustments related to the financial impact of converting MetLife's Japan operations to calendar year end reporting without retrospective application of this change to prior periods.*

Expense Detail and Ratios (Continued)

(In millions, except ratio data)	1Q 2019	2Q 2019	3Q 2019	4Q 2019
Reconciliation of Capitalization of DAC to Capitalization of DAC, as reported on an adjusted basis				
Capitalization of DAC	$ (812)	$ (837)	$ (882)	$ (827)
Less: Divested businesses	—	—	(11)	(9)
Capitalization of DAC, as reported on an adjusted basis	$ (812)	$ (837)	$ (871)	$ (818)
Reconciliation of Other Expenses to Other Expenses, as reported on an adjusted basis				
Other expenses	$ 3,189	$ 3,274	$ 3,309	$ 3,457
Less: Noncontrolling interest	(6)	(6)	(8)	5
Less: Regulatory implementation costs	3	7	5	3
Less: Acquisition, integration and other costs	23	6	8	7
Less: TSA fees	68	69	69	40
Less: Divested businesses	—	6	36	116
Other expenses, as reported on an adjusted basis	$ 3,101	$ 3,192	$ 3,199	$ 3,286
Other Detail and Ratios				
Other expenses	$ 3,189	$ 3,274	$ 3,309	$ 3,457
Capitalization of DAC	(812)	(837)	(882)	(827)
Other expenses, net of capitalization of DAC	$ 2,377	$ 2,437	$ 2,427	$ 2,630
Premiums, fees and other revenues	$ 11,264	$ 12,019	$ 12,640	$ 13,757
Expense ratio	21.1%	20.3%	19.2%	19.1%
Direct expenses	$ 1,420	$ 1,485	$ 1,475	$ 1,597
Less: Total notable items related to direct expenses	70	88	111	69
Direct expenses, excluding total notable items related to direct expenses	$ 1,350	$ 1,397	$ 1,364	$ 1,528
Other expenses, as reported on an adjusted basis	$ 3,101	$ 3,192	$ 3,199	$ 3,286
Capitalization of DAC, as reported on an adjusted basis	(812)	(837)	(871)	(818)
Other expenses, net of capitalization of DAC, as reported on an adjusted basis	$ 2,289	$ 2,355	$ 2,328	$ 2,468
Less: Total notable items related to other expenses, as reported on an adjusted basis	70	88	111	69
Other expenses, net of capitalization of DAC, excluding total notable items related to other expenses, as reported on an adjusted basis	$ 2,219	$ 2,267	$ 2,217	$ 2,399
Adjusted premiums, fees and other revenues	$ 11,167	$ 11,900	$ 12,445	$ 13,632
Less: PRT	(2)	556	1,293	2,499
Adjusted premiums, fees and other revenues, excluding PRT	$ 11,169	$ 11,344	$ 11,152	$ 11,133
Direct expense ratio	12.7%	12.5%	11.9%	11.7%
Direct expense ratio, excluding total notable items related to direct expenses and PRT	12.1%	12.3%	12.2%	13.7%
Adjusted expense ratio	20.5%	19.8%	18.7%	18.1%
Adjusted expense ratio, excluding total notable items related to other expenses and PRT	19.9%	20.0%	19.9%	21.5%

MetLife

Premiums, Fees and Other Revenues

(In millions)	2015	2016	2017	2018	2019
Total Company - Premiums, Fees and Other Revenues					
Premiums, fees and other revenues	$ 43,900	$ 44,370	$ 45,843	$ 51,222	$ 49,680
Less: Unearned revenue adjustments	7	30	12	(7)	97
Less: GMIB fees	97	124	125	120	108
Less: Settlement of foreign currency earnings hedges	(37)	4	22	19	9
Less: TSA fees	—	—	—	305	246
Less: Divested businesses and lag elimination[1]	(496)	(267)	(516)	7	76
Adjusted premiums, fees and other revenues	$ 44,329	$ 44,479	$ 46,200	$ 50,778	$ 49,144

MetLife

[1] *For the year ended December 31, 2016, Divested businesses and lag elimination includes adjustments related to the financial impact of converting MetLife's Japan operations to calendar year end reporting without retrospective application of this change to prior periods.*

Premiums, Fees and Other Revenues (Continued)

(In millions)	Q1 2019	Q2 2019	Q3 2019	Q4 2019
Total Company - Premiums, Fees and Other Revenues				
Premiums, fees and other revenues	$ 11,264	$ 12,019	$ 12,640	$ 13,757
Less: Unearned revenue adjustments	—	20	59	18
Less: GMIB fees	27	28	27	26
Less: Settlement of foreign currency earnings hedges	2	2	3	2
Less: TSA fees	68	69	69	40
Less: Divested businesses	—	—	37	39
Adjusted premiums, fees and other revenues	$ 11,167	$ 11,900	$ 12,445	$ 13,632

MetLife

Condensed Reconciliation of Net Cash Provided by Operating Activities of MetLife, Inc. to Free Cash Flow of All Holding Companies

	2019	2018
	(In billions, except ratios)	
MetLife, Inc. (parent company only) net cash provided by (used in) operating activities	$ 4.2	$ 5.5
Adjustments from net cash provided by operating activities to free cash flow:		
Add: Incremental debt to be at or below target leverage ratios	0.5	—
Add: Adjustments from net cash provided by operating activities to free cash flow[1]	(0.3)	(1.1)
MetLife, Inc. (parent company only) free cash flow	4.4	4.4
Other MetLife, Inc. holding companies free cash flow[2]	0.5	(1.0)
Free cash flow of all holding companies	$ 4.9	$ 3.4
Ratio of net cash provided by operating activities to consolidated net income (loss) available to MetLife, Inc.'s common shareholders:		
MetLife, Inc. (parent company only) net cash provided by (used in) operating activities	$ 4.2	$ 5.5
Consolidated net income (loss) available to MetLife, Inc.'s common shareholders[3]	$ 5.7	$ 5.0
Ratio of net cash provided by operating activities (parent company only) to consolidated net income (loss) available to MetLife, Inc.'s common shareholders[3,4]	73%	110%
Ratio of free cash flow to adjusted earnings available to common shareholders:		
Free cash flow of all holding companies[5]	$ 4.9	$ 3.4
Consolidated adjusted earnings available to common shareholders[5]	$ 5.8	$ 5.5
Ratio of free cash flow of all holding companies to consolidated adjusted earnings available to common shareholders[5]	86%	62%

MetLife

Condensed Reconciliation of Net Cash Provided by Operating Activities of MetLife, Inc. to Free Cash Flow of All Holding Companies (Continued)

[1]Adjustments include: (i) capital contributions to subsidiaries; (ii) returns of capital from subsidiaries; (iii) repayments on and (issuances of) loans to subsidiaries, net; and (iv) investment portfolio and derivatives changes and other, net.

[2] Components include: (i) dividends and returns of capital from subsidiaries; (ii) capital contributions from MetLife, Inc.; (iii) capital contributions to subsidiaries; (iv) repayments on and (issuances of) loans to subsidiaries, net; (v) other expenses; (vi) dividends and returns of capital to MetLife, Inc. and (vii) investment portfolio changes and other, net.

[3]Consolidated net income (loss) available to MetLife, Inc.'s common shareholders for the year ended December 31, 2018 includes costs related to the separation of Brighthouse Financial, Inc. (Brighthouse) and its subsidiaries (Separation) of $0.08 billion, net of income tax. Excluding this amount from the denominator of the ratio, this ratio, as adjusted, would be 109%.

[4]Including the free cash flow of other MetLife, Inc. holding companies of $0.5 billion and $(1.0) billion for the years ended December 31, 2019 and 2018, respectively, in the numerator of the ratio, this ratio, as adjusted, would be 83% and 90%, respectively. Including the free cash flow of other MetLife, Inc. holding companies in the numerator of the ratio and excluding the Separation-related costs from the denominator of the ratio, this ratio, as adjusted, would be 88% for the year ended December 31, 2018.

[5] (i) Consolidated adjusted earnings available to common shareholders for the year ended December 31, 2019, was positively impacted by notable items, primarily related to tax related adjustments of $0.5 billion, net of income tax, partially offset by expense initiative costs of $0.3 billion, net of income tax. Excluding such notable items impacting consolidated adjusted earnings available to common shareholders from the denominator of the ratio, the adjusted free cash flow ratio for 2019, would be 87%.

(ii) For the year ended December 31, 2018, $0.3 billion of Separation-related items (comprised of certain Separation-related inflows primarily related to reinsurance benefit from Brighthouse) were included in free cash flow, which increased MetLife, Inc. holding companies' liquid assets, as well as MetLife, Inc.'s free cash flow ratio. Excluding these Separation-related items, adjusted free cash flow would be $3.1 billion for the year ended December 31, 2018. Consolidated adjusted earnings available to common shareholders for 2018 was negatively impacted by notable items, primarily related to expense initiative costs of $0.3 billion, net of income tax, partially offset by tax related adjustments of $0.2 billion, net of income tax. Excluding the Separation-related items, which increased free cash flow, from the numerator of the ratio and excluding such notable items negatively impacting consolidated adjusted earnings available to common shareholders from the denominator of the ratio, the adjusted free cash flow ratio for 2018 would be 56%.


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