

Brighthouse Life Insurance Company

Plan Number: 910442

April 9, 2021

Important Contact information change – Please review

Why we're contacting you

Our records indicate that one of your retirement plan(s) holds an annuity issued by Brighthouse Life Insurance Company (Brighthouse Financial). Please read this letter carefully regarding upcoming changes.

- Beginning **May 10, 2021**, servicing information and online access will change as detailed in this letter.
- Due to this change, on **May 7, 2021**, plan participants will not have access to their online accounts and will be unable to view account balances or perform any functions normally available to them, including, but not limited to, fund transfers and reallocation of future contributions. Participants may initiate transactions through the Call Center on **May 7, 2021**, but these transactions will not be processed until **May 10, 2021** with an "effective date" of **May 7, 2021** (assuming the request is In Good Order).

These changes will not affect any contractual provisions or status as a plan sponsor or participant.

What else do you need to know

- The Qualified Plan Solutions (QPS) website located at www.qualifiedplans.metlife.com will be replaced by an online platform called eService. Please read the **Additional information** section below for more information about the change to eService.
- Note that you will not be able to login to QPS nor eService from **May 6, 2021-May 10, 2021**. You may contact the numbers listed below under **We're here to help** during this period for any requests you may have.

Beginning **May 10, 2021**:

- Please use the contact information below for customer service questions and other servicing requests, including sending payroll deductions.
- Service requests will continue to be accepted at the current address until the close of business for the New York Stock Exchange on **August 6, 2021**.
- After this date, service requests or payroll deductions received at any address other than those provided below may be returned or there may be a delay in processing requests or applying the payroll deduction.

Phone number:	1-833-208-3018	
Fax number:	1-877-319-2495	
Hours of operation:	Monday through Friday 9:00 a.m. – 7:00 p.m. Eastern time	
Where to send correspondence and servicing requests:	Brighthouse Financial P.O. Box 7104 Troy, MI 48007-7104	
Where to remit payments for ERISA contracts:	<i>For Payroll Deductions:</i> Brighthouse Financial P.O. Box 71603 Philadelphia, PA 19176-1603	
Where to remit payments for non-ERISA contracts:	<i>For Payroll Deductions:</i> Brighthouse Financial P.O. Box 70246 Philadelphia, PA 19176-0246	
Wiring / ACH Instructions for ERISA contracts:	Bank routing number:	021000021
	Account Number:	550382276
	Account Name:	BLIC Annuity ERISA EFT
Wiring / ACH Instructions for non-ERISA contracts:	Bank routing number:	021000021
	Account Number:	955249003
	Account Name:	BLIC Annuity EFT

We're here to help

Before **May 10, 2021** if you have questions about this change or any policy related questions, you can reach us at 1-800-842-9406. We're available Monday through Friday from 9:00 a.m. – 6:00 p.m. Eastern time.

On or after **May 10, 2021** if you have questions about this change or any policy related questions, you can reach us at 1-833-208-3018. We're available Monday through Friday from 9:00 a.m. – 7:00 p.m. Eastern time.

Additional information - Frequently Asked Questions

Please read these Frequently Asked Questions (FAQ) for more information about the change from QPS to eService:

What is eService?

eService is the new online platform for plan sponsors to access various reports, view/manage plan participant accounts, upload vesting information and perform other functions that were available on the QPS system.

When can I enroll in eService?

You can enroll in eService beginning **May 10, 2021**.

How do I enroll in eService?

To enroll in eService you must complete and submit an **eService Plan Representative and Participant Access** form. Visit www.brighthousefinancial.com/plansponsor to access and submit the form. Please note, this URL is case sensitive.

How do I log into eService?

Once your enrollment paperwork is submitted and processed, you will receive an email with instructions on how to log into eService.

What can I do in eService?

In eService, you can view and manage participant accounts, request reports and upload vesting information.

How do I send remittance?

eService does not support online remitting. To submit your payroll remittance, please use the address noted in the box above. If you currently submit remittance files via email, follow your standard process.