

Julia Angrisano
National Secretary
Finance Sector Union

25 March 2026

By email: [REDACTED] ;

Dear Ms Angrisano,

Re: Suspension of office attendance requirements

Thank you for your letter dated 24 March 2026 regarding office attendance arrangements and the cost-of-living pressures facing employees.

We recognise that many people are experiencing ongoing financial pressures and acknowledge the importance of providing flexibility and support to our workforce during this period.

At MetLife Australia, we currently operate under a hybrid working approach that has been in place for some time and continues to work well for our people and our business. This approach is designed to balance flexibility to work from home with time spent in our office locations to support collaboration, team development, and the delivery of high-quality customer service. Generally our employees attend the office 3 days per week, and this can be altered on a case by case basis.

In addition, MetLife has well-established flexible work policies. Requests for flexible working arrangements are taken seriously and considered on an individual basis, having regard to both personal circumstances and role requirements. We have numerous examples across the organisation where employees work from home on a permanent or temporary basis, reflecting a wide range of personal, family, health and other circumstances. Given these existing arrangements, we do not consider that a blanket suspension of in-office activity is necessary or appropriate. Our current framework already provides meaningful flexibility while ensuring we continue to meet our obligations to customers, colleagues and the broader business.

Beyond flexible working, MetLife Australia provides a range of market-leading benefits aimed at supporting employee health, wellbeing and financial resilience. These include, but are not limited to:

- A comprehensive Employee Assistance Program (EAP) including access to financial counselling
- Broad wellbeing leave provisions including each year wellbeing days (2 per year), menopause leave (10 days per year), fertility leave (5 days per year), gender affirmation leave (4 weeks), cultural heritage day (1 day), volunteer leave (1 day), DVF leave (10 days) and personal & carers leave (10 days accrued)
- Paid parental leave (18 weeks primary and 6 weeks secondary)
- 4 weeks annual leave with the ability to purchase 2 additional weeks per year
- Access to MetLife's 360Health program, including TeleDoc and Mental Health services
- Financial wellbeing support, including employer-paid life insurances and other financial product discounts
- Everyday shopping and grocery discount programs
- Health and wellbeing allowance of \$300 per year
- Free flu vaccines and heart, health and skin checks each year
- Our employee-led 'Thrive' committees also provide opportunities to be involved in meaningful activities related to DEI, engagement, health, wellness, sustainability, and social activities.

These benefits are designed to support our people holistically, including during periods of financial or personal challenge.

We remain committed to listening to our employees and engaging constructively with employee representatives. We will continue to review our policies and practices to ensure they remain fit for purpose and responsive to the needs of our workforce.

Thank you again for raising these matters. We trust this provides clarity on our current approach.

Yours sincerely,

Richard Nunn

Chief Executive Officer & Executive Director

MetLife Australia