

Unconditional Money-Back Guarantee

for Voluntary Enrollment Members



Hyatt Legal Plans' employees are committed to treating you with the courtesy, dignity and respect you deserve.

WE GUARANTEE THAT OUR CLIENT SERVICE CENTER REPRESENTATIVES WILL:

- Answer your call promptly
- Explain your benefits and help you understand coverage issues
- Devote as much time as necessary to address your questions and requests
- Offer you a choice of network attorneys or, in rare cases where we do not have a lawyer in your area, provide you with a method to select your own attorney and be reimbursed for your covered legal fees
- Direct you to a Panel Representative to resolve concerns requiring special attention

WE GUARANTEE THAT OUR PANEL REPRESENTATIVES WILL:

- Devote as much time as necessary to hear and fully understand your concerns
- Use their background and training to resolve any concern with your network attorney within three business days
- Help you understand coverage issues

WE GUARANTEE THAT OUR PARTICIPATING LAW FIRMS WILL:

- Exhibit the highest degree of ethical conduct required by the applicable Code of Professional Responsibility or Model Rules of Professional Conduct
- Maintain a professional office environment
- Enter into written fee agreements with you for services not covered by your legal plan prior to providing those services, so that you understand in advance the attorney's fees for which you are responsible
- Cooperate with Hyatt Legal Plans to resolve any problems within one business day of the report of the problem in ordinary cases, and no later than five business days of the report of the problem in unusual cases

WE DON'T MAKE THESE GUARANTEES LIGHTLY.

If you ever believe we've fallen short of our commitment to you, please call us (800-821-6400) or send an email to clientinquiry@legalplans.com to let us know. We will work hard to fix the problem to your satisfaction. If we can't, we will either refund your legal plan deductions for your current benefit enrollment period up to one year or provide one free year of additional eligibility under your legal plan, whichever you decide. It's our unconditional guarantee to you!

Client Service Center operating hours: 8 am to 8 pm Monday through Friday EST/EDT. Group legal plans are offered by Hyatt Legal Plans, Inc., a MetLife company, Cleveland, Ohio. In certain states, group legal plans are provided through insurance coverage underwritten by Metropolitan Property and Casualty Insurance Company and Affiliates, Warwick, Rhode Island. MetLife is a registered trademark of Metropolitan Life Insurance Company New York, NY.