

EMAIL TO NCRO MEMBERS RE ERRONEOUS LETTERS FROM MET LIFE ABOUT PENSION DEDUCTIONS CEASING

**SUBJECT:** Alert regarding erroneous letters from Met Life notifying that Pension Deductions are ceasing

The NCRO has learned, first from members like you and then confirmed by FCA representatives in the HR Department, that the **letters received by over 700 retirees from Met Life about pension deductions ceasing are IN ERROR.** Pension deductions have not ceased, as you should note in your actual pension payment and in the statement received from State Street.

**You do not need to phone Met Life or Benefit Connect about the letter from Mel Life,** although we know and understand fully that many retirees have phoned with their concerns.

**Here is what the NCRO understands:**

- The 700+ letters were sent by Met Life in late December stating that their premiums for long Term Care, Optional Group Life, Legal Services (by Hyatt Legal), and Auto/Home coverage could no longer be paid via deductions from the monthly pension check.
- Separate letters were sent by each of the Met Life departments, we understand, so you may have received multiple erroneous letters. The NCRO does not know the root cause.
- However the **DEDUCTIONS WERE MADE FROM THE JANUARY 2018 PENSION CHECKS and will continue to be in the future.** Your statement from State Street Bank reflected the deductions.
- Met Life is sending correction letters this week, we have been told. You may also receive multiple correction letters.
- One retiree also received policy riders from Met Life for each of his four home & auto policies advising that the premiums would no longer be paid via pension deduction (there may be a premium reduction for such type of premium payments). He called Met Life and was told that these riders were also sent in error and that corrected riders would be sent for each policy.
- That retiree then received a mailed billing from Met Life for his four home & auto policies (but not his Long Term Care policy).

We expect that each impacted retiree has similar experiences and communications. **PLEASE DO NOT SEND A PAYMENT TO MET LIFE FOR THESE PREMIUMS** or cause any change to be made in your form of payment.

- This information is provided by the NCRO's Insurance Committee in January 2018 only to those for whom we have email addresses. If you know other NCRO members who do not receive this, please have them update their addresses on our site: [www.NCRO.org](http://www.NCRO.org) . If you have fellow FCA/Chrysler friends who are not NCRO members, please encourage them to join.
- You may send a question to the Insurance Committee at the NCRO by emailing to [InsCom@NCRO.org](mailto:InsCom@NCRO.org)
- **Please keep your contact information current under the NCRO's Members "tab"** on the blue bar at the top of the home page. It's easy -- click on "Review Your Information" and if you do not know your Registration ID, just enter your last name and email address and you will be sent all the personal information on the NCRO site. This is voluntary self-provided information, and we count on members to please keep their information current.