2Q20 Supplemental Slides[1]

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MetLife

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

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Net Income (Loss) to Adjusted Earnings

($ in millions - post-tax)	2Q20 $ in millions	2Q20 $ Per Share[1]
Net Income (Loss)	**$68**	**$0.07**
Less:		
Net Investment Gains (Losses)	182	0.20
Net Derivative Gains (Losses)	(561)	(0.61)
Investment Hedge Adjustments	(149)	(0.16)
Other	(162)	(0.18)
Adjusted Earnings	**$758**	**$0.83**
Variable Investment Income	(438)	(0.48)

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

Adjusted Earnings ex. Total Notable Items by Segment

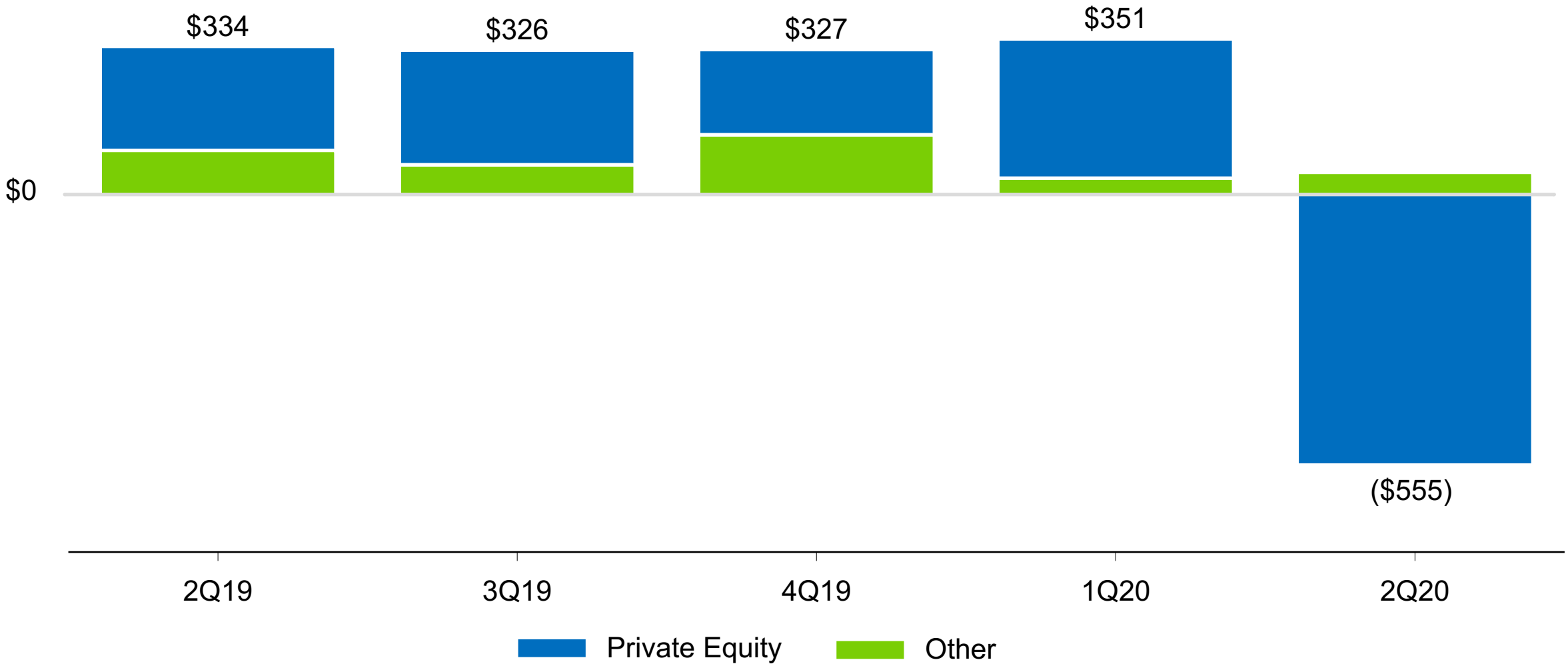
($ in millions - post-tax)	2Q20	2Q19	% Change	% Change (Constant Rate)	Highlights[1]
Group Benefits	$248	$311	(20%)		- Underwriting Margins; + Volume Growth
Retirement and Income Solutions	192	351	(45%)		- Investment Margins; + Underwriting Margins
Property & Casualty	83	70	19%		+ Underwriting Margins; - Investment Margins
U.S.	**$523**	**$732**	**(29%)**		
Asia	**256**	**359**	**(29%)**	**(27%)**	- Investment Margins; + Volume Growth; + Expense Margins
Latin America	**132**	**159**	**(17%)**	**3%**	+ Equity Markets; + Underwriting Margins; - Investment Margins
EMEA	**116**	**77**	**51%**	**59%**	+ Underwriting Margins; + Expense Margins
MetLife Holdings	**20**	**299**	**(93%)**		- Investment Margins; - Underwriting Margins
Corporate & Other	**(289)**	**(237)**	**(22%)**		- Investment Margins; - Taxes - Preferred Stock Dividend; + Expense Margins
Adjusted Earnings, ex. Total Notable Items	**$758**	**$1,389**	**(45%)**	**(44%)**	
Adjusted EPS, ex. Total Notable Items	**$0.83**	**$1.46**	**(43%)**	**(41%)**	

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[1] To be discussed on MetLife, Inc.'s second quarter 2020 earnings conference call and audio webcast.
See Appendix for non-GAAP financial information, definitions and/or reconciliations.

2Q20 VII Driven by Negative Private Equity Returns

($ in millions - pre-tax)

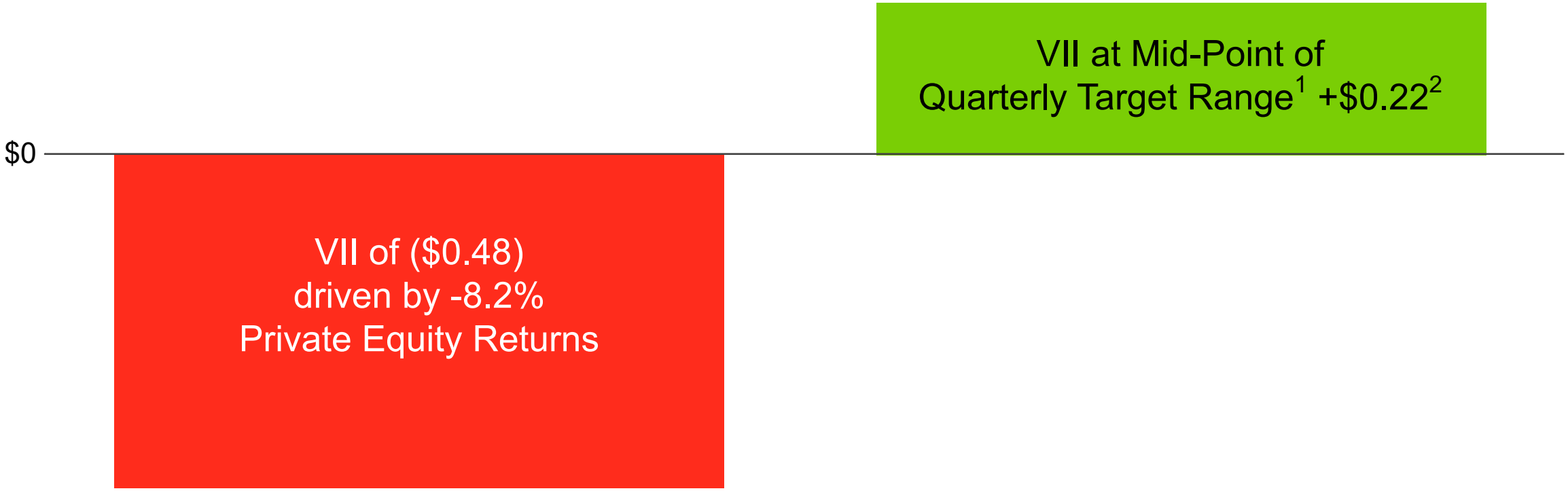


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2Q20 VII by Segment

($ in millions - post-tax)	2Q20
Group Benefits	$3
Retirement and Income Solutions	(122)
Property & Casualty	(9)
U.S.	**$(128)**
Asia	**(77)**
Latin America	**(7)**
EMEA	**—**
MetLife Holdings	**(161)**
Corporate & Other	**(65)**
Total Variable Investment Income	**$(438)**

2Q20 Adjusted EPS Impact of Variable Investment Income



[1] Full year 2020 pre-tax VII target range of $900 million to $1.1 billion or $225 million to $275 million per quarter. [2] Calculated using the mid-point of the VII quarterly range amount of $198 million, post-tax, divided by 913.1 million, which is the number of MetLife, Inc. weighted average common shares outstanding on a diluted basis for the three months ending June 30, 2020.
See Appendix for non-GAAP financial information, definitions and/or reconciliations.

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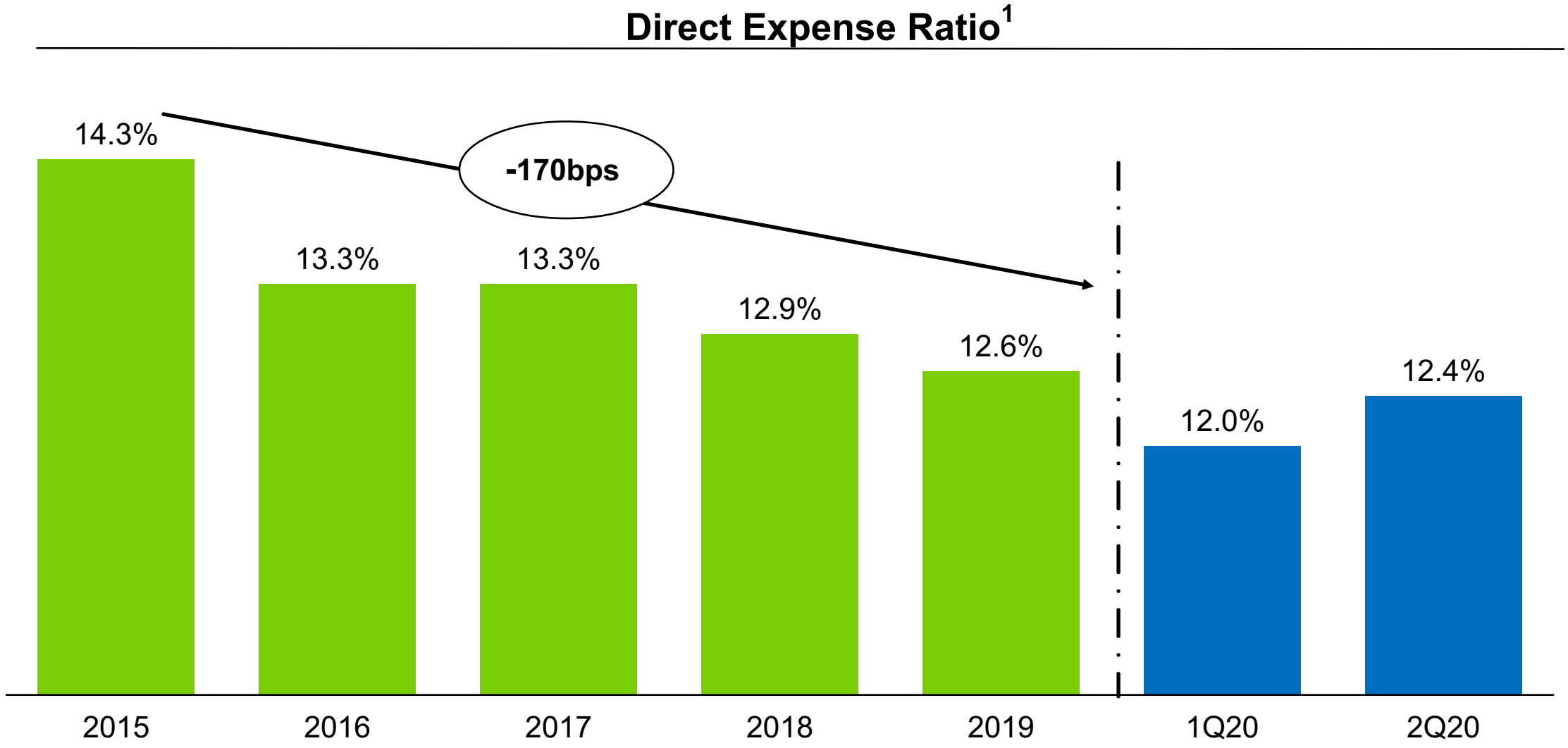
Group Non-Medical Health IABR[1]

	2Q20
Non-Medical Health IABR (As Reported)	58.5%
Dental Premium Credit[2]	3.9%
Dental Unearned Premium Reserve[3]	7.1%
Non-Medical Health IABR, ex. Dental Items	**69.5%**

[1] Reflects actual claims experience and excludes the impact of interest credited on future policyholder benefits. The product within Group Non-Medical Health with interest credited on future policyholder benefits is disability. [2] Represents approximately $200 million reduction of premium revenue (assuming an equal amount of benefits) related to dental credits for April and May 2020. [3] Represents approximately $300 million reduction of premium revenue (assuming an equal amount of benefits) primarily related to the significant decrease in the availability of dental services in 2Q.

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Managing to ~12.3% Direct Expense Ratio



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

3Q20 Outlook

Key Considerations	Highlights
Investments	• Best estimate of positive mid-single digit private equity returns • Favorable short-end yield curve persists • Investment portfolio remains well-positioned for economic downturn
Underwriting Margins	• Largely offsetting global claims impact from COVID-19 • Decrease in U.S. life claims frequency, significant increase in Latin America claims frequency • Group Benefits non-medical health ratio close to low end of annual target range of 72-77% • Longevity offset impact in Retirement and Income Solutions
Sales / Adjusted PFOs	• Global face-to-face sales environment remains challenging • Continued sales pressure in most segments, sequential increase expected in Japan • Lower adjusted PFOs in most segments, expect mid-single digit growth in Group Benefits
Expenses / Corporate & Other	• Year-to-date 2Q20 direct expense ratio[1] of 12.2% • Expect to achieve ~12.3% direct expense ratio[1] target for full year 2020 • 2H20 Corporate & Other loss of $325M to $375M

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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.

Sensitivities for Hypothetical Long-Term Interest Rate Assumption Changes

- Hypothetical impact if long-term interest rate assumption changes from 3.75%[1]:

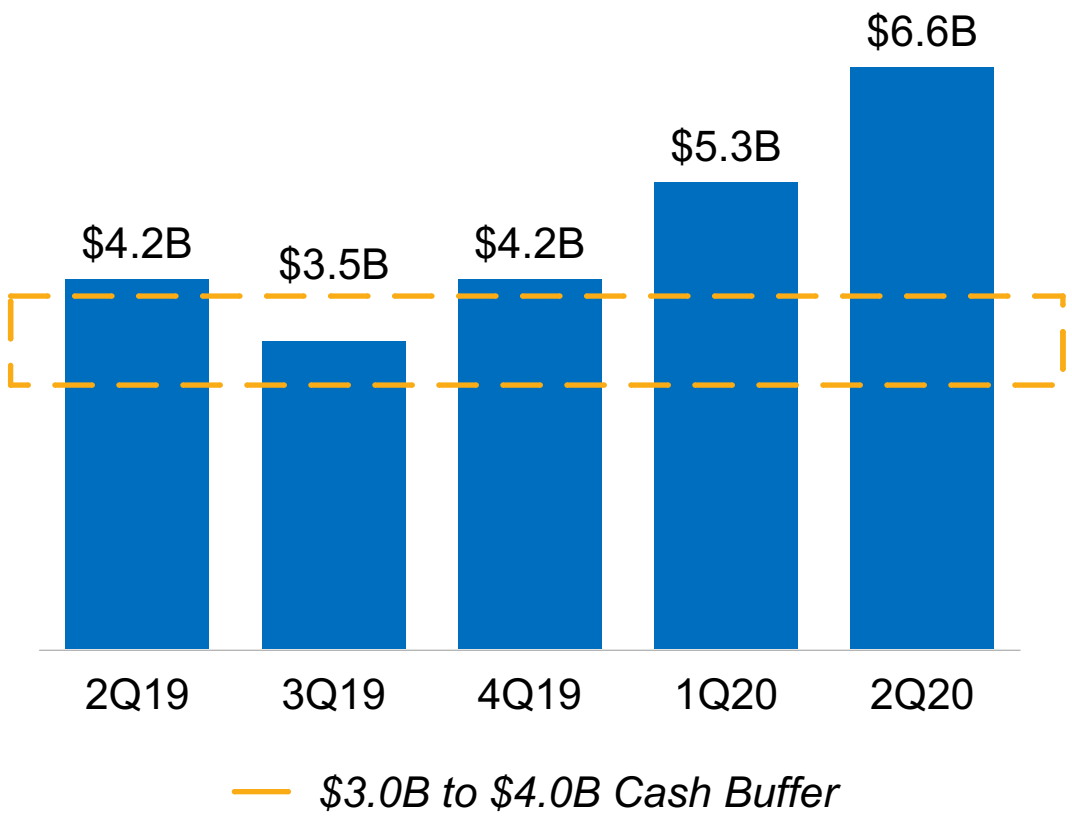
Assumption Change	Impact to Net Income *($ in millions - post-tax)*	GAAP Loss Recognition
-25 bps	($100)	No
-50 bps	($175)	No
-100 bps	($300)	No
-150 bps	($425)	No

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[1] *Included in the assumptions that the Company used to measure its insurance contract liabilities, DAC and related actuarial items for its U.S. and MetLife Holdings segments, as of December 31, 2019, is the assumption that the 10-year Treasury rate will rise to 3.75% in 8 years, by 2027, and remain level afterwards. The hypothetical impact illustrated is the estimated effect of the assumed rate of 3.75% being reduced by the amounts indicated.*

Cash & Capital

Holding Company Cash[1]



Capital

- 2019 Combined NAIC Risk-Based Capital ratio[2,3] of 395%, above 360% target
- Expected total U.S. Statutory Adjusted Capital[2] of $21.1B at June 30, 2020, up 13% from year-end 2019
- Japan Solvency Margin ratio[4] of 799% at March 31, 2020

[1] At quarter-end. Includes cash and liquid assets. [2] Includes MetLife, Inc.'s principal U.S. insurance subsidiaries, excluding American Life Insurance Company. [3] MetLife calculates RBC annually as of December 31 and, accordingly, the calculation does not reflect conditions and factors occurring after the year end. [4] Solvency ratio of MetLife's insurance subsidiary in Japan, which is calculated quarterly and does not reflect conditions and factors occurring after March 31, 2020.

Appendix

Cautionary Statement on Forward-Looking Statements

The forward-looking statements in this presentation, such as "expect," "3Q20 outlook," "well-positioned," "remains," "persists," "continued," "full year 2020," "hypothetical," "if," "assumption," "estimate," "target," "2H20," "long-term," "will," and "assuming," 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.

Explanatory Note on Non-GAAP and Other 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)	net income (loss) per share;	(ii)	net income (loss) available to MetLife, Inc.'s common shareholders per diluted common share;
(iii)	adjusted earnings; and	(iii)	adjusted earnings available to common shareholders; and
(iv)	adjusted earnings per share.	(iv)	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 transfers (PRT);	(ii)	premiums, fees and other revenues;
(iii)	adjusted capitalization of deferred policy acquisition costs (DAC)	(iii)	capitalization of DAC;
(iv)	adjusted other expenses	(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)	adjusted other expenses;	(ix)	other expenses;
(x)	adjusted other expenses, net of adjusted capitalization of DAC, excluding total notable items related to adjusted other expenses;	(x)	other expenses, net of capitalization of DAC;
(xi)	adjusted expense ratio;	(xi)	expense ratio;
(xii)	adjusted expense ratio, excluding total notable items related to adjusted other expenses and PRT;	(xii)	expense ratio;
(xiii)	direct expenses;	(xiii)	other expenses;
(xiv)	direct expenses, excluding total notable items related to direct expenses;	(xiv)	other expenses;
(xv)	direct expense ratio; and	(xv)	expense ratio; and
(xvi)	direct expense ratio, excluding total notable items related to direct expenses and PRT.	(xvi)	expense ratio.

Explanatory Note on Non-GAAP and Other 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 include 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 and Other 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 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: adjusted direct expenses, divided by adjusted premiums, fees and other revenues.
- Direct expense ratio, excluding total notable items related to direct expenses and PRT: adjusted direct expenses, excluding total notable items related to direct expenses, divided by adjusted premiums, fees and other revenues, excluding PRT.
- Adjusted expense ratio: adjusted other expenses, net of adjusted capitalization of DAC, divided by adjusted premiums, fees and other revenues.
- Adjusted expense ratio, excluding total notable items related to adjusted other expenses and PRT: adjusted other expenses, net of adjusted capitalization of DAC, excluding total notable items related to adjusted other expenses, divided by adjusted premiums, fees and other revenues, excluding PRT.

Explanatory Note on Non-GAAP and Other Financial Information (Continued)

Statistical sales information:

- U.S.:
  - Group Benefits: calculated using 10% of single premium deposits and 100% of annualized full-year premiums and fees from recurring premium policy sales of all products.
  - Retirement and Income Solutions: calculated using 10% of single premium deposits and 100% of annualized full-year premiums and fees only from recurring premium policy sales of specialized benefit resources and corporate-owned life insurance.
  - Property & Casualty: calculated based on first year direct written premium, net of cancellation and endorsement activity.
- Latin America, Asia and EMEA: calculated using 10% of single-premium deposits (mainly from retirement products such as variable annuity, fixed annuity and pensions), 20% of single-premium deposits from credit insurance and 100% of annualized full-year premiums and fees from recurring-premium policy sales of all products (mainly from risk and protection products such as individual life, accident & health and group).

Sales statistics do not correspond to revenues under GAAP, but are used as relevant measures of business activity.

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

- Volume growth, as discussed in the context of business growth, is the period over period percentage change in adjusted earnings available to common shareholders attributable to adjusted premiums, fees and other revenues and assets under management levels, applying a model in which certain margins and factors are held constant. The most significant of such items are underwriting margins, investment margins, changes in equity market performance, expense margins and the impact of changes in foreign currency exchange rates.

- 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)	2Q20	Earnings Per Weighted Average Common Share Diluted[1]	2Q19	Earnings Per Weighted Average Common Share Diluted[1]
Net Income (loss) available to MetLife, Inc.'s common shareholders	$ 68	$ 0.07	$ 1,684	$ 1.77
Adjustments from net income (loss) available to MetLife, Inc.'s common shareholders to adjusted earnings available to common shareholders:				
Less: Net investment gains (losses)	231	0.25	61	0.06
Less: Net derivative gains (losses)	(710)	(0.78)	724	0.76
Less: Other adjustments to continuing operations[2]	(357)	(0.39)	(179)	(0.18)
Less: Provision for income tax (expense) benefit	151	0.17	(236)	(0.24)
Add: Net income (loss) attributable to noncontrolling interests	5	0.01	5	0.01
Adjusted earnings available to common shareholders	758	0.83	1,319	1.38
Less: Total notable items	—	—	(70)	(0.07)
Adjusted earnings available to common shareholders, excluding total notable items	$ 758	$ 0.83	$ 1,389	$ 1.46
Adjusted earnings available to common shareholders on a constant currency basis	$ 758	$ 0.83	$ 1,278	$ 1.34
Adjusted earnings available to common shareholders, excluding total notable items, on a constant currency basis	$ 758	$ 0.83	$ 1,348	$ 1.41
Weighted average common shares outstanding - diluted		913.1		952.9

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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 result of (i) adjusted earnings available to common shareholders per diluted common share less (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

	2Q20								
	U.S.[1]	Group Benefits[1]	Retirement and Income Solutions[1]	Property & Casualty[1]	Asia	Latin America	EMEA	MetLife Holdings[1]	Corporate & Other[1]
(In millions)									
Adjusted earnings available to common shareholders	$ 523	$ 248	$ 192	$ 83	$ 256	$ 132	$ 116	$ 20	$ (289)
Less: Total notable items	—	—	—	—	—	—	—	—	—
Adjusted earnings available to common shareholders, excluding total notable items	$ 523	$ 248	$ 192	$ 83	$ 256	$ 132	$ 116	$ 20	$ (289)
Adjusted earnings available to common shareholders on a constant currency basis					$ 256	$ 132	$ 116		
Adjusted earnings available to common shareholders, excluding total notable items, on a constant currency basis					$ 256	$ 132	$ 116		

	2Q19								
	U.S.[1]	Group Benefits[1]	Retirement and Income Solutions[1]	Property & Casualty[1]	Asia	Latin America	EMEA	MetLife Holdings[1]	Corporate & Other[1]
(In millions)									
Adjusted earnings available to common shareholders	$ 732	$ 311	$ 351	$ 70	$ 359	$ 159	$ 77	$ 299	$ (307)
Less: Total notable items	—	—	—	—	—	—	—	—	(70)
Adjusted earnings available to common shareholders, excluding total notable items	$ 732	$ 311	$ 351	$ 70	$ 359	$ 159	$ 77	$ 299	$ (237)
Adjusted earnings available to common shareholders on a constant currency basis					$ 353	$ 128	$ 73		
Adjusted earnings available to common shareholders, excluding total notable items, on a constant currency basis					$ 353	$ 128	$ 73		

[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 Adjusted Capitalization of DAC					
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)
Adjusted capitalization of DAC	$ (3,439)	$ (3,151)	$ (3,036)	$ (3,253)	$ (3,338)
Reconciliation of Other Expenses to Adjusted Other Expenses					
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[1]	265	296	491	68	158
Adjusted other expenses	$ 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
Adjusted other expenses	$ 13,823	$ 12,940	$ 12,409	$ 12,529	$ 12,778
Adjusted capitalization of DAC	(3,439)	(3,151)	(3,036)	(3,253)	(3,338)
Adjusted other expenses, net of capitalization of DAC	$ 10,384	$ 9,789	$ 9,373	$ 9,276	$ 9,440
Less: Total notable items related to adjusted other expenses	362	507	377	214	338
Adjusted other expenses, net of capitalization of DAC, excluding total notable items related to adjusted other expenses	$ 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 adjusted 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 2020	2Q 2020 QTD	2Q 2020 YTD
Reconciliation of Capitalization of DAC to Adjusted Capitalization of DAC			
Capitalization of DAC	$ (774)	$ (671)	$ (1,445)
Less: Divested businesses	(3)	(2)	(5)
Adjusted capitalization of DAC	$ (771)	$ (669)	$ (1,440)
Reconciliation of Other Expenses to Adjusted Other Expenses			
Other expenses	$ 3,047	$ 2,872	$ 5,919
Less: Noncontrolling interest	(3)	(7)	(10)
Less: Regulatory implementation costs	2	—	2
Less: Acquisition, integration and other costs	6	—	6
Less: TSA fees	42	39	81
Less: Divested businesses	19	23	42
Adjusted other expenses	$ 2,981	$ 2,817	$ 5,798
Other Detail and Ratios			
Other expenses	$ 3,047	$ 2,872	$ 5,919
Capitalization of DAC	(774)	(671)	(1,445)
Other expenses, net of capitalization of DAC	$ 2,273	$ 2,201	$ 4,474
Premiums, fees and other revenues	$ 11,336	$ 10,491	$ 21,827
Expense ratio	20.1%	21.0%	20.5%
Direct expenses	$ 1,344	$ 1,287	$ 2,631
Less: Total notable items related to direct expenses	—	—	—
Direct expenses, excluding total notable items related to direct expenses	$ 1,344	$ 1,287	$ 2,631
Adjusted other expenses	$ 2,981	$ 2,817	$ 5,798
Adjusted capitalization of DAC	(771)	(669)	(1,440)
Adjusted other expenses, net of capitalization of DAC	$ 2,210	$ 2,148	$ 4,358
Less: Total notable items related to adjusted other expenses	—	—	—
Adjusted other expenses, net of capitalization of DAC, excluding total notable items related to adjusted other expenses	$ 2,210	$ 2,148	$ 4,358
Adjusted premiums, fees and other revenues	$ 11,216	$ 10,401	$ 21,617
Less: PRT	(9)	(6)	(15)
Adjusted premiums, fees and other revenues, excluding PRT	$ 11,225	$ 10,407	$ 21,632
Direct expense ratio	12.0%	12.4%	12.2%
Direct expense ratio, excluding total notable items related to direct expenses and PRT	12.0%	12.4%	12.2%
Adjusted expense ratio	19.7%	20.7%	20.2%
Adjusted expense ratio, excluding total notable items related to adjusted other expenses and PRT	19.7%	20.6%	20.1%

Premiums, Fees and Other Revenues

(In millions)	2015	2016	2017	2018	2019	1Q 2020	2Q 2020 QTD	2Q 2020 YTD
Total Company - Premiums, Fees and Other Revenues								
Premiums, fees and other revenues	$ 43,900	$ 44,370	$ 45,843	$ 51,222	$ 49,680	$ 11,336	$ 10,491	$ 21,827
Less: Unearned revenue adjustments	7	30	12	(7)	97	18	5	23
Less: GMIB fees	97	124	125	120	108	26	25	51
Less: Settlement of foreign currency earnings hedges	(37)	4	22	19	9	—	—	—
Less: TSA fees	—	—	—	305	246	42	39	81
Less: Divested businesses and lag elimination[1]	(496)	(267)	(516)	7	76	34	21	55
Adjusted premiums, fees and other revenues	$ 44,329	$ 44,479	$ 46,200	$ 50,778	$ 49,144	$ 11,216	$ 10,401	$ 21,617

[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.*


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