

MetLife + Aura Identity & Fraud Protection New and Enhanced Features

Our MetLife + Aura Identity and Fraud Protection plans continue to evolve with new and enhanced features designed to provide proactive, ongoing support for members. As cybercrime and fraud become increasingly sophisticated, these innovations help ensure members remain protected in an ever-changing digital landscape.

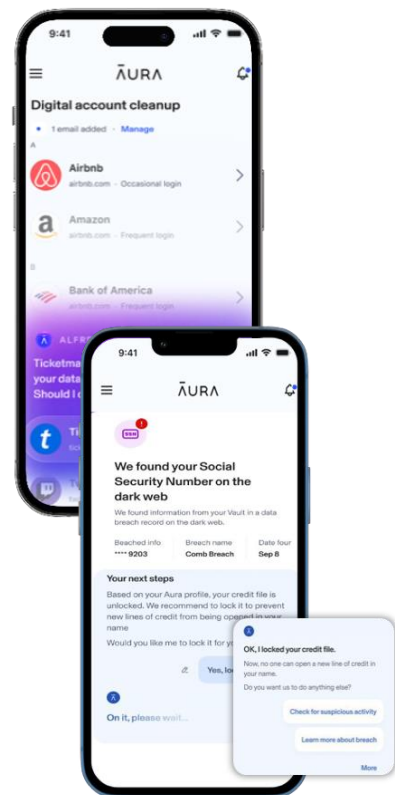
We are pleased to share new plan enhancements will be effective April 1, 2026. These new features are automatically included at no additional cost and require no changes to existing customer agreements.

The Aura Experience, powered by Aura Intelligence: Aura Intelligence is the underlying engine inside Aura that provides members tailored guidance, helps protect against an emerging online threat, and simplifies the resolution process for members.

- **Intelligent Chatbot** (*Protection, Protection Plus and Executive*): Aura's AI-powered assistant provides personalized guidance and always-on "ask-me-anything" support, helping members better understand and maximize their identity protection benefits.
- **Intelligent Alert Resolver** (*Protection, Protection Plus and Executive*): Based on each member's plan and enabled features, Aura delivers tailored recommendations—and can act on the members' behalf to help resolve some alerts quickly and maintain protection.

Scam & Cybercrime Prevention: We have added additional features powered by Aura's proprietary technology with more tools to further protect employees' online privacy.

- **Google Search Removal** (*Protection, Protection Plus and Executive*): Aura makes it easy for members to request the removal of their personal information from Google search results, helping protect privacy and safeguard their online reputation.
- **Digital Account Clean-up** (*Protection, Protection Plus and Executive*): Aura helps members identify forgotten or inactive online accounts across their email addresses. Members receive an organized view of these accounts so, they can choose which to keep, secure, or permanently delete—reducing exposure to potential data breaches.
- **National Do Not Call** (*Protection, Protection Plus and Executive*): Aura automatically enrolls members' phone numbers in the National Do Not Call Registry to help reduce unwanted telemarketing calls and enhance privacy.
- **Community Scam Sharing** (*Protection Plus and Executive*): Aura enables members to easily share information about scams they encounter, helping raise awareness and protect others from falling victim of known fraud schemes.



Aura will notify current members of these enhancements via an in-app notification during the week of April 13, 2026.

We thank you for your partnership.

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Aura is a product of Aura Sub, LLC. Aura Sub, LLC. is not affiliated with MetLife, and the services and benefits they provide are separate and apart from any MetLife product. No one can prevent all identity theft or monitor all transactions effectively.

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