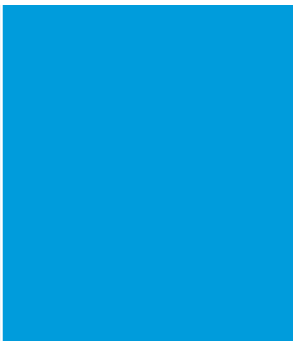


Dedicated service team

Expert support for your benefits and your business



**Hi! We can't
wait to
work with
you.**

Getting to know you and making sure your benefits run smoothly are our top priorities. From routine inquiries to step-by-step administrative guidance — we're here to make your job easier by providing exceptional service.

Committed to you and your satisfaction

Having a Dedicated Service Team makes it easier to get the answers you need and get back to business. From questions on forms or claims to eligibility and billing, we are your direct line to personalized benefits support.

If it's more convenient or you have a quick question, you can also call 1-800-ASK-4MET. Just remember, you will be asked to enter your group number — found on the first page of your policy or certificate.

Part of successfully managing your benefits experience is evaluating your satisfaction. To ensure that we are meeting your needs for responsive service, each year we conduct a survey to monitor your satisfaction level. It's simple. Both our businesses grow stronger when we exceed your expectations.

Metropolitan Life Insurance Company

We will be the primary contacts for your service needs. We look forward to understanding your company's — and your employees' — unique needs.

We'll help you navigate your benefits experience with MetLife and collaborate with you to provide the right resources to your employees.

Count on us to:

- Deliver efficient and reliable **support** that's tailored to your preferences and worksite culture
- Provide **expert guidance** to help you streamline administration
- Offer **critical insights** that empower you to solve business challenges, as well as help your employees make confident benefits decisions

IMPORTANT CONTACT INFORMATION

800-275-4638

Option 2
enter group number

press 1 – Routine Inquiries (Eligibility, Billing, Forms)

press 2 – Dental Claims and Inquiries

press 3 – Disability (STD & LTD) Claims, and Waiver of Premium Inquiries

press 4 – Life Claims; Statement of Health Inquiries

press 5 – Vision Inquiries

Administrative Manual

www.metlifeadminmanual.com/am1

**Eligibility Submissions (New Hires,
Statement of Health Forms, Change Forms)**

Fax: 888-505-7446

MetLink/MyBenefits Technical Help

877-9MET-WEB

MetLink/MyBenefits Demos

**MetLink Demos occur every 1st and 3rd Thursday of the month.
Please contact your Client Service Consultant for more information.**

metlife.com

