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**Hyatt Legal Plans’  
Client Service Center Director  
Designated Certified Call Center Manager**

Cleveland, OH, October 18, 2010 – Chris Tomsa, Client Service Center Director at Hyatt Legal Plans, a MetLife® company, recently earned his designation as a Certified Call Center Manager from Benchmark Portal's College of Call Center Excellence. Benchmark Portal is associated with Purdue University and is recognized as the benchmarking source in the call center industry. The College of Call Center Excellence offers programs for corporate leaders in the call center industry to enhance and hone their skills and insights on a wide range of topics and call center information.

Chris Tomsa, Client Service Director, oversees the day-to-day operation of the Client Service Center. Before assuming his current position in 1997, Mr. Tomsa worked for Hyatt Legal Plans first as a panel representative, then as a Client Service Supervisor. He attended The University of Wisconsin and Case Western Reserve University.

**About Benchmark Portal and the Center for Customer-Driven Quality**

The Center for Customer-Driven Quality (CCDQ) at Purdue University is internationally recognized as the premier research and education organization for customer access issues. Due to the popularity and growth of the benchmark survey, the Purdue Research Foundation licensed BenchmarkPortal, Inc. as the business entity to technically support data collection and to distribute the survey results to the customer contact industry.

**About Hyatt Legal Plans**

Hyatt Legal Plans, a MetLife® subsidiary, is the largest provider of group legal plans in the country, serving two million plan members and dependents through a nationwide network of 5,200 law firms. For more information on Hyatt Legal Plans, please visit [www.legalplans.com](http://www.legalplans.com). Group legal plans provided by Hyatt Legal Plans, Inc., Cleveland, OH. In certain states, plans are provided through insurance coverage underwritten by Metropolitan Property and Casualty Insurance Company and Affiliates, Warwick, RI.